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**Section 1**  
**Employment Statistics System**

Hawaii's Employment Statistics System, also known as Labor Market Information (LMI), is an integral part of the One-Stop for Career Assistance Centers, serving the needs of various customers and partners: individual job seekers, employers, counselors, economic developers, education and training providers, planners, policy makers, and local workforce investment boards. The main goal of the LMI system in Hawaii is to provide timely, accurate and relevant labor market information that will help customers and partners make informed choices and decisions to successfully compete in a global economy.

The Research and Statistics Office (R&S) of the Department of Labor and Industrial Relations (DLIR) has been designated as the agency responsible for the Employment Statistics System in Hawaii under WIA Section 309. This responsibility is in line with the mission of R&S to support workforce development activities through data gathering, analysis and delivery of labor market information (LMI). To carry out this responsibility, R&S operates various core statistical programs in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics (BLS):

- The Current Employment Statistics (CES) program generates monthly estimates on the number of jobs, hours and earnings for various industries for the State and Honolulu Metropolitan Statistical Area.
- The ES-202 program prepares a quarterly report on all employers covered by the Unemployment Insurance program that summarizes employment and wages by private industry and public government sectors for the State and counties.
- Local Area Unemployment Statistics (LAUS) produces employment and unemployment estimates on the civilian labor force for the State and counties.
- Occupational Employment Statistics (OES) conducts an occupational employment and wage survey for the State, Honolulu Metropolitan Statistical Area, and the Balance of State.
- Mass Layoff Statistics (MLS) tracks individuals and companies dislocated by mass layoffs and plant closings.

The Federal-State cooperative programs follow standardized procedures set by BLS, allowing for consistency and comparability within the State, as well as among all states nationwide. All of these various statistical data are invaluable indicators of the workforce status, industry dynamics and occupational trends in the different labor market segments.

The R&S Office also produces analytical products. The R&S Office participates in the America's Labor Market Information System (ALMIS), a national workforce development initiative to consolidate and enhance LMI products and services funded by the U.S. Department of Labor, Employment and Training Administration (ETA). These include:

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- ALMIS Database, a standardized database populated by each state, containing demographic, economic and workforce data
- Employer Database, a public database of all business employers to be used for job search purposes.
- Short-term forecasts and long-term projections, which determine future industry and occupational employment
- Occupational analysis products, which integrate future employment opportunities, wages, education and training requirements, and skills information

To help our customers receive information quickly and conveniently, R&S is delivering labor market information (LMI) electronically. R&S provides information at One-Stop resource centers through Hawaii's Labor Data Access (HiLDA) system. This PC-based system provides quick and easy-to-use tools to access demographic, economic, career and labor market information. Customers can obtain information on population, income, wages, industry and occupational projections, education providers and employers from one site. HiLDA will be discontinued when a new and more dynamic Internet Delivery System is developed and deployed in Hawaii.

The extensive use of the Internet has made it a powerful tool in the delivery of information and data worldwide. Presently, access to valuable information is available through LOIHI (Labor and Occupational Information Hawaii), our Internet web site. This web site makes available the latest local employment statistics for public access. Information that can help with job search, career decisions, business planning, research and much more are provided. Major topics of the web site include wages, employment, unemployment, occupational information, and job search and career information. Data is also available from major BLS programs.

R&S, together with a group of states, has selected a contractor to develop a web-based LMI system. The Workforce Informer system will be customized to reflect local workforce area information and become the standard delivery method of LMI. As a pilot state, Hawaii will be testing the generic system during PY 2002. Hawaii's version of the Internet Delivery System is called Hawaii Workforce Informer (HIWI). HIWI was deployed in November 2002.

All of the LMI is available in printed publications as well as in electronic format. Printed publications contain narratives, tables, and graphs.

The R&S Office also undertakes additional activities to satisfy local information needs. More detailed estimation and analysis are performed for island-level data on the labor force, employment, unemployment, number of jobs, as well as county level occupational employment and wage information and occupational employment projections. We also continue to do research on emerging occupation information.

R&S staff is also involved in providing training to increase customer knowledge of workforce information. The methods of education are in the form of workshops as presenters, panel members, and/or exhibitors; individual technical assistance; and in other forums as requested. Staff also attend training to improve their skills.

