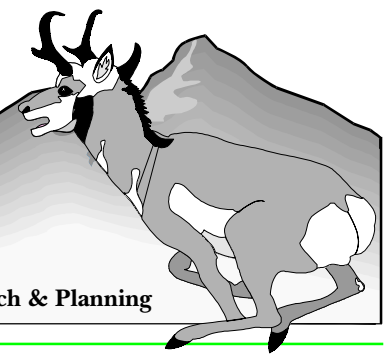


# Wyoming Labor Force TRENDS



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## Consumer Satisfaction in Employment Programs

by: Rich Peters, Economist, with advisory from Tony Glover, Senior Analyst

*"Research & Planning, a section of the Department of Employment, is tasked with implementing a telephone survey design and analyzing relationships between survey results and employment and earnings outcomes. This article highlights the potential errors inherent with attitudinal surveys and our attempts to remedy these effects."*

**B**eginning in July 2000, consumers of Wyoming's job placement programs, employers and workers alike, will be asked to assess their experiences with local Employment Centers which offer job placement and job training assistance, veterans' assistance and unemployment insurance information. The objective is to gauge the overall satisfaction with employment services and develop new approaches to accommodate consumer needs. Research & Planning, a section of the Department of Employment, is tasked with implementing a telephone survey and analyzing relationships between survey results and employment and earnings outcomes. This article highlights the potential errors inherent with attitudinal surveys and our attempts

to remedy these effects.

One important purpose of this survey is to link consumer satisfaction with performance measures. Performance measures include whether the program participants entered employment after program completion or termination, made earnings gains and retained employment in Wyoming six months following completion. The difficulty associated with this assessment is that we do not know how well these criteria measure a program's performance.<sup>1</sup> We also do not know the relationship between these measures and consumer satisfaction. The consumer satisfaction survey will give Research & Planning a comparison test to validate program performance measures.

In issuing an executive order in 1993, President Bill Clinton stated the purpose of a consumer satisfaction survey is "to determine the kind and quality of services [consumers] want and their level of satisfaction with existing services."<sup>2</sup> The Office of Management and Budget (OMB), an agency within the White House, goes into further detail in its publication, *Resource Manual for Consumer Surveys*.<sup>3</sup> In it, OMB outlines a general approach to consumer surveys, lays out specific steps and issues involved in a data collection program, explores some further considerations in developing a plan, examines ways to streamline the statutory review process and documents sources of assistance in statistical agencies for planning and

*(Continued on page 2)*

## June 2000 Wyoming Labor Force TRENDS

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*Trends* is also  
available  
online at

<http://lmi.state.wy.us/>

**Box 1: American Customer Satisfaction Index (ACSI) Question 2.**

Overall, on a scale of 1 to 10 where '1' means 'Very Dissatisfied' and '10' means 'Very Satisfied' how satisfied are you with the services?

executing consumer surveys.

Despite the detail OMB outlines in its federal manual, the responsibility of consumer satisfaction lies with state agencies. States will conduct consumer satisfaction surveys under the provisions of the Workforce Investment Act (WIA). Research & Planning is tasked with measuring consumer satisfaction of employers and participants receiving workforce investment services such as those offered by the Job Training and Partnership Act, the Department of Family Services and the Division of Vocational Rehabilitation.<sup>4</sup> Specifications include state-adjusted levels of performance based on state economic factors such as average

weekly wage and gross state product, performance markers that are objective, quantifiable, and measurable using selection scales and quarterly and annual reports of state programs that show improved performance. At the core is the American Consumer Satisfaction Index (ACSI),<sup>5</sup> which acts as a consumer satisfaction indicator, creating a quantitative survey mechanism and a single, adjustable score comparable with other states (see Box 1). However, there are inherent problems with quantifying survey results.

**Potential Errors**

The ACSI is an attitudinal assessment tool that follows-up on the participants' feelings regarding

an agency's job placement program. In effect, it gauges the qualitative significance of a program. However, latent measures<sup>6</sup> such as attitudes and feelings are non-quantifiable and highly subjective to outside events, such as a recent birth of a child or death of a loved one. For example, a job seeker may enter a job placement program, receive training and exit the program with a job. Regardless of the attitude the job seeker has toward the program, she is now employed and earning wages. That person may dislike the work itself, but experienced a positive attitude while participating in employment services. The job seeker's current negative attitude

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Research & Planning Section, P.O. Box 2760 Casper, WY 82602-2760

Tom Gallagher, Manager

e-mail: [tgalla@state.wy.us](mailto:tgalla@state.wy.us)

307-473-3801

Krista R. Shinkle, Publications Editor

e-mail: [kshink@state.wy.us](mailto:kshink@state.wy.us)

307-473-3808

Editorial Committee: David Bullard, Mike Evans, Carol Kjar and Carol Toups

Contributors to **Wyoming Labor Force Trends** this month: David Bullard, Tony Glover and Rich Peters.

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may negatively effect the appraisal of employment services because her current attitude is much stronger and closer in time than the attitudes held in the past.

Norman Bradburn's article "Response Effects"<sup>7</sup> outlines additional analytic deficiencies. Response effects are errors made by selecting a non-representative sample of the universe (sampling errors) and errors made during the collection of data (non-sampling errors). Sampling errors include the use of non-random sampling methods, participants overestimating or underestimating previous feelings or attitudes and insignificant sample sizes for analysis. Non-sampling errors include failure to complete the survey, improvisation by the interviewer and inarticulate responses by the participant, misinterpretation of answers by the interviewer and a cognitive bias which skews results because the interview threatens access to future benefits.

Research & Planning addresses these issues by interviewing program participants within 60 days of program completion or termination. This will keep the response bias of the participants at a minimum. In addition, we will interview all program participants, so distortions within the data due to the misrepresentation of the study sample to the universe is minimized. Although these remedies help clean the data for analysis, the survey is an attitudinal assessment tool (i.e., personal feelings are being measured) and therefore subject to unpredictable non-sampling error.

