NYS Annual Performance Report for the Workforce Information Grant

Program Year 2020 (PY 2020)

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 state Workforce Development Board (WDB) 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).

Deliverables

I.   **Workforce Information Database (WID)**

    I.   **A description of the activity.** We implemented the most current version of WID (2.8) during the prior program year (PY 2019). Staff updated and maintained core tables, including Current Employment Statistics (CES), Quarterly Census of Employment and Wages (QCEW) and Local Area Unemployment Statistics (LAUS) with the most recent available data in accordance with Analyst Resource Center (ARC) guidelines. All required core tables are available via the NYSDOL website.

    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, the 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.

II. **Industry and Occupational Employment Projections**

    I.   **A description of the activity.** Bureau of Labor Market Information (BLMI) staff completed the New York State short-term (2020-2022) and regional long-term (2018-2028) industry and occupational projections. The Projections Suite software provided by the Projections Managing Partnership was used to produce all statewide and regional projections data. The Local Employment and Wages Information System (LEWIS) was used to develop the Occupational Employment and Wages Statistics staffing patterns. These staffing patterns were used to produce the industry and occupational projections. statistics.labor.ny.gov/lsproj.shtm.

    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 occupation 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, 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.

III. **LMI Training for Service Delivery**

   State and Local Workforce Development Boards (WBDs)

   I. **A description of the activity.** Many of our LMAs served on local WDB subcommittees, attended local WDB meetings and gave presentations on labor market data to provide an overview of their region's labor market. The LMAs' presentations highlighted regional population demographics, industry characteristics, employment trends, labor force information and economic conditions. Furthermore, BLMI staff responded to requests for information from the state WDB.

   II. **How customer consultation is used in each activity.** LMAs worked closely with WDBs to provide requested information in electronic format and during in-person or virtual presentations. The WDB provided significant input to the development of both the data and the presentations.

   III. **Which customer needs are met by each activity?** These 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 the labor market conditions within their region and provided an up-to-date snapshot of job trends and potential opportunities for economic growth. This was particularly important during the pandemic as local WDBs were faced with unprecedented levels of unemployed individuals while many businesses were in desperate need of workers.

   IV. **Does the activity support collaborations or leveraged funding?** LMAs and BLMI staff from our central office collaborated with local WDBs across the state. These boards used the information we provided to help set training priorities, encourage economic development, and provided insight into potential workforce development opportunities.

Regional Economic Development Councils (REDCs)

I.   **A description of the activity.** The REDCs 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 and Southern Tier); the Citizens Advisory Committee (Capital Region); Annual Progress Report Team workgroup (Finger Lakes); the Data Team workgroup (Finger Lakes); the State Agency Resource Team (Hudson Valley) and the Workforce and Education work group (Long Island).

II. **How customer consultation is used in each activity.** LMAs worked closely with REDCs. In addition to in-person or virtual presentations, they provided data to REDC subcommittees. The information was tailored to meet the needs of the REDC and was 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 the information we provided was useful to their work and helped to 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 staff and the LMAs was used to help 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 support alignment of local Career Center business services to sector initiatives and workforce development strategies in each region. Regional LMAs shared LMI relevant to advancing workforce strategies in the region's sectors, 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 about 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 Service team members and provided LMI to help them develop workforce strategies for each region.

IV. **Does the activity support collaborations or leveraged funding?** Yes. Many LMAs are co-located in offices with Business Services team members. This allowed them to work collaboratively and ensured the information we provided helped them achieve their mission. Business Service team members frequently shared this information with local businesses. This helped businesses 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 staff and our 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 quickly find a new job or to transition into a new career.

II. **How customer consultation is used in each activity.** Our central office staff and LMAs worked closely with Rapid Response team members. We tailored the 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 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 wage data, among others.

II. **How customer consultation is used in each activity**. BLMI staff developed information and presentations with input from the requesting organizations. The

information was used to help students and counselors develop strategies to transition students into the labor force.

III. **Which customer needs are met by each activity?** These presentations and data 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 staff and LMAs collaborated with stakeholders such as 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, non-governmental, 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. They were visible in their communities and their frequent contact with the public allowed them to receive feedback regarding our LMI products. These organizations also provided suggestions for new LMI products.

III. **Which customer needs are met by each activity?** These organizations often requested presentations to address a topic that was important to them. A few examples from PY 2020 are:
- Our Hudson Valley LMA gave a presentation to the Westchester County Association Committee about the impact of the COVID-19 pandemic on Westchester County's job market and regional economy. The presentation highlighted industries that were most/least impacted by the pandemic, discussed several high-profile projects in the region, reviewed hiring trends and occupations in demand.
- The Hudson Valley LMA presented an overview of the regional economy, with a focus on employment conditions during the COVID-19 pandemic, to the Mid-Hudson Regional Economic Developmental Council. In addition, the LMA discussed industries that were rebounding following the lifting of restrictions and those with strong post-pandemic job-growth potential.
- A presentation to Chinatown Alliance by our New York City LMA described career pathways for immigrant clients without a college diploma and with English language proficiency difficulties.
- Our Long Island LMA gave a presentation to the Long Island Working Partnership that provided information to help individuals with disabilities

find gainful employment. This information included industries that were hiring, and the skills needed to obtain those jobs.