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Hawaii recognizes the need for multi-agency collaboration at all government levels, synchronizing policies and programs to meet local requirements for labor market information. Priorities of local, state, and national requirements for labor market information are linked through the Workforce Information Council (WIC). Various policy councils, work groups, and consortium groups have been formed to continue research to improve the production and dissemination of workforce information.

A Workforce Statistics work group has been established under the Workforce Development Council (WDC) as a forum to discuss issues confronting the local employment statistics system. WDC is the private sector-led, cross-agency State policy council that serves as WIA's State Workforce Investment Board in Hawaii. It is charged by State statute to advise the Governor and legislature on workforce development issues. Members of the work group include representatives of the local workforce investment boards, which include members from the business community, as well as private and government agencies of data users and data developers who meet to identify and resolve problems. Customers are consulted about the relevance of LMI to their needs. Ongoing consultation ensures continuous improvement and enhancement of the employment statistics system. Through the Workforce Statistics work group, interagency collaboration facilitates identification of data sources, common definitions and accessibility to information. An Internet version of the Workforce Statistics Workgroup called the eForum was also installed and it features a "chat room" where participants could post topics and send comments and feedback on workforce development and related issues.

The R&S Office maintains formal and informal contacts with the One-Stop Centers, the Workforce Development Division and the Workforce Development Council since we all fall under the jurisdiction of the Hawaii Department of Labor and Industrial Relations (DLIR). Our close working relationship and proximity allowed us to participate in the development of the WIA/WP five-year plan. The Employment Statistics System/Labor Market Information components of the plan were reviewed and accepted by all stakeholders. As indicated earlier, the main goal of the Hawaii Employment Statistics System is to provide timely, accurate and relevant labor market information that will help partners and customers make informed choices and decisions.

To ensure that the PY2002 Work Statement supports the goals and objectives of the state and local workforce investment boards, we have posted the proposed work statement on the eForum for their review and comments. Any issues and concerns have been addressed and resolved to our mutual satisfaction.

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**Section 2  
Core Products and Services**

**Basic Objectives**

As stated in the Training and Employment Guidance Letter No. 18-02, funds are provided to develop core LMI products and services to support the America's Labor Market Information System (ALMIS) and One-Stop Career Services System initiatives. The priority products and services provided by the TEGL are:

1. Populate and maintain the ALMIS database;
2. Produce and disseminate long-term State industry and occupational employment projections;
3. Produce and disseminate short-term industry and occupational employment forecasts;
4. Develop occupational and career information products;
5. Provide an employer name and address list that can be accessed by the public;
6. Provide information and support to Workforce Investment Boards and produce other State information products and services;
7. Improve and deploy electronic State workforce information delivery systems; and
8. Support State workforce information training activities.

**Statement of Work**

**A. Description of Activities and Products**

1. ALMIS Database: Staff will continue to populate and maintain all core tables for the areas and time period required within a month of its availability. By the end of the program year, Hawaii will populate the database beyond the minimum requirements by including county data, providing additional years of data for the specified tables, and populating other tables not considered "core." We will also collect occupational licensing information, update the three files, re-code the occupations to the O\*NET SOC classification system, and submit the data to National Crosswalk Service Center for placement on the ACINet site. Currently we are using ALMIS Database version 2.2.

The ALMIS Database contains a wide array of demographic, economic, and workforce data. This database has a standard structure and is populated by every state, enabling customers to make comparisons across states or within local labor markets. The ALMIS Database is made available to all One-Stop Centers through the Hawaii Workforce Informer (HIWI), our Internet Delivery System for LMI.

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The ALMIS Database is consistent with the state and local workforce investment boards objective to provide accurate workforce information through this comprehensive database that is updated on a timely basis.

Usage of the ALMIS Database will be monitored through web statistics collected from the Hawaii Workforce Informer (HIWI) that uses the ALMIS Database Version 2.2 as its main data source.

Estimated cost: \$20,849

Principal customers: Education, employment and training service providers, counselors and educational planners, students, job seekers, employers

Milestones:

Populate and maintain all core tables for the areas and time period required	Within a month of availability
Collect, update, submit occupational licensing information to NCSC	Nov. 2002
Populate the database beyond the minimum requirements	June 2003

2. Long-term Projections: During the year, staff will produce a hard copy publication of the statewide 2000-2010 industry and occupational projections. The report will contain economic analysis, tables, and graphs. Staff will also develop sub-state industry and occupational projections for Honolulu MSA, Hawaii County, Maui County, and Kauai County with calendar year 2000 as the base year and 2010 as the projected year, using the methodology, software tools and guidelines issued by the Projections Consortium and the Projections Managing Partnership. Upon completion of the estimates, data will be incorporated into the ALMIS Database and, following procedures established by the consortium and partnership, submitted for public use. Preliminary data tables will be available on our LOIHI website and our Workforce Informer and LMI Access systems.