An example of potential errors is the survey design term recall bias.

Recall bias is the assumption that the current state-of-mind matches that of the study-state. This is remedied by interviewing the consumer soon after program participation ends. Another example, repercussion effect, is the bias of positive response for positive outcomes. The consumers of public programs tend to answer a satisfaction survey positively, regardless of actual experience, so that future benefits are not jeopardized. This effect is remedied by having a third, impartial party such as Research & Planning collect, analyze and report aggregated data. Program administrators will not be allowed to view individual survey results for case by case analysis.

### Conclusion

The Customer Satisfaction Survey will be used in conjunction with Wage Records<sup>8</sup> and ES-202<sup>9</sup> administrative databases to assess any links between attitude and labor market outcomes. Although the survey by itself is a poor primary decision-making and quantitative measurement tool, it may still be utilized as an attitudinal assessment instrument, a validation tool for performance measures and pilot further research efforts. As we collect data from the survey and analyze its potential as an analytical instrument, policy makers are advised to use caution when the first outcomes are tallied because we will continue to modify, analyze and adapt this research design to fit the state's needs as well as federal mandates.

Used as an observation instrument, the Customer Satisfaction Survey could assist in improving participant satisfaction toward job placement programs

and refining performance measures. Future articles will show Research & Planning's progress toward these goals.

1 Tony Glover, "The Flow of Labor in Wyoming," **Wyoming Labor Force Trends**, March 2000, pp. 1-8.

2 Executive Order 12862, September 11, 1993.

3 Statistical Policy Office, Office of Management and Budget, Executive Office of the President, November 1, 1993. Jerry Coffey, Editor, Office of Information and Regulatory Affairs.

4 From WIA Section 136(b)(2)(B), "the customer satisfaction indicator of performance shall consist of customer satisfaction of employers and participants with services received from the workforce investment activities authorized under this subtitle."

5 **Customer Satisfaction for WIA**. Region VIII, WIA Accountability and Customer Satisfaction Training, November 2-3, 1999.

6 Qualifiable factors such as GOOD, BETTER and BEST that are not directly observable due to interactions with time-dependent events.

7 **Handbook of Survey Research**. Edited by Peter Rossi, James Wright, and Andy Anderson. New York Academic Press, 1983.

8 Norman Baron, "A New Perspective of Wyoming's Labor Market Through Wage Records," **Wyoming Labor Force Trends**, January 2000, pp.1-6.

(Continued on page 6)

# Introduction to Industrial and Occupational Staffing Patterns and Wages

by: Tony Glover, Senior Analyst

**R**esearch and Planning (R&P) recently developed two tools to assist communities, firms, educators and counselors<sup>1</sup> in identifying the labor needs and costs associated with establishing new businesses or industrial contractions and expansions. The first is the "Industrial and Occupational Staffing Patterns" and the second is the "Wages and Occupations" table. This article serves as a brief introduction<sup>2</sup> to these new resources

available via our Internet site, <http://lmi.state.wy.us/>.

## Industrial and Occupational Staffing Patterns

The "National Industry-Occupation Employment Matrix" provided by the Bureau of Labor Statistics (BLS) was used to create the staffing patterns for 74

(Continued on page 5)

**Table 1: Staffing Pattern Associated with Legal Services Firms**

Two Digit SIC 81 - Legal Services			
Occupational Employment Statistics (OES) Code and Title	Percent in Industry	US Wage	WY Wage
28108 Lawyers	31.2%	\$36.49	\$23.90
55102 Legal Secretaries	27.0%	\$14.90	\$10.16
28305 Paralegals and Legal Assistants	11.1%	\$16.79	\$11.57
55338 Bookkeeping, Accounting, and Auditing Clerks	3.4%	\$11.71	\$9.70
55347 Office Clerks, General	3.0%	\$10.06	\$8.66

**Table 2: An Excerpt from the "Wages and Occupations" Table**

OES	OES Title	Typical Education/ Experience Level	US	WY	wy_p	AK	ak_p
15005	Education Administrators	Work experience, plus a bachelor's or higher degree	\$27.78	\$25.77	-7.2%	\$28.84	3.8%
15008	Medicine and Health Services Managers	Work experience, plus a bachelor's or higher degree	\$25.17	\$22.09	-12.2%	\$27.74	10.2%
15011	Property and Real Estate Managers and Administrators	Bachelor's degree	\$17.29	\$11.80	-31.8%	\$13.93	-19.4%

**OES** - Occupational Employment Statistics (OES) five digit code designating a specific occupation.

**OES Title** - Occupation titles.

**Typical Education/Experience Level** - This is not available for all occupations, however, it represents the typical national education and/or experience needed to work in the occupation.

**US** - Mean hourly wage for occupations nationally.

**WY** - Mean hourly wage for occupations in Wyoming.

**wy\_p** - Wyoming's mean wage as compared to the national mean wage.

**AK** - Mean hourly wage for occupations in Alaska.

**ak\_p** - Alaska's mean wage as compared to the national mean wage.

different industries. The staffing patterns reflect the distribution (percent) of occupations necessary to staff a specific firm or industry. Table 1 (see page 4) shows that opening a Legal Services [Standard Industrial Classification (SIC) 81] firm with 100 employees would create the need for 31 Lawyers (31%), 27 Legal Secretaries (27%), 11 Paralegals (11%), 3 Bookkeeping Clerks (3%), etc. (for a complete list of occupations within SIC 81 visit our Internet site). The percents are calculated based on the typical number of occupations occurring within the industry nationally.

