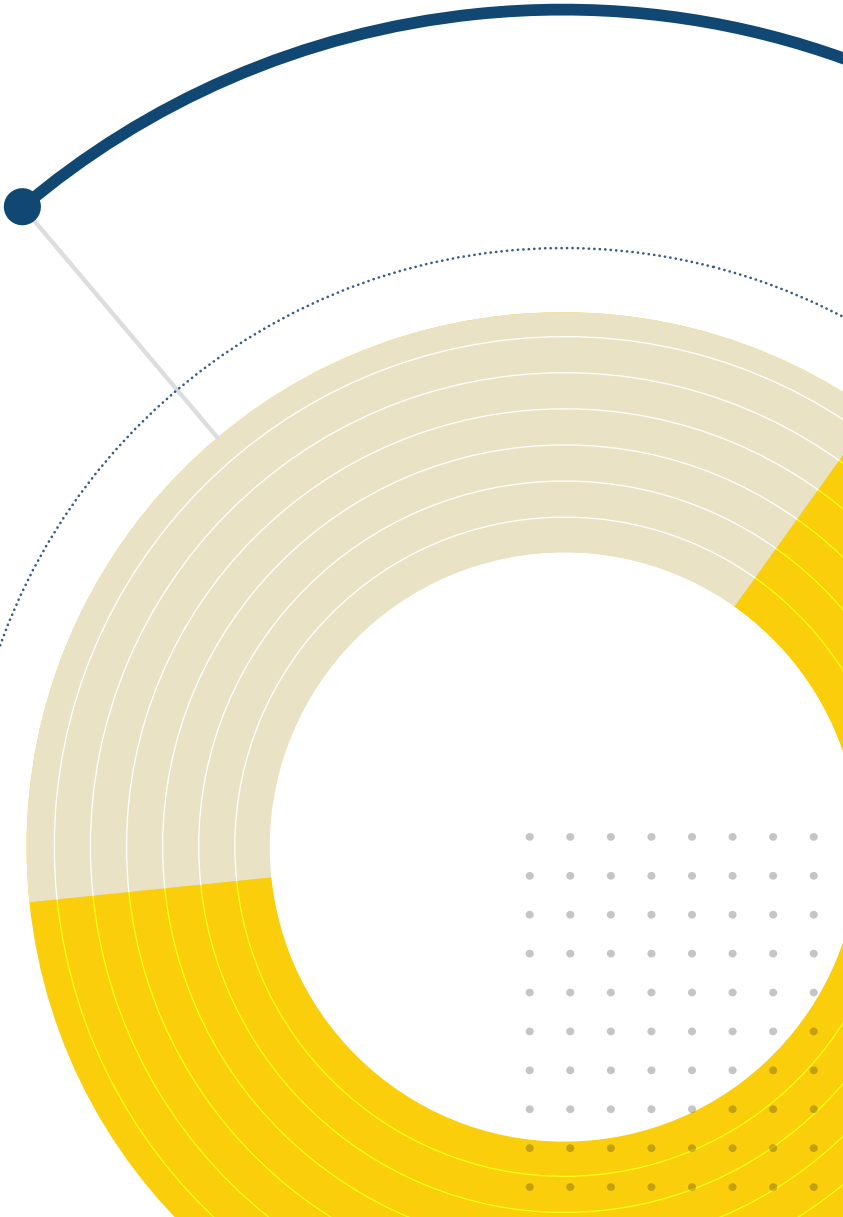
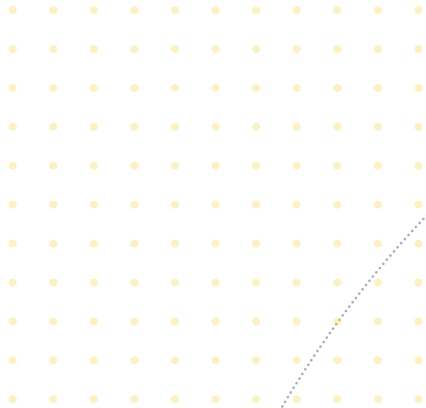


Program Year 2023 NYS Workforce Information Grant Annual Performance Report

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> INTRO

NYS DOL is committed
to seeing you
succeed.



The New York State Department of Labor (NYSDOL) Division of Research and Statistics is recognized as the premier source of labor market information (LMI) in New York State. The Division is responsible for producing a wide range of labor market data and provides value-added service in the form of customized, in-depth analysis and interpretation of this data to a variety of stakeholders.

