



New York State Department of Labor
Andrew M. Cuomo, Governor
Colleen C. Gardner, Commissioner

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September 26, 2011

Ms. Holly O'Brien
Regional Administrator
U.S. Department of Labor
Employment and Training Administration
JFK Federal Building, Room E-350
Boston, Massachusetts 02203

29-09-11 14:00 IN

Dear Ms. O'Brien:

As required in TEGL 30-8, attached is New York State's Annual Performance Report for the PY 2010 Workforce Information Grant.

If you have any related questions, please contact Bohdan Wynnyk at (518) 457-6638.

Sincerely,

Colleen C. Gardner
Commissioner
New York State Department of Labor

Karen A. Coleman
Acting Deputy Commissioner for
Workforce Development

Attachments

New York State Annual Performance Report for the PY 2010 Workforce Information Grant

The New York State Division of Research and Statistics is recognized as the premier source of labor market information in New York State. Not only are we responsible for producing a wide range of labor market data, but we also provide value added service in the form of customized, in-depth analysis and interpretation of this data to a variety of stakeholders. Our vision is "quality information for informed choice."

New York continues to inform the State Workforce Information Board (SWIB) as they develop initiatives and policies in response to the needs of the state and local workforce investment system. We continue to provide real time access to labor market information on the Internet and through our regional labor market analysts.

New York addressed all five deliverables in PY 2010: population and maintenance of the Workforce Information Database (WID); production and dissemination of industry and occupational employment projections; conducted and published relevant economic analysis; posted products, information and reports on the Internet; and partnered and consulted with state, regional, and local workforce and economic development partners and stakeholders.

I. Deliverables

1. Populate the Workforce Information Database (WID) with state and local data.

Core data tables were updated. New Occupational Employment Statistics (OES) data were loaded into the Workforce Information Database and made available via the New York State Department of Labor (NYSDOL) website. The quarterly and annual average data from the Quarterly Census of Employment and Wages (QCEW) program was updated. Short-term (two-year) occupational projections for New York State and its 10 regions were loaded into the database and made available for public access on the Internet. The InfoUSA employer database was loaded as updates were received, and served as the underpinning of the Business Directory tool on the website. Current Employment Statistics (CES) and Local Area Unemployment Statistics (LAUS) program data were updated monthly and after the benchmarking of the series. State-produced estimates of jobs by industry for non-CES areas were also loaded monthly and after benchmarking. Information on Occupations Licensed and Certified was entered in the database and updated online. State occupational licensing tables were last updated in PY2009, and will be updated again in PY2011, per the mandated two-year cycle. Mass Layoff Statistics (MLS) data continues to be updated monthly and quarterly.

2. Produce and disseminate industry and occupational employment projections.

Short-term industry and occupational projections were completed for the state. Long-term industry and occupational projections were completed for the state's ten labor market regions. Projections were developed according to Projections Managing Partnership's guidelines using the Micro-Matrix and Short and Long-Term Industry Projections software. The Occupational Employment Statistics program staffing patterns used to develop the projection were developed using the Estimates Delivery System. State short-term industry and occupational projections, and regional long-term industry and occupational projections, as well as all related products were made available on the Department's web site.

3. Conduct and publish relevant economic analyses, special workforce information, and/or economic studies determined to be of benefit to the governor and state and local WIBs.

The Decade in Review; New York State's Labor Markets, 2000-2010

The first decade of the new millennium started off on a high note as the Internet-fueled tech bubble that began in the 1990s continued to elevate the overall economy. However, the bubble burst, and a severe national recession soon followed, devastating both labor and financial markets.

After a modest five-year recovery, a second, more severe recession—dubbed the "Great Recession"—again shattered markets and had the distinction of being the longest U.S. economic downturn since the 1930s. With a tech bubble and the worst U.S. economic downturn in over 70 years serving as bookends, it is easy to understand why some analysts refer to 2000-2010 as a "lost decade" for American workers. A copy of this report can be found at: <http://www.labor.ny.gov/stats/the-decade-in-review.shtm>.

Industry Clusters in New York's Economy: A Statewide and Regional Analysis

This report looks at 2009 statewide and regional data highlights for the 16 Empire State Development Corporation (ESDC) industry clusters. For the state as a whole and its 10 labor market regions, clusters are ranked using four different criteria: total employment, total wages, average annual wage, and the location quotient. A copy of this report can be found at: http://www.labor.ny.gov/stats/PDFs/IndustryClusters_report2009.pdf.