**Wages and Occupations**

The “1998 Wage Survey,” collected by the states and compiled by BLS, was used to create the occupational wages and employment data. The wages by occupation data available on our Internet site give the mean hourly wage for 777 occupations for each of the 50 states along with the aggregated national average wage. Data for some occupations in a specific state may not be available because the occupation does not exist within the state or due to issues of confidentiality; for instance, Wyoming only provides data for 417 of the 777 occupations. For example, if there was only one lawyer in the state, it would be possible to infer the wages for that individual; therefore the data are suppressed. Additionally, the table contains the typical national education and experience levels necessary to work in the occupation and the percent difference of each state’s wage compared to the national average. A review of the data in Table 2 (see page 4) demonstrates

that Medicine and Health Services Managers [Occupational Employment Statistics (OES) code 15008], typically have a Bachelor’s degree plus work experience and make \$25.17/hour nationally, \$22.09/hour in Wyoming (12.2% less than the national average) and \$27.74/hour in Alaska (10.2% more than the national average).

Using the “Industrial and Occupational Staffing Patterns” and “Wages and Occupations” together, it becomes possible to anticipate the labor demand and associated costs of recruiting or creating and operating a new firm in Wyoming compared to other states. Both of these resources will be discussed in greater detail in the forthcoming occupational projections publication from R&P. Meanwhile, check out our Internet site at <http://lmi.state.wy.us/>.

1 If educators and counselors learned about a business closing likely to occur in their community, they could use the staffing patterns to generate a list of occupations for which dislocation is likely and implement a re-training program to get them back to work.

2 A more detailed description of these resources will be available in the forthcoming **Outlook 2000: Detailed Occupational Projections and Labor Supply** publication from Research & Planning.



**State Unemployment Rates  
April 2000  
(Not Seasonally Adjusted)**

State	Unemp. Rate
Puerto Rico	10.0
Alaska	6.6
New Mexico	5.2
West Virginia	5.2
District of Columbia	4.9
Mississippi	4.8
Montana	4.8
California	4.7
Idaho	4.7
Oregon	4.7
New York	4.4
Washington	4.4
Hawaii	4.2
<b>Wyoming</b>	<b>4.2</b>
Arkansas	4.1
Texas	4.1
Illinois	4.0
Alabama	3.9
Louisiana	3.9
Nevada	3.8
Kentucky	3.7
<b>United States</b>	<b>3.7</b>
Florida	3.6
Maine	3.6
Ohio	3.6
Pennsylvania	3.6
New Jersey	3.5
Wisconsin	3.5
Indiana	3.4
Tennessee	3.4
Delaware	3.3
Rhode Island	3.3
Arizona	3.2
Kansas	3.2
Georgia	3.1
Maryland	2.9
South Carolina	2.9
Michigan	2.8
Minnesota	2.7
North Carolina	2.7
North Dakota	2.7
Oklahoma	2.7
Colorado	2.6
New Hampshire	2.6
Utah	2.6
Massachusetts	2.5
Vermont	2.5
Nebraska	2.4
Missouri	2.3
Virginia	2.3
Iowa	2.2
South Dakota	2.2
Connecticut	2.1

**State Unemployment Rates  
April 2000  
(Seasonally Adjusted)**

State	Unemp. Rate
Puerto Rico	10.4
Alaska	6.6
District of Columbia	5.5
Mississippi	5.5
New Mexico	5.5
West Virginia	5.1
Montana	4.9
California	4.8
New York	4.6
Oregon	4.6
Washington	4.6
Texas	4.5
Arkansas	4.4
Idaho	4.4
Louisiana	4.4
Hawaii	4.3
Illinois	4.3
Alabama	4.1
<b>Wyoming</b>	<b>4.0</b>
Kentucky	3.9
<b>United States</b>	<b>3.9</b>
Florida	3.8
Nevada	3.8
New Jersey	3.8
Ohio	3.8
Pennsylvania	3.8
Rhode Island	3.7
Tennessee	3.7
Arizona	3.6
Delaware	3.6
Georgia	3.5
South Carolina	3.5
Indiana	3.4
Wisconsin	3.4
Kansas	3.3
Maine	3.3
Maryland	3.2
Michigan	3.0
North Carolina	3.0
Nebraska	2.9
Colorado	2.8
Massachusetts	2.8
North Dakota	2.8
Oklahoma	2.8
Utah	2.7
Virginia	2.7
Minnesota	2.6
New Hampshire	2.5
Missouri	2.4
Vermont	2.4
Connecticut	2.3
South Dakota	2.3
Iowa	2.2

**Wyoming Unemployment Rate Unchanged in April**

by: David Bullard, Senior Economist

**"April estimates show an increase of 900 jobs or 5.6 percent in the Construction industry."**

**W** Wyoming's seasonally adjusted unemployment rate remained 4.0 percent for the second month in a row, only slightly higher than the U.S. average of 3.9 percent and well below its April 1999 level of 4.9 percent.

Establishment survey data show that Wyoming added 3,300 new jobs in April for a growth rate of 1.5 percent. In contrast, the U.S. employment growth rate was 2.3 percent.

Continuing the pattern seen in previous months, large over-the-year employment gains were reported in the Construction industry. April estimates show an increase of 900 jobs or 5.6 percent, with the majority of new jobs in Heavy Construction. Mining gained 400 jobs or 2.7 percent as a result of increased activity in the Oil & Gas industry. Other large employment gains were seen in Trade (800 jobs or 1.6%) and Government (400 jobs or 0.7%).

Employment growth in Wyoming's two metropolitan areas

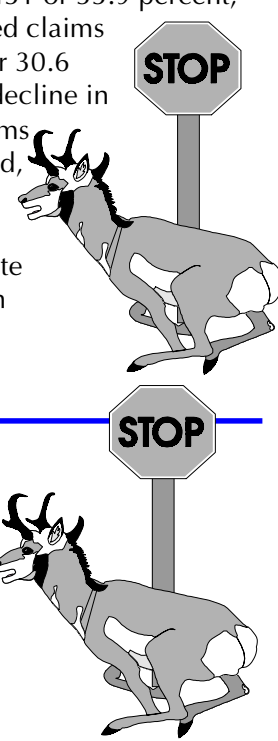
was slower than the statewide average. Casper's employment grew 400 jobs or 1.3 percent, with the largest job gains in Mining and Retail Trade. Employment in Cheyenne increased by 300 jobs or 0.8 percent. In Cheyenne, job gains in Federal Government and Construction were partially offset by job losses in the Services and Finance, Insurance & Real Estate (FIRE) industries.