The Division continues to inform the local Workforce Development Boards (WDBs) as they develop initiatives and policies in response to the needs of the state and local workforce system. We continue to provide real-time access to LMI on the Internet and through our network of regional labor market analysts (LMAs).

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DELIVERABLES

1. Workforce Information Database (WID)

- i. **A description of the activity.** We used the most current version of WID (2.8) to update and maintain core tables, including Current Employment Statistics (CES) (at dol.ny.gov/current-employment-statistics-0), Quarterly Census of Employment and Wages (QCEW) (at dol.ny.gov/quarterly-census-employment-and-wages) and Local Area Unemployment Statistics (LAUS) (at dol.ny.gov/local-area-unemployment-statistics) with the most recent available data in accordance with Analyst Resource Center (ARC) guidelines. Information from all required core tables is available via the NYSDOL website at dol.ny.gov/labor-data.
- ii. **How customer consultation is used in each activity.** Not applicable.
- iii. **Which customer needs are met by each activity?** The WID met customer needs by facilitating the distribution of accurate and timely LMI. Moreover, adherence to a standard structure benefitted the end user as it maintained the consistency and availability of labor market data across states and regions.
- iv. **Does the activity support collaborations or leveraged funding?** Yes. One of the primary objectives of the WID is to support collaboration among state LMI shops. State database administrators provided feedback and received guidance through various channels established by the ARC.

2. Industry and Occupational Employment Projections

- i. **A description of the activity.** Bureau of Labor Market Information (BLMI) staff completed the New York State 2023-2025 short-term and 2022-2032 long-term industry and occupational employment projections. The Projections Suite software provided by the Projections Managing Partnership was used to produce all projections data. The Local Employment and Wages Information System (LEWIS) was used to develop the Occupational Employment and Wage Statistics staffing patterns. The staffing patterns were used to produce the industry and occupational projections, which can be found at dol.ny.gov/employment-projections.
- ii. **How customer consultation is used in each activity.** BLMI staff followed guidance provided by the Projections Managing Partnership to produce short-term and long-term industry and occupational projections.
- iii. **Which customer needs are met by each activity?** Projections were valuable to many customers, including individuals making educational and career decisions, educators developing curriculum and career building blocks, training providers, policy makers and workforce development professionals.
- iv. **Does the activity support collaborations or leveraged funding?** Yes. There was significant collaboration among a variety of workforce development partners in New York State related to the industry and occupational projections program. Industry and occupational projections were shared with local WDBs to help them develop demand occupations lists. The demand lists were used to allocate training resources under the Workforce Innovation and Opportunity Act (WIOA). Additionally, the 10 New York State Regional Economic Development Councils (REDCs) used this information to identify growing industries and occupations in their regions and to inform workforce development policy decisions.

3. LMI Training for Service Delivery

Local Workforce Development Boards (WDBs)

- i. **A description of the activity.** BLMI staff responded to requests for information from the local WDBs. Several LMAs served on local WDB subcommittees, attended local WDB meetings and gave presentations that included an overview of the labor market in their region. Their presentations highlighted regional population demographics, industry characteristics, employment trends, labor force information and economic conditions.
- ii. **How customer consultation is used in each activity.** LMAs worked closely with WDBs to provide requested information in electronic format and for in-person and virtual presentations. The WDBs provided significant input in the development of both the data and the presentations.
- iii. **Which customer needs are met by each activity?** The presentations and data helped the WDBs set priorities for customer training and workforce development initiatives in their regions. In addition, the information helped customers understand labor market conditions within their region and provided an up-to-date snapshot of job trends and potential opportunities for economic growth.
- iv. **Does the activity support collaborations or leveraged funding?** LMAs and BLMI Central Office staff collaborated with local WDBs across the state. The WDBs used the information provided to help set training priorities, encourage economic development and provide insight into potential workforce development opportunities.

