

New Hampshire PY 2005 Workforce Information Grant 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 continued to maintain the Workforce Information (formerly known as ALMIS - America's Labor Market Information System) database in New Hampshire. Other than ongoing monthly updates of Current Employment Statistics program data; Labor Force Statistics; Consumer Price Index; and Building Permits, additional data were updated. The following data sets were upgraded with statewide and sub-state data between July 2005 and June 2006:
- Quarterly Census of Employment and Wages (QCEW): quarterly data at the NAICS Industry Group (4-digit) level, for statewide, counties, and labor market areas; at the Domain level (goods-producing and service-providing) for cities/towns.
 - Annual Average QCEW: annual average data for 2004, at the NAICS Industry Group (4-digit) level for statewide, counties, and labor market areas; at the NAICS Sector (2-digit) level for cities/towns.
 - Occupational Employment Statistics Wage estimates: based on May 2004 and May 2005 survey panels for Statewide, MSA, LMA, county, planning regions, one-stop office areas, and the U.S..
 - Short-term Industry and Occupational Projections, 2004Q4-2006Q4, and 2005Q2-2007Q2 for statewide.
 - Measures of Personal Income (BEA), statewide, annual 2001-2005; statewide by quarter, through 2006Q1 (revised); county (revised), annual 2000-2004.
 - Estimated Median Family Income (Housing and Urban Development), statewide, county, and U.S., annual 2006.
 - Population estimates (Census), statewide, county, minor civil division, and U.S., 2000-2005.
 - Employer Database, municipality, 2006 first and second editions.
 - Schools, Programs, and Program Completers, 2004-2005 school year.

- Transfer Payments (revised), 1948-2004, statewide and U.S.; 1969-2004, counties.
- B. The Bureau recognizes the value of local workforce information. In response to questions from the workforce development community, employers, and other users of workforce information, New Hampshire has populated the ALMIS database with extensive substate information. There was extensive revision of substate data in several tables due to redefinition of metropolitan/micropolitan areas and small labor market areas. This was necessary because of the major statistical area redefinition by the Office of Management and Budget and the U.S. Bureau of Labor Statistics, based on the 2000 Census.
- C. Occupational licensing data was updated during PY2005. ALMIS database tables LICENSE, LICAUTH, LICHIST, and LICXOCC were submitted to ACINet upon completion of the update. The licensing data was also published via print and web site. The O*Net/SOC taxonomy was used to classify occupations in these tables.
- D. An ELMI staff member attended the ALMIS Resource Center national conference in August 2005, and demonstrated the new NHnetwork, New Hampshire's Internet-based workforce information system that draws in large part from the Workforce Information database.

2. Produce and disseminate industry and occupational employment projections.

- A. The Bureau published statewide long-term estimates of employment by industry, with 2004 base year employment and employment projected to 2014. These estimates incorporated annual average employment by industry (using NAICS codes) for the 1972-2004 time period. These estimates were prepared for publication in the beginning of PY2006.
- B. The Bureau updated its website with statewide 2004-2014 long-term projections data for all disclosable industries and occupations.
- C. The Bureau began production of sub-state, long-term estimates of employment by industry, with 2004 base year employment and employment projected to 2014. (These projections will be completed during PY2006.)
- D. The Bureau began sub-state, long-term estimates of occupational employment, with 2004 base year employment and employment projected to 2014. These projections are done by county in New Hampshire. (These projections will be completed during PY2006.)
- E. The Bureau published and distributed hard copy 2002-2012 long-term sub-state industry and occupation projections publications 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 2004Q4-2006Q4. These projections were NAICS-based, and were available in January 2006.

The second set of short-term projections covered the time period 2005Q2-2007Q2. This satisfied the ETA requirement to produce short-term, industry employment estimates during PY 2005 that covered the 2005-2007 time period. These projections estimates were NAICS-based, and were delivered for use in America's Career InfoNet on June 26, 2006.

- 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 2004Q4-2006Q4. These projections use SOC definitions, and were available in January 2006.

The second set of short-term occupational projections covered the time period 2005Q2-2007Q2. This satisfied the ETA requirement to produce short-term, occupational employment estimates during PY 2005 that covered the 2005-2007 time period. These projected estimates use SOC definitions, and were delivered for use in America's Career InfoNet on June 26, 2006.

- I. The Bureau disseminated short-term industry and occupational projections products via printed medium. These were issued as featured articles in the January 2006 issue of *Economic Conditions in New Hampshire* (2004Q4-2006Q4 projections), and in the August 2006 issue of *Economic Conditions in New Hampshire* (2005Q2-2007Q2 projections). These estimates were also made available on our web site in .pdf format.