After falling slightly in March, labor force increased by 447 individuals or 0.2 percent in April. The number of unemployed individuals in Wyoming fell by 2,481 or 18.3 percent.

Unemployment Insurance (UI) claims continued to fall in April. Initial and additional claims decreased by 431 or 33.9 percent, while continued claims fell by 4,919 or 30.6 percent. The decline in continued claims was widespread, with declines reported in all areas of the state except Johnson County.

(Continued from page 3)

9 **Where are the Jobs? What Do They Pay? 1998 Annual Covered Employment and Wages**, Research & Planning, Wyoming Department of Employment, December 1999.

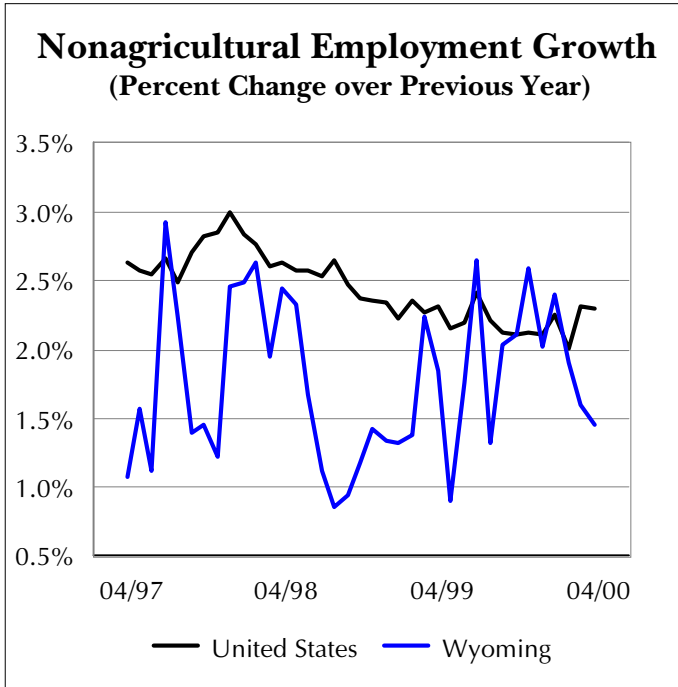


# Wyoming Nonagricultural Wage and Salary Employment<sup>1</sup>

data produced by: David Bullard, Senior Economist

**"Oil & Gas Extraction added 500 jobs over the year for a growth rate of 7.0 percent."**

WYOMING STATEWIDE*	Employment in Thousands			Percent Change Total Employment		LARAMIE COUNTY	Employment in Thousands			Percent Change Total Employment	
	APR00(p)	MAR00(r)	APR 99	MAR 00	APR 99		APR00(p)	MAR00(r)	APR 99	APR 00	APR 99
<b>TOTAL NONAG. WAGE &amp; SALARY EMPLOYMENT</b>	229.9	227.7	226.6	1.0	1.5	<b>TOTAL NONAG. WAGE &amp; SALARY EMPLOYMENT</b>	36.5	36.3	36.2	0.6	0.8
<b>TOTAL GOODS PRODUCING</b>	43.3	41.5	41.9	4.3	3.3	<b>TOTAL GOODS PRODUCING</b>	4.2	4.1	4.0	2.4	5.0
Mining	15.4	15.3	15.0	0.7	2.7	Mining & Construction	2.5	2.4	2.3	4.2	8.7
Coal Mining	4.5	4.5	4.4	0.0	2.3	Manufacturing	1.7	1.7	1.7	0.0	0.0
Oil & Gas Extraction	7.6	7.5	7.1	1.3	7.0	<b>TOTAL SERVICE PRODUCING</b>	32.3	32.2	32.2	0.3	0.3
Crude Petrol-Natural Gas	2.5	2.5	2.6	0.0	-3.8	Transportation & Public Utilities	2.7	2.7	2.8	0.0	-3.6
Oil & Gas Field Services	5.1	5.0	4.5	2.0	13.3	Trade	8.5	8.4	8.3	1.2	2.4
Nonmetallic Minerals	2.7	2.7	2.9	0.0	-6.9	Wholesale Trade	0.8	0.8	0.8	0.0	0.0
Construction	17.0	15.4	16.1	10.4	5.6	Retail Trade	7.7	7.6	7.5	1.3	2.7
General Building Contractors	3.8	3.6	3.7	5.6	2.7	Finance, Insurance & Real Estate	1.6	1.6	1.7	0.0	-5.9
Heavy Construction	5.4	4.4	5.0	22.7	8.0	Services	8.0	7.9	8.2	1.3	-2.4
Special Trade Construction	7.8	7.4	7.4	5.4	5.4	Total Government	11.5	11.6	11.2	-0.9	2.7
Manufacturing	10.9	10.8	10.8	0.9	0.9	Federal Government	2.7	2.8	2.4	-3.6	12.5
Durable Goods	5.1	5.0	5.0	2.0	2.0	State Government	3.3	3.4	3.3	-2.9	0.0
Nondurable Goods	5.8	5.8	5.8	0.0	0.0	Local Government	5.5	5.4	5.5	1.9	0.0
Printing & Publishing	1.7	1.6	1.6	6.2	6.2						
Petroleum & Coal Products	1.1	1.1	1.1	0.0	0.0						
<b>TOTAL SERVICE PRODUCING</b>	186.6	186.2	184.7	0.2	1.0	<b>TOTAL NONAG. WAGE &amp; SALARY EMPLOYMENT</b>	31.5	31.4	31.1	0.3	1.3
Transportation & Public Utilities	14.2	14.0	14.1	1.4	0.7	<b>TOTAL GOODS PRODUCING</b>	5.0	4.9	5.1	2.0	-2.0
Transportation	9.1	8.8	9.0	3.4	1.1	Manufacturing	1.4	1.4	1.5	0.0	-6.7
Railroad Transportation	3.0	2.9	3.0	3.4	0.0	Mining	1.7	1.7	1.6	0.0	6.2
Trucking & Warehousing	3.7	3.6	3.6	2.8	2.8	Construction	1.9	1.8	2.0	5.6	-5.0
Communications	2.2	2.2	2.2	0.0	0.0	<b>TOTAL SERVICE PRODUCING</b>	26.5	26.5	26.0	0.0	1.9