Analysis of 2008-2018 Occupational Projections and Wages by Education and Training Requirements

The U.S. Bureau of Labor Statistics (BLS) classifies all occupations into one of 11 categories, based on the occupation's most significant source of post-secondary education or training. This report uses these categories to analyze statewide occupational projections and wage data. Specific projections-related data analyzed in this report include: share of total employment, 2008; numeric change in employment, 2008-2018; percentage change in employment, 2008-2018; and total annual openings. A copy of this report can be found at: <http://www.labor.ny.gov/stats/PDFs/Analysis-of-2008-2018-Occupational-Projections-and-Wages.pdf>.

Index of Coincident Economic Indicators

The New York State Department of Labor's Division of Research and Statistics calculates and publishes a monthly composite index of business cycle indicators. The Index of Coincident Economic Indicators (ICEI) is the equivalent of a weather report for the state's economy - it is designed to provide reliable and timely information about current economic conditions in New York State.

The ICEI model combines and weights four key indicators of statewide economic activity, which have historically moved in conjunction with the state's business cycles:

- private sector employment
- unemployment rate
- average weekly hours of manufacturing workers
- sales tax collections

This analysis can be found at: <http://www.labor.ny.gov/stats/icei.shtm>.

Significant Industries : A Report to the Workforce Development System

One of the major objectives of the workforce development system is to encourage local workforce investment boards (LWIBs) to plan strategically and focus their resources in priority industries (and eventually on priority occupations within those industries). To assist in these efforts, the New York State Department of Labor's Division of Research and Statistics prepared a series of reports on industries identified as "significant industries." There are a total of eleven reports, one for New York State and one for each of its ten labor market regions.

Significant industries were identified on the basis of job counts, wage levels, job growth (both net and percent) over the 2006-2009 period, and expected job growth based on industry employment projections through 2016. Priority industries that may have been designated as such by economic development or workforce development officials were also considered. These reports can be found at: <http://www.labor.ny.gov/stats/Significant-Industries.shtm>.

Other examples of economic analyses, and special workforce information:

- Scientists and Engineers in New York State, 2010
- New York State's Travel and Tourism Sector, 2007-2009
- Unemployed Job Seekers per Opening
- New York State Green Jobs Study

4. Post products, information, and reports on the Internet.

The New York State Department of Labor Division of Research and Statistics products are regularly updated and enhanced. They can be found at <http://www.labor.state.ny.us/stats/index.shtm>.

- Published monthly regional lists of occupations in which heavy hiring is expected.
- Published monthly estimates of nonfarm jobs by industry for areas not funded by BLS.
- Published daily job opening lists for labor exchange through the WDSuite tool.
- Published monthly summaries of recent job expansions and contractions by region, culled from various media sources.
- Published monthly summaries of labor market conditions on the regional web pages.
- Published the monthly newsletter, "Employment in New York State", which presents labor research issues and economic trends for New York State and its regions.
- Published regional brochures on Science, Technology, Engineering and Math (STEM) occupations.
- Published monthly Upstate New York Labor Market Report.
- Published monthly and quarterly Mass Layoff Statistics (MLS) data for New York State and the nation.
- Updated a nationwide MSA wage comparison tool on the website so that job seekers and employers can estimate wage differentials between major metropolitan areas across the country.
- Updated the labor supply section of the website to help deal with labor shortages. This section included data on registered job seekers, wage comparisons, New York State college graduates, and population projections.
- Maintained the online Business Directory tool. This tool helps jobseekers locate potential employers in their area. The latest version of the InfoUSA's employer database was loaded and properly cited as the source.
- Continued to transmit and review the required datasets for participation in the Local Employment Dynamics (LED) Program. NYSDOL Division of Research & Statistics also participates in the OntheMap application.

5. Partner and consult on a continuing basis with workforce investment boards and other key workforce and economic development partners and stakeholders.

The New York State Department of Labor's Division of Research and Statistics has ten regional offices which served local One-Stop partners, LWIBs, and stakeholders extensively.