Regional Economic Development Councils (REDCs)

- i. **A description of the activity.** The 10 REDCs in the state were established to develop long-term strategic plans for regional economic growth. Each of our regional LMAs prepared LMI to support REDC projects and planning. Our LMAs served on many REDC subcommittees, including the Workforce Development workgroup (Capital Region); Annual Progress Report Team workgroup (Finger Lakes); the Data Team workgroup (Finger Lakes); the MHREDC Workforce workgroup (Hudson Valley); and the Workforce and Education workgroup (Long Island).
- ii. **How customer consultation is used in each activity.** LMAs worked closely with REDCs. They provided data to REDC subcommittees in addition to in-person and virtual presentations. The data was tailored to meet the needs of the REDC and used to develop strategic plans for regional economic growth.
- iii. **Which customer needs are met by each activity?** Participating in the REDC subcommittees provided an opportunity for our LMAs to communicate directly with REDC staff and ensured that information we provided was useful and helped facilitate their analyses.
- iv. **Does the activity support collaborations or leveraged funding?** Yes. LMAs collaborated extensively with REDCs across the state. The information provided by BLMI Central Office staff and the LMAs was used to encourage economic development and to identify opportunities for workforce development.

State and Local Business Services Team

- i. **A description of the activity.** The Career Center Business Services teams help businesses recruit and train new employees, find hiring incentives and provide hands-on technical assistance in each region. Regional LMAs shared LMI relevant to advancing workforce strategies in their regions, including county and local economic development entities; business associations and partnerships (e.g., Manufacturing Extension Partnerships); labor organizations; chambers of commerce; and businesses investing in economic and/or workforce development.
- ii. **How customer consultation is used in each activity.** LMAs attended regular meetings with regional Business Services teams to discuss and share insight regarding current local economic and business-related trends.
- iii. **Which customer needs are met by each activity?** BLMI Central Office staff and LMAs communicated frequently with Business Services team members and provided LMI to help them develop workforce strategies for each region.
- iv. **Does the activity support collaborations or leveraged funding?** Yes. Several LMAs are co-located in offices with Business Services team members, which allowed them to work collaboratively and ensured that information they provided helped the Business Services team achieve their mission. Business Services team members frequently shared the LMI with local businesses, who used it to assess local labor market conditions.

State and Local Rapid Response Team

- i. **A description of the activity.** Rapid Response is carried out by state and local workforce development agencies in partnership with local Career Centers. State and local Rapid Response teams offered many services to help businesses and workers deal with the effects of layoffs and plant closures, including those that result from increased competition from imports, natural disasters and other events. BLMI Central Office staff and LMAs provided information to Rapid Response teams that was shared with individuals impacted by layoffs and closures. Information about job openings and the skills required to transition to a new career helped impacted workers find a new job faster.
- ii. **How customer consultation is used in each activity.** BLMI Central Office staff and LMAs worked closely with Rapid Response team members to tailor information to meet the needs of the workers based on the industry and occupations from which they were displaced. This information helped workers find alternative employment opportunities as seamlessly as possible.
- iii. **Which customer needs are met by each activity?** The information provided to the Rapid Response teams helped impacted workers minimize the economic disruptions associated with job loss.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI Central Office staff and our LMAs collaborated with Rapid Response teams and Career Centers staff to assist workers impacted by layoffs. The information provided helped impacted workers transition into a new job or career.

Students and Counselors

- i. **A description of the activity.** Regional LMAs gave presentations to students and career counselors across the state. They provided LMI related to employment trends, growing industries and occupations, STEM careers and wages.
- ii. **How customer consultation is used in each activity.** BLMI staff developed information and presentations with input from the requesting educational institution. The information was used to help develop strategies to transition students into the labor force.
- iii. **Which customer needs are met by each activity?** Presentations and data from BLMI staff helped inform students and counselors about labor market conditions and fulfill the need for up-to-date career information.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI Central Office staff and LMAs collaborated with stakeholders such as the State University of New York (SUNY), high school guidance counselors and other educational institutions to provide information to secondary and post-secondary students about jobs and careers.