Telephone Communications	1.1	1.1	1.0	0.0	10.0	Transportation & Public Utilities	1.7	1.6	1.7	6.2	0.0
Electric, Gas & Sanitary Services	2.9	2.9	2.9	0.0	0.0	Transportation	1.1	1.1	1.1	0.0	0.0
Electric Services	1.9	1.9	1.9	0.0	0.0	Communications & Public Utilities	0.6	0.5	0.6	20.0	0.0
Trade	52.3	51.8	51.5	1.0	1.6	Trade	8.5	8.5	8.2	0.0	3.7
Wholesale Trade	7.5	7.5	7.7	0.0	-2.6	Wholesale Trade	2.3	2.3	2.3	0.0	0.0
Durable Goods	4.3	4.3	4.3	0.0	0.0	Retail Trade	6.2	6.2	5.9	0.0	5.1
Nondurable Goods	3.2	3.2	3.4	0.0	-5.9	Finance, Insurance & Real Estate	1.2	1.2	1.2	0.0	0.0
Retail Trade	44.8	44.3	43.8	1.1	2.3	Services	9.3	9.3	9.2	0.0	1.1
Building Materials & Garden Supply	2.1	2.1	2.1	0.0	0.0	Personal & Business Services	2.2	2.2	2.1	0.0	4.8
General Merchandise Stores	5.0	4.6	4.9	8.7	2.0	Health Services	2.9	2.9	2.7	0.0	7.4
Department Stores	3.8	3.8	3.8	0.0	0.0	Government	5.8	5.9	5.7	-1.7	1.8
Food Stores	5.5	5.4	5.4	1.9	1.9	Local Government	4.4	4.4	4.2	0.0	4.8
Auto Dealers & Service Stations	8.0	7.9	7.9	1.3	1.3	Local Education	3.1	3.1	2.9	0.0	6.9
Gas Stations	4.0	3.9	4.0	2.6	0.0						
Apparel & Accessory Stores	1.3	1.3	1.3	0.0	0.0						
Furniture & Home Furnishing Stores	1.5	1.5	1.5	0.0	0.0						
Eating & Drinking Places	16.4	16.4	16.0	0.0	2.5						
Miscellaneous Retail	5.0	5.1	4.7	-2.0	6.4						
Finance, Insurance & Real Estate	8.1	8.0	7.9	1.2	2.5						
Depos-Nondepos & Security Brokers	4.1	4.1	4.0	0.0	2.5						
Depository Institutions	3.3	3.3	3.2	0.0	3.1						
Insurance	1.8	1.8	1.9	0.0	-5.3						
Services	50.8	50.8	50.4	0.0	0.8						
Hotels & Other Lodging Places	7.0	7.4	7.1	-5.4	-1.4						
Personal Services	2.0	1.9	2.0	5.3	0.0						
Business Services	7.8	7.7	7.9	1.3	-1.3						
Automotive & Misc. Repair Services	2.8	2.8	2.9	0.0	-3.4						
Amusements (Rec Services & Mot. Pics.)	3.5	3.5	3.4	0.0	2.9						
Health Services	10.3	10.3	10.2	0.0	1.0						
Offices of Doctors of Medicine	2.4	2.4	2.3	0.0	4.3						
Legal Services	1.2	1.2	1.2	0.0	0.0						
Social Services	6.1	6.1	5.8	0.0	5.2						
Membership Organizations	3.3	3.3	3.2	0.0	3.1						
Engineering & Management	3.7	3.7	3.6	0.0	2.8						
Government	61.2	61.6	60.8	-0.6	0.7						
Total Federal Government	7.5	7.8	6.8	-3.8	10.3						
Department of Defense	0.8	0.8	0.8	0.0	0.0						
Total State Government	13.8	13.8	13.8	0.0	0.0						
State Education	5.6	5.6	5.5	0.0	1.8						
Total Local Government	39.9	40.0	40.2	-0.3	-0.7						
Local Hospitals	5.1	5.0	5.1	2.0	0.0						
Local Education	22.9	23.3	22.7	-1.7	0.9						



1. Current Employment Statistics (CES) estimates include all full- and part-time wage and salary workers in nonagricultural establishments who worked or received pay during the week which includes the 12th of the month. Self-employed, domestic services, and personnel of the armed forces are excluded. Data are not seasonally adjusted.

\* Published in cooperation with the Bureau of Labor Statistics.

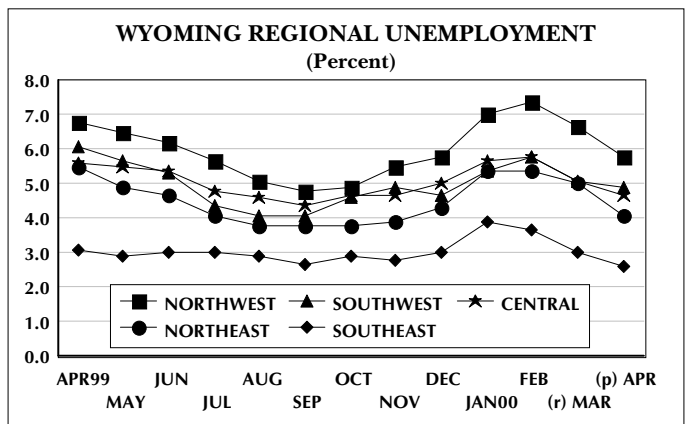
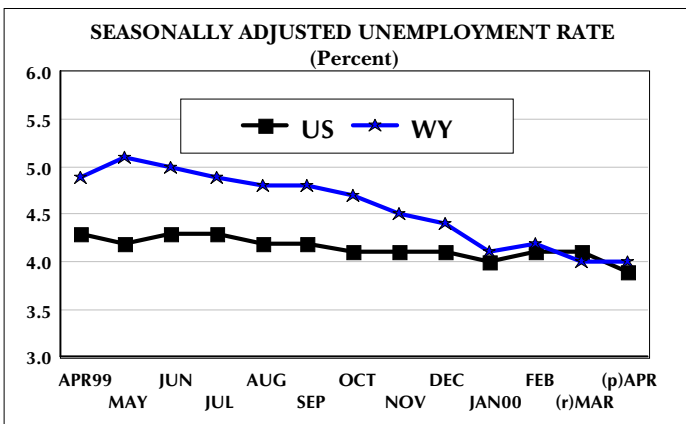
(p) Subject to revision. (r) Revised.