Staff will also begin developing NAICS-based historical industry employment series for state and sub-state areas and test the series with the long-term projections model.

This activity is consistent with the state and local workforce investment boards objective to provide accurate and relevant workforce information by providing long-term industry and occupational projections.

To measure customer outcomes, we will track the number of hits and downloads for the electronic copies of the LT projections tables, through the Hawaii Workforce Informer (HIWI) and the Labor and Occupational Information Hawaii (LOIHI) websites. We will also count the number of hardcopy publications mailed and how many times the data is requested via mail, phone, fax and e-mail.

Estimated cost: \$41,627

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Principal customers: Education, employment and training service providers, counselors and educational planners, students, job seekers, employers

**Milestones:**

Publish industry/occupational projections, 2000-2010, State of Hawaii	Oct. 2002
Populate ALMIS Database, State, 2000-2010	Feb. 2003
Begin developing NAICS-based historical industry employment series	Feb. 2003
Develop industry/occupational projections, 2000-2010, Honolulu MSA, Hawaii C., Maui C., Kauai C.	June 2003
Disseminate preliminary sub-state data tables	June 2003

3. Short-term Forecasts: Staff will complete the production of short-term industry and occupational employment forecasts with base year/quarter 2001/Q2 and projected year/quarter 2003/Q2 for the state and Honolulu MSA using the methodology, software tools, and guidelines developed by the Projections Consortium and the Projections Managing Partnership. Upon completion of the estimates, data will be incorporated into the ALMIS Database and submitted for dissemination in accordance with procedures established by the consortium and partnership. Data will also be put on our LOIHI web site and Workforce Informer system for public use.

Staff will also begin developing NAICS-based historical industry employment series for state and sub-state areas and test the series with the short-term projections model.

This activity is consistent with the state and local workforce investment boards objective to provide accurate and relevant workforce information by providing short-term industry and occupational projections.

To measure customer outcomes we will track the number of hits and downloads for the electronic copies of the ST projections tables, through the Hawaii Workforce Informer (HIWI) and the Labor and Occupational Information Hawaii (LOIHI) websites. We will also count the number of hardcopy publications mailed and how many times the data is requested via mail, phone, fax and e-mail.

Estimated cost: \$45,345

Principal customers: Education, employment and training service providers, counselors and educational planners, students, job seekers, employers

**Milestones:**

Complete 2001/Q2 to 2003/Q2 industry and occupational forecasts for State and Honolulu MSA	Sept. 2002
Populate ALMIS Database, State and Honolulu MSA, 2001/Q2 to 2003/Q2	Nov. 2002
Begin developing NAICS-based historical industry employment series	Feb. 2003

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4. Occupational and Career Information Products: Staff will continue to produce a variety of occupational and career information products. Customers at One-Stop Centers will see more career information in electronic and in printed publications. These O\*Net SOC-based products and reports include the results of the 2000-2010 occupational projections data for the state, results of the 2001/Q2 to 2003/Q2 forecasts for the state and Honolulu MSA, and results of the 2001 OES survey for the state. Another five articles featuring selected occupations, industries, or areas will also be written. Selection will be based on growth rates, number of openings, or on-going and informal communication with the Workforce Development Council. Various labor market information will be incorporated into the products: future employment opportunities, wages, educational and training requirements, and O\*Net-SOC based skill information that are needed and can help customers make career decisions. The reports will contain analysis, tables, and graphs.

This activity is consistent with the state and local workforce investment boards objective to provide accurate and relevant workforce information by providing various occupational and career information products.

To measure customer outcomes, we will track the number of hits and downloads for the electronic copies of these products, through the Hawaii Workforce Informer (HIWI) and the Labor and Occupational Information Hawaii (LOIHI) websites. We will also count the number of copies of hardcopies mailed and how any times these products are requested via mail, phone, fax and e-mail.