- Regional analysts served on LWIB sub-committees. Analysts attended 139 LWIB meetings across the state, and assisted in the preparation of various LWIB grant proposals to US Department of Labor and NYSDOL.
- Assisted the Division of Workforce and Employment Solutions (DEWS), which serves as staff to the State WIB, as requested. For example:
 - Assisted by writing parts of reports, grant applications, strategic plans, and requests for proposals (RFP).
 - Assisted with Rapid Response and Layoff Aversion teams on 70 Rapid Response events.
 - Evaluated and scored RFP proposals for Workforce Investment Act (WIA) statewide grant monies.
- The regional analysts continued to support workforce partner initiatives with labor market information. For example:
 - Labor supply
 - Regional economic analysis
 - Significant industry analysis
 - Industry cluster analysis
 - Emerging Careers
 - Lists of local demand occupations
 - Commutation data
- Partnered with various agencies to support school-to-work transition efforts:
 - Served on advisory boards
 - Conducted CareerZone training sessions
 - Participated in Career Days
 - Prepared Health career factsheets; and Science, Technology, Engineering, and Technology (STEM) career factsheets.
- The analysts made 206 presentations on various LMI topics to a variety of customers, explaining the sources and use of various datasets.
- Staff presented workshops at the New York Association of Training and Employment Professionals statewide conferences.
- Staff continues to geocode QCEW data for the purpose of mapping this information for customers.
- Worked with the NYS Vocational and Educational Services for Individuals with Disabilities (VESID) on occupational opportunities database for challenged VESID and NYSDOL customers.

- Partnered with stakeholders such as:
 - Hudson Valley Career Pathways Consortium
 - Commercial Realtors Association
 - Local Economic Development Boards
 - Rapid Response and Layoffs Aversion Teams
 - Community Colleges
 - Boards of Cooperative Educational Services
 - County Employment Centers
 - New York City Labor Market Information Service, an LWIB funded group
 - City University of New York (CUNY)

- Worked with NYSDOL Division of Employment and Workforce Solutions to provide information on target groups for the New York State program, "Operation Ready to Work;" to provide demographic data on relevant populations for the "Emerging and Transitional Workforce" and "Disconnected Youth."
- Collaborated with NYSDOL Division of Equal Opportunity Development and Division of Employment and Workforce Solutions in reviewing the reasonableness of current target populations for the Apprenticeship program.
- Collaborated on an ARRA green grant with the New York City Labor Market Information Service at the City University of New York's Graduate Center; the Energy and Environmental Technology Applications Center at the University at Albany's College of Nanoscale Science and Engineering; and the Advanced Energy Center at Stony Brook University. Grant funds were used to collect labor market information focused in the areas of renewable energy, energy efficiency and clean technology industries to prepare for successful implementation of New York's 2009 State Energy Plan. A key focus of the effort is examining six green industry clusters with the following points of analysis: the characteristics of current and projected green employment; training needs and current capacity; new occupations resulting from green technology and an assessment of the impact of green jobs as a result of Recovery Act funding and other green investments.

Collaborated with other states

- Nevada: participated on the subcommittee on the micromatrix occupational projections software rewrite; devised recommendations on data processing flow, screen design, and technical specifications; prioritized software feature development; conducted software acceptance testing; provided oversight to research projects; assisted in the development of software help documentation; and contribute subject matter expertise for training redevelopment. In addition one of our analysts co-lead two training workshops.
- Vermont (Northeast Consortium): with Vermont acting as lead partner, the Northeast Research Consortium was awarded a Green Jobs Labor Market Information Improvement Grant. The Consortium was charged with the collection, analysis and dissemination of labor market information to enhance the labor exchange infrastructure for careers within the energy efficiency and renewable energy industries.

II. Consultation and Customer Satisfaction Assessment

A. Description of methods

Step 1: Maintain the Customer Requests Database. A database of all customers contacting the LMI system is maintained, both in the Central Office and in the 10 regional offices. Requests for information, consultation, or data by phone, letter, personal visit, or e-mail are recorded in this database. From the database a sample of customers are chosen to be queried concerning their satisfaction with labor market information products and services.

Step 2: Assess customer satisfaction among businesses. A monthly survey of a sample of businesses taken from the Customer Requests Database is conducted (see Step 1 above). The responses are evaluated to determine what can be done to improve services or publications.

Step 3: Assess customer satisfaction among individuals. A sample of individuals are surveyed (jobseekers, unemployed persons, students, etc.) from the Customer Requests Database (see Step 1 above). Appropriate adjustments are determined and implemented as necessary.