# Wyoming Economic Indicators

**"The number of unemployed individuals in Wyoming fell by 18.3 percent from April 1999 to April 2000."**

	April 2000 ----- (p) -----	March 2000 ----- (r) -----	April 1999 ----- (b) -----	Percent Change Month	Percent Change Year
Wyoming Total Civilian Labor Force (1)	260,708	260,361	260,261	0.1	0.2
Unemployed	11,077	12,477	13,558	-11.2	-18.3
Employed	249,631	247,884	246,703	0.7	1.2
Wyoming Unemployment Rate/Seas. Adj.	4.2%/4.0%	4.8%/4.0%	5.2%/4.9%	N/A	N/A
U.S. Unemployment Rate/Seas. Adj.	3.7%/3.9%	4.3%/4.1%	4.1%/4.3%	N/A	N/A
U.S. Multiple Jobholders	7,737,000	7,707,000	7,648,000	0.4	1.2
As a percent of all workers	5.7%	5.7%	5.8%	N/A	N/A
U.S. Discouraged Workers	330,000	257,000	245,000	28.4	34.7
U.S. Part Time for Economic Reasons	3,043,000	3,306,000	3,316,000	-8.0	-8.2
<b>Hours &amp; Earnings for Production Workers</b>					
<b>Wyoming Mining</b>					
Average Weekly Earnings	\$907.57	\$854.55	\$944.55	6.2	-3.9
Average Weekly Hours	43.3	43.4	44.2	-0.2	-2.0
<b>U.S. Mining</b>					
Average Weekly Earnings	\$769.73	\$753.76	\$733.07	2.1	5.0
Average Weekly Hours	44.7	43.9	43.3	1.8	3.2
<b>Wyoming Manufacturing</b>					
Average Weekly Earnings	\$631.17	\$612.69	\$636.66	3.0	-0.9
Average Weekly Hours	40.1	39.3	40.5	2.0	-1.0
<b>U.S. Manufacturing</b>					
Average Weekly Earnings	\$596.31	\$590.13	\$574.08	1.0	3.9
Average Weekly Hours	41.7	41.5	41.6	0.5	0.2
<b>Wyoming Unemployment Insurance</b>					
Weeks Compensated (2)	11,635	15,707	15,008	-25.9	-22.5
Benefits Paid	\$2,225,476	\$2,988,754	\$2,744,491	-25.5	-18.9
Average Weekly Benefit Payment	\$191.27	\$190.28	\$182.87	0.5	4.6
State Insured Covered Jobs (1)	206,722	203,858	205,184	1.4	0.7
Insured Unemployment Rate	1.5%	1.9%	1.9%	N/A	N/A
<b>Consumer Price Index (U) for All U.S. Urban Consumers (1982 to 1984 = 100)</b>					
All Items	171.2	171.1	166.2	0.1	3.0
Food & Beverages	167.2	167.1	163.9	0.1	2.0
Housing	167.6	167.6	163.0	0.0	2.8
Apparel	133.3	132.5	135.2	0.6	-1.4
Transportation	152.9	153.4	144.3	-0.3	6.0
Medical Care	258.8	258.1	249.1	0.3	3.9
Recreation (Dec. 1997=100)	102.9	102.9	102.0	0.0	0.9
Education & Communication (Dec. 1997=100)	101.8	102.0	100.7	-0.2	1.1
Other Goods & Services	271.9	268.0	256.1	1.5	6.2
<b>Producer Prices (1982 to 1984 = 100)</b>					
All Commodities	130.7	131.0	123.6	-0.2	5.7
<b>Wyoming Building Permits</b>					
New Privately Owned Housing Units Authorized	179	175	185	2.3	-3.2
Valuation	\$35,229,000	\$45,640,000	\$44,675,000	-22.8	-21.1

(p) Preliminary. (r) Revised. (b) Benchmarked.  
 (1) Local Area Unemployment Statistics Program estimates. (2) Not Normalized.





# Wyoming County Unemployment Rates

by: David Bullard, Senior Economist

"Albany County had the lowest unemployment rate (1.7%) in April 2000."