Businesses, Government and Non-Profit Organizations

- i. **A description of the activity.** LMAs delivered presentations to various businesses, government, nongovernment, non-profit and community-based organizations. Presentations to these organizations were typically requested by the organization.
- ii. **How customer consultation is used in each activity.** LMAs maintained close relationships with many businesses and organizations in their regions. These organizations were encouraged to provide feedback regarding our LMI products and suggestions for new products.
- iii. **Which customer needs are met by each activity?** Organizations often requested presentations to address a topic that was important to them. A few examples from PY 2023 are:
 - As part of the 2023 Teacher Ambassador Program, Central Office staff presented a high-level overview of LMI including classification systems and commonly used LMI datasets and resources. The Teacher Ambassador Program is a “four-week paid summer intensive training program [that prepares] teachers, certified work-based learning (WBL) coordinators, and school counselors to develop, implement, and deliver career-readiness strategies for students across New York State.”
 - The Central New York LMA presented an overview of job trends in their regional economy to several vocational counselors at ACCESS-VR so that the counselors can better assist individuals with disabilities secure employment opportunities. The presentation highlighted in-demand occupations and industries, as well as occupational and industry projections for their regional labor market.
 - A presentation to the Mid-Hudson Regional Economic Development Council by our Hudson Valley LMA highlighted recent labor market trends and in-demand occupations and discussed which industries were growing along with those that were declining in the region.
 - A presentation to the Finger Lakes Regional Business Service Team offered an overview of employment trends, emphasizing the region’s recovery from pandemic-related job losses and recent job growth across several sectors.
 - The Capital Region and Long Island LMAs presented an overview of local employment and industry trends to their Regional Economic Developmental Council workforce development group.

- iv. **Does the activity support collaborations or leveraged funding?** BLMI Central Office staff and LMAs collaborated with businesses, governments and non-profit organizations to deliver content that helped these organizations find employment for their customers.

Career Centers and Labor Market Workshops for Job Seekers and Career Center Staff

- i. **A description of the activity.** BLMI Central Office staff and the LMAs provided support to Career Center staff and job seekers by giving in-person or virtual presentations on LMI tailored to their regions. These presentations provided insight into local labor market conditions. The information was used by Career Center staff to help job seekers find employment.
- ii. **How customer consultation is used in each activity.** Many LMAs work in an office located in a Career Center. As a result, this gives them direct access to Career Center staff which enabled them to give input and feedback about information shared in presentations. In addition, Q&A sessions during these presentations allowed job seekers to provide direct feedback to the LMAs.
- iii. **Which customer needs are met by each activity?** Job seekers received information about industry and occupational trends. Presentations highlighted local businesses that were hiring. In addition, LMAs distributed lists of job postings from the NYS Job Bank to job seekers.
- iv. **Does the activity support collaborations or leveraged funding?** LMAs collaborated with Career Center staff and job seekers to help job seekers find employment.

Healthcare Workforce

- i. **A description of the activity.** BLMI Central Office staff assisted NYS Department of Health (DOH) by providing current labor market information on various healthcare occupations. The information was used by DOH to create a metric on the state of the healthcare workforce across New York State.
- ii. **How customer consultation is used in each activity.** BLMI staff worked closely with DOH to provide requested information using a variety of data sources. The data was used to develop the methodology for determining the state of the healthcare workforce across NYS.
- iii. **Which customer needs are met by each activity?** The information provided to DOH allowed for analysis of NYS healthcare labor market over time.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with DOH to deliver content that helped develop the methodology used for determining the state of the NYS healthcare workforce.

Monthly Briefing on Labor Market Developments for NYSDOL Executive and Governor's Office Staff

- i. **A description of the activity.** BLMI staff provided monthly updates on the labor market conditions and economy in the U.S. and NYS. In addition to trends data from the household and establishment surveys, BLMI Central Office staff and the LMAs presented information about a relevant and timely topic related to current labor market conditions.

- ii. **How customer consultation is used in each activity.** BLMI staff worked closely with other NYSDOL divisions, including executive staff, our communications team and the Governor’s office, to determine the content of the presentations.
- iii. **Which customer needs are met by each activity?** The presentations highlighted labor market trends in NYS and the U.S. The information allowed participants to stay up to date on the most recent labor market developments and allowed them to answer questions from the public and their constituents.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI Central Office staff and LMAs updated colleagues on the most recent LMI, which, in turn, was used to assist customers supported by divisions outside of BLMI and other state agencies.