State Workforce Investment Board (SWIB)/State Workforce Agency (SWA) Deliverables

3. Provide occupational and career information products for public use.

- A. Customer-focused occupational and career information products

The Economic and Labor Market Information Bureau continued 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. These products help to prepare emerging workers for employment and further education; prepare transitional and dislocated workers for new jobs leading to job retention, wage progression and self-sufficiency; upgrade the skills of current workers; improve the competitiveness of employers; and improve labor exchange and labor market information. Specifically:

- The Bureau produced *Eldercare in New Hampshire: Labor Market Trends and their Implications* in response to questions about the future demand and supply of eldercare services, especially regarding occupations with a significant presence in eldercare. New Hampshire's population is aging, and the working-age share of the population is expected to become a smaller share of the population over the next several decades. Health care cost indexes have escalated more rapidly than the overall Consumer Price Index. Medical technology has had an impact on longevity, quality of life, and cost of health care. All of these factors should cause an increase in demand for eldercare services in the future and occupations linked to eldercare. While there has been much concentration on the shortage of registered nurses, there has been little work done on issues affecting other occupations such as the Home health aides; Personal and home care aides; and Nursing aides featured in this study.
 - ELMI Bureau staff participated in an Eldercare symposium requested by Executive Councilor Burton and organized by the New Hampshire Department of Health and Human Services. This included an overview of the Bureau publication, *Eldercare in New Hampshire: Labor Market Trends and their Implications*.
 - The Bureau prepared the *New Hampshire Job Outlook and Locator* publication. This publication is a tool that can help job seekers, career planners, and others connect to occupations by identifying the industries that most commonly employ workers in a specific occupation. Based on a long-term look at New Hampshire's economy, more than 650 occupations are included. Each has a corresponding Standard Occupational Classification code and description, 2003 average hourly or annual wage, estimated 2002 employment, projected 2012 employment, projected growth rate for 2002-2012, estimated annual openings, education and training requirements, and the employing industries. This version of *Job Locator* uses the North American Industrial Classification System (NAICS). The hard copy publication and web site version would be released in early PY2006.
 - The Bureau began use of the Skills-Based Projection (SBP) System to analyze skill and educational requirements of the workforce.
- B. The Bureau worked 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 two such projects during PY 2005.

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

A. The Bureau continued to develop workforce and economic information through use of our New Hampshire econometric model. This model is used to analyze the short- and long-term impacts of economic changes, plant closings, proposed economic development, and other exogenous events. These economic impact studies provide information about the impacts of significant plant shutdowns or development, and the anticipated impact on occupational demand and workforce development requirements. The Bureau identifies types of workers who would likely be affected by negative economic changes, and predicts the types of workers needed in response to business openings and specific economic development.

- The Bureau renewed a support and maintenance contract with the developer.
- The Bureau researched and prepared *Coös County Perspectives: Pulp and Paper Parks and Prisons*, using the New Hampshire econometric model. This project was undertaken because there were two major paper manufacturing plant shutdowns announced less than ten weeks apart, both in New Hampshire's North Country.

On December 30, 2005, it was announced that Groveton Paperboard would close. The manufacturing plant would cease operating on March 1, 2006, leaving 108 employees without jobs.

Barely two months later, on March 7, 2006, Fraser Papers announced that it would close the Burgess Pulp Mill in Berlin on May 6, leaving 250 employees out of work.

The Bureau's analysis discussed the impact of the two pulp and paper mill closings on the Coös County economy. It reviewed the long-term decline of the pulp and paper industry and the economic changes brought on by these mill closings, and analyzed the short- and long-term implications and the prospects for recovery from these latest layoffs. It also included an examination of specific planned and proposed projects that could help to replace the lost pulp and paper jobs and earnings.

The study used O*Net individual jobs' knowledge, skills, and abilities characteristics to examine the jobs being eliminated in the North Country, and identified transferable skills (that appeared in at least ten occupations) typical of workers in the occupations being cut. These types of

knowledge, skills, and abilities would be embodied in workers who might match well with replacement jobs.

The Bureau then identified occupations that use the transferable skills of workers released. Recognizing that a transfer into a new job requiring existing knowledge, skills, and abilities might still require additional training, the "target" jobs were then linked to additional training opportunities with programs offered by the New Hampshire Community Technical College-Berlin. Some of the "target" occupations were also linked to federal prison occupations, since one of the proposed North Country projects under consideration is the construction of a federal prison.

The study also reviewed the top twenty occupations projected to have the most annual openings (based on the 2002-2012 Coös County Long Term Occupational Projections). These were also matched with related programs offered by the New Hampshire Community Technical College-Berlin.