Estimated cost: \$63,758

Principal customers: Education, employment and training service providers, counselors and educational planners, students, job seekers, employers

Milestones:

Produce results of 2001/Q2 to 2003/Q2 forecasts for the state and Honolulu MSA	Sept. 2002
Publish results of 2000-2010 occupational projections for the state	Jan. 2003
Produce results of 2001 OES survey, State and Honolulu MSA	June 2003
Produce five reports featuring selected occupations, industries, areas	Ongoing to June 2003

5. Employer Name and Address List: To meet this requirement, Hawaii will make available the ALMIS Employer Database provided by InfoUSA. We will populate the ALMIS Database with the most current version of the Employer Database. The information contained in the ALMIS Database can be accessed through the Workforce Informer, our internet system of labor market information. The ALMIS Employer Database also resides on the ACINet site, and the public can access it through our

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LOIHI web site, which has a link to ACINet. The ALMIS Employer Database will be made available to customers within a month of its receipt.

The Employer Name and Address List is consistent with the state and local workforce investment boards objective to provide accurate workforce information by incorporating the employer list in the ALMIS Database that is updated on a timely basis.

Usage of the employer list, as part of the ALMIS Database will be monitored through web statistics collected from the Hawaii Workforce Informer (HIWI) that uses the ALMIS Database Version 2.2 as its main data source.

Estimated cost: \$2,194

Principal customers: Education, employment and training service providers, counselors and educational planners, employers, job seekers

Milestones:

Integrate Employer Database into the ALMIS Database and make available to customers	Within a month of receipt
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6. Produce information and support to Workforce Investment Boards and produce other state information products and services: Staff will continue to do research on emerging occupations. A Millennium Workforce Development Initiative was established to “improve the skills of new and existing workers for jobs to lessen the need to import workers.” Five science and technology based industries have been targeted: telecommunications, information technology, biotechnology, environmental science and technology, and healthcare technology. We will use 1999-2001 OES supplemental sheets, statewide staffing patterns of these industries, and state occupational employment projections to develop a list of “emerging” occupations. The focus will be on identifying knowledge, skills, and abilities needed so that education and training programs can be developed to meet the workforce needs of businesses.

In response to requests for more local data, staff will also produce 2001 occupational employment and wages for Hawaii County, Maui County, and Kauai County using the Estimates Delivery System. Industry staffing patterns at the two-digit Standard Industrial Classification level will also be provided for these counties.

Local workforce investment boards are required to provide training in occupations that are in demand. Using statewide projections data, we will identify occupations in demand and provide wages and education and training information.

Because the Workforce Development Council, the Workforce Development Division and the One-Stop Centers together with the Research and Statistics Office are all part of the Hawaii Department of Labor and Industrial Relations, verbal and/or written communication is continuous and informal. There is also a Workforce Statistics Work



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Group established under the Workforce Development Council through which data needs are communicated. Members of the work group include representatives of the local workforce investment boards, with some members from the business community, as well as private and government and agencies of data users and data developers. An Internet version of the Workforce Statistics Workgroup called the eForum was also installed and it features a “chat room” where participants could post topics and send comments and feedback on workforce development and related issues.

This activity supports the state and local workforce investment boards objective of providing accurate and relevant workforce information with the production of emerging and demand occupations and more localized data on occupational employment and wages. By providing the information that reflects wages, skill requirements, emerging and growth occupations, and staffing patterns, state and local WIBS will get the information they need to develop employment and training programs so they can improve their program planning and service delivery.

To measure customer outcomes, we will count the number of hardcopy publications mailed, number of data requests received and the number of consultations with the WIBS. We will also monitor the usage of eFroum/chat room for postings of topics issues, comments and feedback.

Estimated cost: \$52,387

Principal customers: Workforce Investment Boards, education, employment and training service providers, policy makers, counselors and educational planners

Milestones:

Produce 2001 occupational employment and wages, Hawaii County, Maui County, Kauai County	Mar. 2003
Produce staffing patterns by two-digit SIC for Hawaii County, Maui County, Kauai County	Mar. 2003
Identify knowledge, skills, and abilities of “emerging” occupations	April 2003
Develop list of occupations in demand	June 2003