REGION COUNTY	Labor Force			Employed			Unemployed			Unemployment Rates		
	Apr 2000 (p)	Mar 2000 (r)	Apr 1999 (b)	Apr 2000 (p)	Mar 2000 (r)	Apr 1999 (b)	Apr 2000 (p)	Mar 2000 (r)	Apr 1999 (b)	Apr 2000 (p)	Mar 2000 (r)	Apr 1999 (b)
<b>Northwest</b>	<b>46,406</b>	<b>45,922</b>	<b>46,212</b>	<b>43,711</b>	<b>42,836</b>	<b>43,079</b>	<b>2,695</b>	<b>3,086</b>	<b>3,133</b>	<b>5.8</b>	<b>6.7</b>	<b>6.8</b>
Big Horn	5,869	5,822	5,813	5,518	5,387	5,424	351	435	389	6.0	7.5	6.7
Fremont	18,236	18,044	18,402	16,976	16,706	16,962	1,260	1,338	1,440	6.9	7.4	7.8
Hot Springs	2,457	2,426	2,469	2,365	2,315	2,329	92	111	140	3.7	4.6	5.7
Park	14,929	14,685	14,574	14,260	13,891	13,790	669	794	784	4.5	5.4	5.4
Washakie	4,915	4,945	4,954	4,592	4,537	4,574	323	408	380	6.6	8.3	7.7
<b>Northeast</b>	<b>44,137</b>	<b>43,936</b>	<b>43,779</b>	<b>42,346</b>	<b>41,755</b>	<b>41,385</b>	<b>1,791</b>	<b>2,181</b>	<b>2,394</b>	<b>4.1</b>	<b>5.0</b>	<b>5.5</b>
Campbell	19,807	19,931	19,643	19,120	19,054	18,462	687	877	1,181	3.5	4.4	6.0
Crook	3,055	3,011	3,019	2,914	2,811	2,852	141	200	167	4.6	6.6	5.5
Johnson	3,862	3,728	3,914	3,707	3,578	3,777	155	150	137	4.0	4.0	3.5
Sheridan	14,026	13,899	13,789	13,383	13,134	13,098	643	765	691	4.6	5.5	5.0
Weston	3,387	3,367	3,414	3,222	3,178	3,196	165	189	218	4.9	5.6	6.4
<b>Southwest</b>	<b>50,958</b>	<b>51,245</b>	<b>51,416</b>	<b>48,466</b>	<b>48,647</b>	<b>48,286</b>	<b>2,492</b>	<b>2,598</b>	<b>3,130</b>	<b>4.9</b>	<b>5.1</b>	<b>6.1</b>
Lincoln	6,406	6,332	6,433	5,999	5,855	5,975	407	477	458	6.4	7.5	7.1
Sublette	2,932	2,885	2,991	2,850	2,772	2,812	82	113	179	2.8	3.9	6.0
Sweetwater	20,466	20,588	20,914	19,529	19,485	19,650	937	1,103	1,264	4.6	5.4	6.0
Teton	10,658	10,892	10,490	10,230	10,678	10,020	428	214	470	4.0	2.0	4.5
Uinta	10,496	10,548	10,588	9,858	9,857	9,829	638	691	759	6.1	6.6	7.2
<b>Southeast</b>	<b>70,414</b>	<b>70,402</b>	<b>69,956</b>	<b>68,604</b>	<b>68,269</b>	<b>67,810</b>	<b>1,810</b>	<b>2,133</b>	<b>2,146</b>	<b>2.6</b>	<b>3.0</b>	<b>3.1</b>
Albany	17,520	17,580	17,530	17,219	17,207	17,143	301	373	387	1.7	2.1	2.2
Goshen	6,610	6,398	6,650	6,431	6,163	6,434	179	235	216	2.7	3.7	3.2
Laramie	40,269	40,563	39,836	39,118	39,273	38,538	1,151	1,290	1,298	2.9	3.2	3.3
Niobrara	1,355	1,307	1,342	1,324	1,272	1,303	31	35	39	2.3	2.7	2.9
Platte	4,660	4,554	4,598	4,512	4,354	4,392	148	200	206	3.2	4.4	4.5
<b>Central</b>	<b>48,791</b>	<b>48,857</b>	<b>48,899</b>	<b>46,502</b>	<b>46,376</b>	<b>46,144</b>	<b>2,289</b>	<b>2,481</b>	<b>2,755</b>	<b>4.7</b>	<b>5.1</b>	<b>5.6</b>
Carbon	8,221	8,054	8,387	7,797	7,697	7,919	424	357	468	5.2	4.4	5.6
Converse	6,566	6,511	6,542	6,255	6,149	6,224	311	362	318	4.7	5.6	4.9
Natrona	34,004	34,292	33,970	32,450	32,530	32,001	1,554	1,762	1,969	4.6	5.1	5.8
<b>Statewide</b>	<b>260,708</b>	<b>260,361</b>	<b>260,261</b>	<b>249,631</b>	<b>247,884</b>	<b>246,703</b>	<b>11,077</b>	<b>12,477</b>	<b>13,558</b>	<b>4.2</b>	<b>4.8</b>	<b>5.2</b>
Statewide Seasonally Adjusted .....										4.0	4.0	4.9
U.S.....										3.7	4.3	4.1
U.S. Seasonally Adjusted.....										3.9	4.1	4.3

Prepared in cooperation with the Bureau of Labor Statistics. Benchmarked 02/00. Run Date 05/00.  
Data are not seasonally adjusted except where otherwise specified.

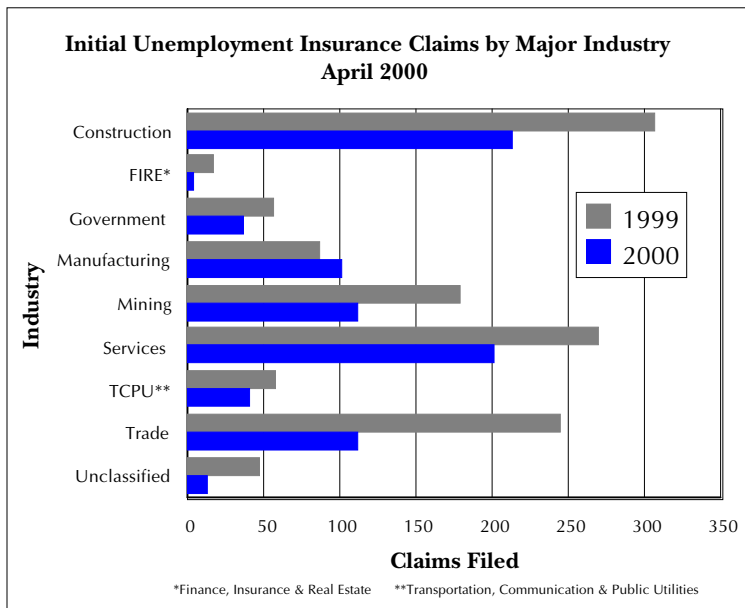
(p) Preliminary. (r) Revised. (b) Benchmarked.