Lastly, potential occupations at the proposed federal prison in Berlin were likewise matched with related programs offered by the New Hampshire Community Technical College-Berlin.

- The Bureau prepared an analysis of the Financial Sector, which reached the final editing process by the end of PY2005. This analysis would be released as *Finance & Insurance Industries in New Hampshire*. The sector is a large employer in New Hampshire, and includes many self-employed. Therefore, a study of the impact of the finance and insurance industries, their growth, and employment patterns would be of value for many individuals considering employment in the sector. Even though the employment level in Finance and insurance is smaller than that in either Retail or Manufacturing, and its impact less recognized than the more publicized tourism and high-tech related industries, this sector contributes a large share of employment and wages to the New Hampshire economy. Continued job growth in this sector relies on the availability of qualified and skilled workers for businesses and continued demand for its services.
- The Bureau used the New Hampshire econometric model to provide occupational information and summarize the economic impact of the Health and Beauty Industry in New Hampshire in response to a request from BNH (Business New Hampshire) magazine.
- The Bureau began an analysis of the impact of Hospital construction in New Hampshire, using the New Hampshire econometric model. This study will discuss the employment impacts of such construction in the growing Hospital sector.

- The Bureau prepared a *Summary of the New Hampshire Economy* in Fall 2005 and Spring 2006. The *Summary* is a short paper containing the Economic and Labor Market Information Bureau's analysis of where the New Hampshire economy stands and where it is headed in the near future.

5. Maintain and enhance electronic state workforce information delivery systems.

A. NHnetwork

NHnetwork is the electronic workforce information delivery system that provides access to New Hampshire's Workforce Information database.

During PY2005 New Hampshire completed the development of a new Internet application for presentation of Workforce Information (ALMIS) data, which replaced a vendor application. The new state-specific application was developed jointly by the Economic and Labor Market Information Bureau of New Hampshire Employment Security, and the New Hampshire Office of Information Technology. The application, based on specifications established by ELMIB, provides access to the full contents of the Workforce Information database, including multiple sub-state regions and time-series data, in a clean, user-friendly web interface that takes advantage of up-to-date web application development technology. The application also includes a module for display, download, and comparison of a wide variety of municipal data that is not part of the Workforce Information database.

Some of the changes and enhancements of the new system:

- sessions begin with choice of geographic area
- geographic areas include:
 - county
 - city/town
 - labor market area
 - multi-state statistical area
 - planning region
 - one-stop office region
- eliminates the possibility of sessions with no available data since data sessions are specific to the selected geographic area
- user choices are displayed on a single screen so users know what they have chosen; this reduces user frustration with multiple drill-down screens
- addition of a Community Profiles session, where users may view a single profile, or compare data for two communities side-by-side
- data downloads in text file or spreadsheet formats are available

- graphing capability exists for many data sessions
- B. Began updating information from individual communities for use in the Community Profiles component of NHetwork.
 - C. The ALMIS Employer Database has been updated every six months in the Workforce Information database, and made available through NHetwork.
 - D. The Economic and Labor Market Information Bureau continued to provide individual copies of the ALMIS Employer Database on compact disc to One-Stop Center staff semi-annually.

6. *Support state workforce information training activities.*

- A. The Bureau provided additional training in the access to and use of the ALMIS Employer Database on compact disc as necessary and requested by One-Stop Center staff.
- B. Economic and Labor Market Information Bureau demonstrated the new Internet application to One-Stop Center staff, and worked with other users to acclimate them to the new system.
- C. The Bureau Director participated in a meeting sponsored by the Federal Reserve Bank of Boston's New England Public Policy Center (NEPPC). New Hampshire participants discussed economic and public policy issues that affect the region.
- D. An ELMI Labor Market Analyst attended the 2005 LMI forum in Norfolk, Virginia.
- E. The Bureau Economist attended the REMI Northeast Policy Analysis and Users' Conference in Boston, and presented the results from one of the ELMI impact studies.

Consultation and Customer Satisfaction Assessment

1. The Bureau leveraged funding to conduct a customer satisfaction survey.

The New Hampshire Department of Resources and Economic Development (DRED), Division of Economic Development was interested in a Business Services survey to evaluate how clients use and value their services, and where their clients obtain such services. DRED contracted with the Economic and Labor Market Information Bureau to conduct this survey.

ELMI added several questions pertaining to satisfaction with LMI services. This was conducted during PY2005, although the results would not be released until early in PY2006. However, the Economic and Labor Market Information Bureau received a 3.84 satisfaction score (1 = not satisfied; 5 = very satisfied) from DRED clients who used ELMI products and services, and who rated their satisfaction with the Bureau.

This survey was similar to one conducted for DRED by ELMI in PY2003.