Creating and Maintaining Tableau Dashboards

- i. **A description of the activity.** During PY 2023, BLMI staff created and maintained multiple public Tableau dashboards to provide a simple way to see and understand labor market data, trends, patterns and outliers over time. Our team received the prestigious Data Insights and Innovations Award at the 2024 Winter Policy Forum in Washington, D.C. for these innovative dashboards:
 - ACS Data: dol.ny.gov/american-community-survey
 - Child Care in New York State: dol.ny.gov/child-care-new-york-state
 - Commuting Flows: dol.ny.gov/commuting-flows
 - Historical CPS: dol.ny.gov/current-population-survey
 - Long-Term Industry Projections: dol.ny.gov/long-term-industry-projections
 - Long-Term Occupational Projections: dol.ny.gov/long-term-occupational-projections
 - NYS Self-Sufficiency Standard: dol.ny.gov/self-sufficiency-earnings-estimator
 - Occupational Illnesses and Injuries: dol.ny.gov/occupational-illnesses-and-injuries
 - Prevailing Wages: dol.ny.gov/prevailing-unemployment-insurance-wages
 - Short-Term Industry Projections: dol.ny.gov/short-term-industry-projections
 - Short-Term Occupational Projections: dol.ny.gov/short-term-occupational-projections
 - Staffing Patterns: dol.ny.gov/staffing-patterns
- ii. **How customer consultation is used in each activity.** We used customer consultation to understand how customers were using the information so that we could develop new products to meet their needs.
- iii. **Which customer needs are met by each activity?** Data visualization tools are essential for analyzing data and are designed to help users understand trends and gain insight into data in a simple, visual format.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with a variety of stakeholders to determine which datasets would be converted into dashboards.

4. Annual Economic Analysis and Other Reports

Child Care in New York State

- i. **A description of the activity.** Access to affordable, high-quality child care is critical for working families to participate in the labor force. The COVID-19 pandemic placed renewed emphasis on the child care industry, as the sudden closure of daycare centers and schools left parents scrambling to find alternative options. This report examines trends within the child care industry across NYS, including the number of establishments, employment levels, types of occupations and wages earned by workers. It also considers the impact the child care industry has on access to affordable child care and its effect on the labor force and the gender pay gap. nysdolreports.com/gwg/2023-childcare
- ii. **How customer consultation is used in each activity.** This report extended the analysis of *The Gender Pay Gap in the Pandemic Era* report and was updated with the most recent available data. BLMI Central Office staff and the LMAs consulted with child care industry stakeholders, other NYSDOL divisions, including executive staff and our communications team, and other state agencies to develop this report.
- iii. **Which customer needs are met by each activity?** The *Child Care in New York State* report helped meet the needs of our customers by providing them with information and insight on the childcare crisis in NYS.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI Central Office staff and LMAs collaborated with executive staff and child care industry stakeholders to write this report.

Opportunity Occupations

- i. **A description of the activity.** Job polarization, together with other socioeconomic trends, has made it harder for those without a four-year college degree to find good-paying jobs. This is a concern in New York State, where 54.2% of prime working-age (25 to 54 years old) adults lacked a four-year degree in 2022. BLMI staff developed this paper to identify, on both statewide and regional basis, occupations that don't require a bachelor's degree, are projected to grow from 2020-2030, and pay above-median wages for the geographic area. The *Opportunity Occupations* report can be found at: nysdolreports.com/opportunity-occupations/2024-report.
- ii. **How customer consultation is used in each activity.** BLMI staff consulted with other LMI experts to identify opportunity occupations and develop this report.
- iii. **Which customer needs are met by each activity?** The *Opportunity Occupations* report provided information on prime working-age (25 to 54 years old) adults in NYS who lacked a four-year degree in 2022 and faced significant problems in finding a job outside of low-skill, low-wage occupations. This report and the associated Tableau dashboard assist workforce development professionals in each region of the state in identifying opportunity occupations.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with regional Labor Market Analysts, and our main audience is regional workforce development professionals.

Significant Industries

- i. **A description of the activity.** One of the objectives of the workforce development system is to encourage local WDBs to plan strategically and focus their resources on priority industries and occupations within those industries. BLMI staff and LMAs developed these reports to identify “significant industries” in New York State and its 10 labor market regions. The industries selected are based on the number of jobs, wage levels, job growth (both net and percent) over the 2018-2023 period and expected job growth based on industry employment projections through 2030. The Significant Industries reports can be found at: dol.ny.gov/significant-industries-2024.
- ii. **How customer consultation is used in each activity.** BLMI staff and the LMAs consulted with the state and local WDBs to develop these reports.
- iii. **Which customer needs are met by each activity?** The *Significant Industries* reports provide information about important industries in New York State and its 10 labor market regions. This information helps WDBs identify growing industries and occupations within their regions. This information can be used to create workforce development initiatives to meet the needs of businesses and job seekers in their communities.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff and LMAs collaborated with state and local WDBs to write these reports.