7. Improve and deploy electronic state workforce information delivery systems: For the first several months of the program year, staff continued to develop and support the delivery of the information contained in the ALMIS Database to one-stop customers and to labor market information analysts through HiLDA, Hawaii’s computerized system of labor market information. This system resided on stand-alone computers in resource rooms of all One-Stop centers. During the past year, a group of states, called the Workforce Informer consortium (Hawaii is one of the states), selected a consultant to develop the Workforce Informer internet application to be used by the consortium states. The system also uses the ALMIS Database and integrates other systems such as O\*NET, America’s Job Bank, Employer Database by Info USA, to provide a wide range of labor market information and services so customers can make workforce-

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related decisions. The Workforce Informer system is customized to reflect local workforce area information and is the standard delivery method of labor market information in Hawaii. Because it uses the ALMIS Database, which is a standardized database populated by each state, customers can make data comparisons across states or within local labor markets. During PY 2002, as one of the pilot states, Hawaii tested the generic system for reliability, functionality, and usability, and then deployed the system in November 2002. Approximately \$20,000 will be set aside for deployment, customization, maintenance, support, and training. Funds will also be used for personnel costs, travel costs to attend meetings, and for other costs associated with the project.

We will also work to improve our LOIHI web site by keeping the information current, adding new information, and converting more of our publications to htm files. This way, customers will be able to access the various state and local labor market information or the publications in a timelier manner. We will also look into how we can transition the labor market information contained in our LOIHI web site to our Workforce Informer system.

This activity is consistent with the state and local workforce investment boards objective of providing accurate and timely workforce information by deploying the Hawaii Workforce Informer (HIWI), a more dynamic and easy-to-use website to deliver labor market information.

Usage of the Hawaii Workforce Informer (HIWI) will be monitored using the "Web Trends" software that tracks the number of hits, users, pages and files accessed and many more website management, marketing and performance information.

Estimated cost: \$115,300

Principal customers: Job seekers, employers, counselors, policy makers and program planners, education and training providers.

Milestones:

Deploy Workforce Informer system	Nov. 2002
Maintain, support Workforce Informer system	Ongoing to June 2003
Begin transitioning LMI in LOIHI to Workforce Informer	April 2003

8. Fund State workforce information training initiatives: To satisfy this requirement, staff will undertake various training activities to increase staff and customer knowledge of workforce information. The methods of education will be in the form of workshops as presenters, panel members, and/or exhibitors; participation in career fairs; attendance at meetings to provide input and respond to questions; individual technical assistance; and in other forums as requested. One of our principal aims is to continue increasing the awareness of our division's electronic information delivery systems, namely LOIHI, our website, and Hawaii Workforce Informer, our web-based labor market information

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system. Additionally, staff will consult with and consider the needs of LMI users and conduct other beneficial training. Resources will be used for personnel costs to develop training materials, travel expenses, and other costs associated with providing workforce information training. Funds will also be used to send LMI staff to various training to gain technical knowledge, improve the quality of our products, provide better service delivery, and to improve our marketing techniques. We will be participating and/or conducting a minimum of five workshops and/or training sessions.

This activity is consistent with the state and local workforce investment boards objective of providing accurate and relevant workforce information by conducting training sessions and workshops to promote understanding and use of labor market information products and services.

To measure customer outcome, we will count the number of individuals trained and the number of requests for training received. We expect to visit at least one One-Stop Center in all the local workforce areas to present the Hawaii Workforce Informer (HIWI) Internet Delivery System.

Estimated cost: \$34,588

Principal customers: Education, employment and training service providers, counselors and educational planners, job seekers, employers

Milestones:

Undertake various training initiatives	Ongoing throughout the program year
Attend training	Various throughout the program year

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**Section 3**  
**Customer Satisfaction**

To gather customer satisfaction information, during PY 2002 staff will design customer satisfaction surveys to get feedback from our customers and partners in the state and local workforce investment boards, which includes members from the business community, as well as private and government agencies of data users. The surveys will also target jobseekers, readers of our publications and attendees of our various training sessions to get some customer satisfaction measurement of our products and services. We will also collect customer feedback information by asking customers who call for information, looking at counts of attendees of our training sessions and number of requests for our LMI data and our publications. We will use the customer feedback information to improve our products and services.

A customer satisfaction work group has been set up to assist the Workforce Information Council and ETA in developing and implementing methods for evaluating customer satisfaction with labor market information. We will use the approach or methodology for assessing customer satisfaction recommended by the work group, once they have been identified.