IV. **Does the activity support collaborations or leveraged funding?** BLMI 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 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 which was used by Career Center staff to help job seekers find employment.

II. **How customer consultation is used in each activity.** Many LMAs have an office located in the Career Centers. This gives them direct access to Career Center staff which enabled them to give input and feedback about the information being shared in the 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 also 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.

IV. Annual Economic Analysis and Other Reports

Frontline Essential Workers in New York State

I. **A description of the activity**. The federal Centers for Disease Control defines "essential workers" as "those who conduct a range of operations and services in industries that are essential to ensure the continuity of critical functions in the United States." A subset of this group, the "Frontline Essential" workers, refers to those who perform critical work functions in close physical proximity to other people. "Frontline Essential" workers are at the greatest risk of exposure to COVID-19 as they perform their day-to-day job duties. Considering this, we need a greater understanding of what constitutes a "Frontline Essential" job, and who is willing to work under such dangerous circumstances. The report, "Frontline Essential Workers in New York State", shows which occupations are considered "Frontline Essential"

and breaks down the demographic characteristics of New Yorkers who fill these critical roles. dol.ny.gov/economic-reports-workforce-system-0

II.   **How customer consultation is used in each activity.** Given the pandemic, this timely topic was discussed extensively in the media. We gathered customer feedback from several sources in PY 2020, including the Executive staff and regional LMAs.

III. **Which customer needs are met by each activity?** The *Frontline Essential Workforce in New York State* report helped to meet the needs of our customers by providing them with information and insight on NYS workers who ensure the continuity of critical functions and have the greatest potential virus exposure.

IV.   **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with a variety of stakeholders such as policy makers, workforce development professionals, job seekers and other state and local government agencies.

Employment in New York State Newsletter

I.   **A description of the activity.** The Employment in New York State newsletter is produced monthly and reviews important state, regional and county labor market trends. During each month of publication in PY 2020, 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. The newsletter took a brief hiatus during the worst of the COVID-19 outbreak but resumed publication in August 2020. 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 2020, 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.

III. **Which customer needs are met by each activity?** Our monthly newsletter helped to 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, STEM councils and secondary and post-secondary education institutions.

Weekly Unemployment Insurance Claims Report

I. **A description of the activity.** Between March 2020 (the onset of the COVID-19 pandemic) and March 2021, NYSDOL's Division of Research & Statistics published detailed weekly reports on initial claims for Unemployment Insurance (UI) in New York State. This weekly report can be found at: dol.ny.gov/weekly-ui-claims-report.

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 COVID-19 pandemic, we received a significant number of requests for UI claims data from the public. BLMI staff included data in these weekly reports that were most frequently requested by the public.

III. **Which customer needs are met by each activity?** The weekly report on initial claims for UI helped address the needs of our customers by providing near "real-time" data related to the condition of the state's economy during the initial phase of the pandemic.

IV. **Does the activity support collaborations or leveraged funding?** BLMI staff collaborated with the public to provide timely claims information during the pandemic.

Jobs in Demand Today

I. **A description of the activity.** Each month, state and regional lists of occupations in demand were published on our website. These were occupations where hiring was expected to be above average. Information on occupations currently in demand in the state and regions can be found at statistics.labor.ny.gov/lsproj.shtm under *Jobs in Demand Today* heading.

II. **How customer consultation is used in each activity.** LMAs and BLMI 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, the BLMI published *Labor Market Highlights*, which includes information about industry employment and the labor

force. This report can be found at: dol.ny.gov/statistics-nyshighlightspdf.

II. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2020, 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.

III. **Which customer needs are met by each activity?** Our monthly report helped to 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 ten labor market regions were published monthly. These reports can be found on our website at: Statewide, Capital, Central NY, Finger Lakes, Hudson Valley, Long Island, Mohawk Valley, [NYC](NYC), North Country, Southern Tier and Western NY.

II. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2020, 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.

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 the U.S. Northeast region and the nation from the Bureau of Labor Statistics' latest Job Openings and Labor Turnover Survey. (Note: JOLTS data are available at the national, regional and state levels; however, state-level JOLTS data are experimental and only available through March 2021.) The report can be found at:

dol.ny.gov/unemployed-job-seekers-opening

II. **How customer consultation is used in each activity.** We gathered customer feedback from several sources in PY 2020, 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.

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.

Responding to Ad Hoc Requests from Customers

I. **A description of the activity.** In PY 2020, BLMI responded to 2,556 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 education institutions. The most frequently requested information by our customers was CES (32.6%), LAUS (27.0%), census data (11.3%) and QCEW (7.3%).

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 us to provide customers with information designed to meet their needs. Each request was unique, and oftentimes the BLMI was the only source of 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, Equal Employment Opportunity Tabulation (EEO), Statistics for Hispanic Heritage Month, Local Employment Dynamics (LED),

workforce demographics report for NYS Department of Corrections and Community Supervision, pandemic-related requests for demographics and reports for Open NY.