Step 4: Assess customer satisfaction of the Workforce Development System partners. Improvements that are needed are implemented as necessary. Due to constant interaction with partners, their satisfaction or dissatisfaction is apparent. Accommodations are made to meet their needs.

B. Customer satisfaction results

We asked satisfaction questions via e-mail and phone. Two hundred and forty-seven responses were received, with an overall satisfaction rate of 93%.

1. Satisfaction rates by type of customer or organization

| | |
|-------------------------|------|
| Business | 93% |
| Economic Developer | 100% |
| Non-Profit | 95% |
| Educator K-12 | 100% |
| Educator Post Secondary | 100% |
| Employee/Jobseeker | 67% |
| LWIB/One Stop Center | 93% |
| Media | 100% |
| Students | 100% |
| Training Provider | 80% |
| Other | 80% |

2. Satisfaction rates by type of data requested

| | |
|-------------------------------------|------|
| Affirmative Action | 100% |
| Applicants/ Job Openings | 100% |
| Business Expansions/Contractions | 94% |
| Career Information/Career Zone | 95% |
| Census/Population | 94% |
| Commutation | 100% |
| Cost of Living | 96% |
| Income/Poverty | 94% |
| Jobs by Industry (CES or QCEW) | 96% |
| Legislative Review | 91% |
| Occupational Projections/Employment | 94% |
| Occupational Skills | 90% |
| RFP's writing or reviewing | 89% |
| Technical Assistance | 90% |
| Training | 95% |
| UI Claims/Beneficiaries | 100% |
| Unemployment Rates (LAUS) | 96% |
| Wages by Industry (QCEW) | 98% |
| Wages by Occupation | 100% |
| Wage Reporting | 95% |
| Worker Protection | 100% |
| Workforce Investment Act | 100% |

3. Satisfaction rates by intended use of LMI

We asked customers how they used the LMI they requested and whether it was useful. The uses and percentage who indicated it was useful appears below.

| Intended Use | % of respondents | % useful |
|------------------------------|------------------|----------|
| Career Counseling/Planning | 15% | 98% |
| Economic Development | 13% | 98% |
| Job Recruitment/Staffing | 8% | 97% |
| Program Planning/Development | 26% | 98% |
| Research | 22% | 98% |
| Wage Comparison | 6% | 100% |
| Other | 9% | 97% |

4. Response time

We asked customers if they were served in a timely fashion; 99% responded that they were.

5. Suggestions for improvement

Suggestions/complaints tend to fall into two categories:

- Need more local data
- Website design

Comments about data needs almost always relate to the customer wanting more types of data, more detailed data (either by industry, demographic groups or geography), or wanting the data sooner. Unfortunately, addressing many of these issues is impossible given resource limitations and confidentiality rules. For example, certain QCEW data is confidential; CES program production worker hours and earnings data for sub-state areas are no longer collected.

Website users appreciated that analysts and central office staff were available to assist them. Often an explanation of the organization of the website, the types of data and their uses, or the program terminology provided clarification. Our website underwent a redesign this year in response to past feedback. Enhancements such as increased use of charts, graphs, maps and interactive tables are planned for the coming year. A more graphical presentation will make understanding the data more intuitive, increasing its utility to our users.

III. Expenditures

The New York State PY 2010 Workforce Information Grant was \$1,439,096. Carry-in from the PY 2009 grant was \$266,075.49. Expenditures during PY 2010 totaled \$1,610,264.86 -- \$226,075.49 from PY 2009 carry-in plus \$1,384,189.37 from the PY 2010 grant. As of June 30, 2011, resources on order are \$329.00 against the PY 2009 grant and \$7,990.10 against the PY 2010 grant.

IV. Summary

Overall, PY 2010 was a successful year. Based on customer requests, our website was redesigned. Relevant local data was offered, quickly and in a format the particular customer could understand.

Efforts will continue to move toward supplying more complete LMI to more customers in less time, providing data in various formats, and training customers to use LMI on their own while maintaining high levels of customer satisfaction. The regional labor market analysts will continue to play a key role in explaining the data and its uses to customers.

A continuing effort in PY2011 will be to enhance the presentation of data by using maps, charts, graphs and interactive tables. A more graphical presentation will make understanding the data more intuitive, especially for policy makers unfamiliar with our datasets. This project is slated to begin in the Fall of 2011.