Four-Year Combined Division of Employment and Workforce Solutions (DEWS) Plan

- i. **A description of the activity.** BLMI Central Office staff assisted DEWS by providing analysis of labor market trends, economic and workforce conditions, job openings data, and current in demand and emerging industry sectors and occupations to help with their strategic planning for the State’s workforce development system. The Program Year 2024-2027 New York State Combined Plan report can be found at: <https://wioaplans.ed.gov/node/452056>.
- ii. **How customer consultation is used in each activity.** BLMI staff worked closely with DEWS staff to provide requested information using a variety of data sources. The data was used to develop New York State Combined Plan.
- iii. **Which customer needs are met by each activity?** The report helped meet the needs of our customers by providing them with information and insight on employment, education, training, and related services to help both jobseekers and businesses with the skilled workers they need to compete in the global economy.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI central office staff collaborated with DEWS to write this report.

Employment in New York State Newsletter

- i. **A description of the activity.** The *Employment in New York State* newsletter was produced monthly and reviewed important state, regional and county labor market trends. During each month of publication in PY 2023, there was an article focused on statewide labor market trends and a second article—written by one of our regional LMAs—that

discussed recent trends in the analyst’s labor market region. Newsletter issues can be found at dol.ny.gov/employment-new-york-state.

- ii. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2023, including contact with customers during events and presentations; customer requests via email and phone; and from review of the web site analytics features of dol.ny.gov/labor-data and Open NY at data.ny.gov/browse?Dataset-Information_Agency=Labor%2C+Department+of&page=1.
- iii. **Which customer needs are met by each activity?** Our monthly newsletter helped meet the needs of our customers by providing them with information and insight about the current condition of the state’s labor market.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with a wide variety of stakeholders during the program year, including Career Center staff, job seekers, colleges and universities, media outlets, non-profit and community-based organizations, other state and local government agencies and secondary and post-secondary educational institutions.

Weekly Unemployment Insurance Claims and Benefits Report

- i. **A description of the activity.** Each week, a detailed report on initial claims and beneficiaries for Unemployment Insurance (UI) in New York State is published. This weekly report can be found at dol.ny.gov/unemployment-insurance-data.
- ii. **How customer consultation is used in each activity.** Customer consultation was used to determine which information should be included in the report. During the peak of the COVID-19 pandemic, we received a significant number of requests for UI claims and beneficiaries data from the public. Weekly reports include data that was most frequently requested by the public.
- iii. **Which customer needs are met by each activity?** The weekly report on initial claims and beneficiaries for UI helped address the needs of our customers by providing near “real-time” data related to the condition of the state’s economy.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with the public to provide timely claims information during and since the pandemic.

Jobs in Demand Today

- i. **A description of the activity.** Monthly lists of occupations in demand in New York State and its 10 labor market regions were published on our website. For these occupations, hiring was expected to be above average. Information on occupations currently in demand in the state and the 10 labor market regions can be found at dol.ny.gov/jobs-demand-today.
- ii. **How customer consultation is used in each activity.** LMAs and BLMI Central Office staff used a variety of data sources to establish the Jobs in Demand lists.
- iii. **Which customer needs are met by each activity?** The Jobs in Demand Today lists helped job seekers identify occupations that are in demand in their communities.

- iv. **Does the activity support collaborations or leveraged funding?** LMAs collaborated with Career Center staff, Business Services team members and Rapid Response teams to develop these lists.

Labor Market Highlights

- i. **A description of the activity.** Each month, BLMI staff published Labor Market Highlights, which includes information about industry employment and the labor force. The most recent report can be found at dol.ny.gov/statistics-nyhighlightspdf.
- ii. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2023, including contact with customers during events and presentations; customer requests by phone and email; and from review of the website analytics features of dol.ny.gov/labor-data and Open NY at data.ny.gov/browse?Dataset=Information_Agency=Labor%2C+Department+of&page=1.
- iii. **Which customer needs are met by each activity?** Our monthly report helped meet the needs of our customers by providing them with information and insight on the current condition of the state's labor market.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with the public, media outlets, researchers and other analysts to develop these monthly reports.

Labor Market Summaries

- i. **A description of the activity.** Summaries of labor market conditions in the state and its 10 labor market regions were published monthly. These reports can be found on our website at:
- Statewide: dol.ny.gov/labor-data
 - Capital: dol.ny.gov/labor-statistics-capital-region
 - Central NY: dol.ny.gov/labor-statistics-central-new-york-region
 - Finger Lakes: dol.ny.gov/labor-statistics-finger-lakes-region
 - Hudson Valley: dol.ny.gov/labor-statistics-hudson-valley-region
 - Long Island: dol.ny.gov/labor-statistics-long-island-region
 - Mohawk Valley: dol.ny.gov/labor-statistics-mohawk-valley-region
 - New York City: dol.ny.gov/labor-statistics-new-york-city-region
 - North Country: dol.ny.gov/labor-statistics-north-country-region
 - Southern Tier: dol.ny.gov/labor-statistics-southern-tier-region
 - Western NY: dol.ny.gov/labor-statistics-western-new-york-region
- ii. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2023, including contact with customers during events and presentations; customer requests via email and phone; and from review of the website analytics features of dol.ny.gov/labor-data and Open NY at data.ny.gov/browse?Dataset=Information_Agency=Labor%2C+Department+of&page=1.

- iii. **Which customer needs are met by each activity?** Our monthly labor market summaries provided insight to our customers about recent developments and the condition of the state’s labor market.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with the public, media outlets, researchers and other analysts to develop these monthly reports.

Job Opening and Labor Turnover Survey (JOLTS)

- i. **A description of the activity.** Published monthly, this report highlighted JOLTS data for New York State and the nation from the Bureau of Labor Statistics latest Job Openings and Labor Turnover Survey. The most recent report can be found at dol.ny.gov/job-openings-labor-turnover-survey-jolts.
- ii. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2023, including contact with customers during events and presentations; customer requests via email and phone; and from review of the website analytics features of dol.ny.gov/labor-data and Open NY at data.ny.gov/browse?Dataset-Information_Agency=Labor%2C+Department+of&page=1.
- iii. **Which customer needs are met by each activity?** Our monthly JOLTS report provided a useful indicator of labor market conditions. The ratio of unemployed job seekers to job openings is an indicator of the demand for labor relative to the supply. Policy makers, workforce development agencies, job seekers and Career Center staff used this information to assess the health of the labor market.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with a variety of stakeholders such as workforce development professionals, job seekers and other state and local government agencies.

Labor Market Briefings

- i. **A description of the activity.** Published monthly, these detailed reports highlight labor market conditions in the state’s 10 labor market regions. The most recent reports can be found at dol.ny.gov/labor-market-briefings.
- ii. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2023, including contact with customers during events and presentations; customer requests via email and phone; and from review of the website analytics features of dol.ny.gov/labor-data and Open NY at data.ny.gov/browse?Dataset-Information_Agency=Labor%2C+Department+of&page=1.
- iii. **Which customer needs are met by each activity?** Our monthly Labor Market Briefings provided information to our customers about recent developments and the condition of the state’s regional labor markets.
- iv. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with the public, media outlets, researchers and other analysts to develop these monthly reports.

Responding to Ad Hoc Requests from Customers

- i. **A description of the activity.** In PY 2023, BLMI responded to 2,543 ad hoc requests from the media, economic developers, career centers, job seekers, non-profit and community-based organizations, other state and local

government agencies, regional planning organizations and secondary and post-secondary educational institutions. The most frequently requested data was for CES at 22.3%, followed by LAUS (19.9%), Census Data (18.3%) and QCEW (10.1%).

- ii. **How customer consultation is used in each activity.** We used customer consultation to improve current products and to garner insight into their needs so we could improve and develop new products. For many of these requests, we tailored the information to meet the specific needs of the customer based on their input.
- iii. **Which customer needs are met by each activity?** The ability to respond to ad hoc requests allowed BLMI to provide customers with information designed to meet their specific needs. Each request was unique, and BLMI was often the only source for the information they were seeking.
- iv. **Does the activity support collaborations or leveraged funding?** Yes. Products produced to support collaborations include: Urban Youth Jobs/New York Youth Jobs Program, State Data Center Listserv, Master Plan for Aging (MPA), Local Employment Dynamics (LED), gender pay gap, creation of Tableau dashboards to disseminate data to the public and reports for Open NY at data.ny.gov/browse?Dataset-Information_Agency=Labor%2C+Department+of&page=1.

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