NOTE: The Current Population Survey (CPS) estimated the 1999 annual average Wyoming unemployment rate at 4.9 percent. The 90 percent confidence interval for this estimate suggests that in 9 out of 10 cases, the interval 4.3 to 5.5 percent would contain the actual rate.

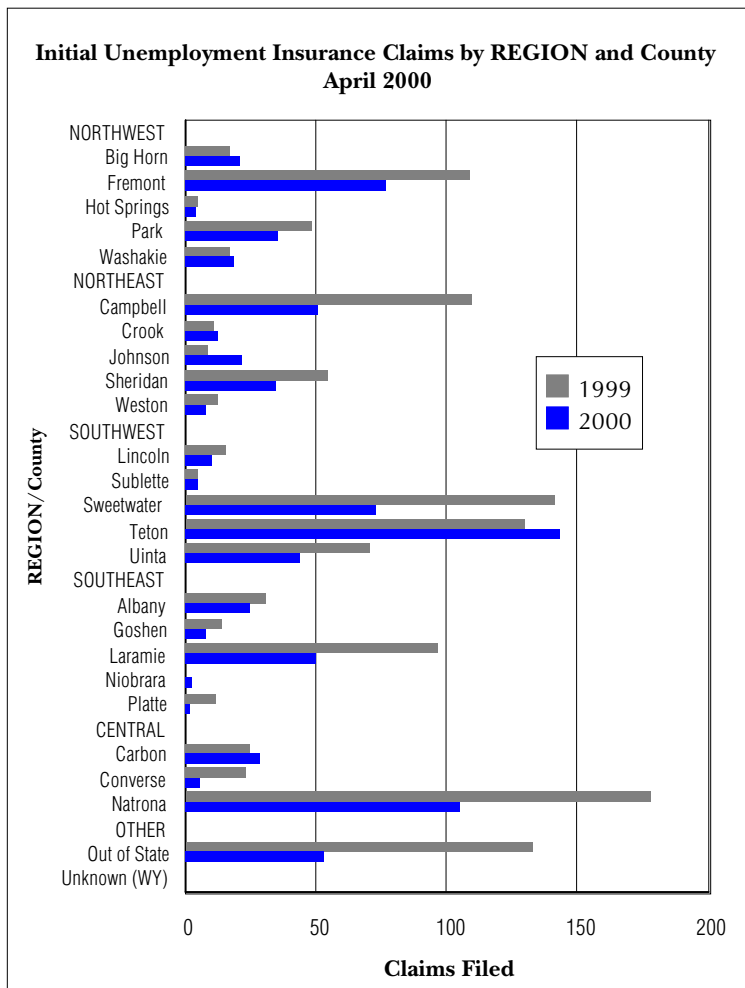
# Wyoming Normalized Unemployment Insurance Statistics: Initial Claims

by: Rich Peters, Economist

"Although over-the-year Statewide initial claims were down 33.9 percent, claims in the Manufacturing industry were up 15.9 percent."



	Claims Filed			Percent Change	
	APR 00	MAR 00	APR 99	MAR 00	APR 99
<b>WYOMING STATEWIDE</b>					
TOTAL CLAIMS FILED	841	768	1,272	9.5	-33.9
TOTAL GOODS PRODUCING	428	486	575	-11.9	-25.6
Manufacturing	102	109	88	-6.4	15.9
Mining	112	115	180	-2.6	-37.8
Oil & Gas Extraction	96	107	155	-10.3	-38.1
Construction	214	262	307	-18.3	-30.3
TOTAL SERVICE PRODUCING	399	276	649	44.6	-38.5
Transportation, Communication & Public Utilities	42	39	58	7.7	-27.6
Transportation	39	36	52	8.3	-25.0
Communications & Public Utilities	3	3	6	0.0	-50.0
Trade	113	91	245	24.2	-53.9
Wholesale Trade	11	10	28	10.0	-60.7
Retail Trade	102	81	217	25.9	-53.0
Finance, Insurance & Real Estate	5	3	18	66.7	-72.2
Services	202	109	271	85.3	-25.5
Personal & Business Services	38	21	64	81.0	-40.6
Health Services	15	9	27	66.7	-44.4
Government	37	34	57	8.8	-35.1
Local Government	14	9	21	55.6	-33.3
Local Education	1	2	3	-50.0	-66.7
UNCLASSIFIED	14	6	48	133.3	-70.8



	Claims Filed			Percent Change	
	APR 00	MAR 00	APR 99	MAR 00	APR 99
<b>LARAMIE COUNTY</b>					
TOTAL CLAIMS FILED	47	80	95	-41.3	-50.5
TOTAL GOODS PRODUCING	18	45	28	-60.0	-35.7
Manufacturing	4	1	2	300.0	100.0
Mining	0	0	1	0.0	0.0
Oil & Gas Extraction	0	0	1	0.0	0.0
Construction	14	44	25	-68.2	-44.0
TOTAL SERVICE PRODUCING	23	34	62	-32.4	-62.9
Transportation, Communication & Public Utilities	1	11	6	-90.9	-83.3
Transportation	1	10	6	-90.0	-83.3
Communications & Public Utilities	0	1	0	0.0	0.0
Trade	6	12	31	-50.0	-80.6
Wholesale Trade	1	2	3	-50.0	-66.7
Retail Trade	5	10	28	-50.0	-82.1
Finance, Insurance & Real Estate	1	1	9	0.0	-88.9
Services	10	8	7	25.0	42.9
Personal & Business Services	4	1	3	300.0	33.3
Health Services	1	3	0	-66.7	0.0
Government	5	2	9	150.0	-44.4
Local Government	1	0	3	0.0	-66.7
Local Education	1	0	0	0.0	0.0
UNCLASSIFIED	6	1	5	500.0	20.0

	Claims Filed			Percent Change	
	APR 00	MAR 00	APR 99	MAR 00	APR 99
<b>NATRONA COUNTY</b>					
TOTAL CLAIMS FILED	103	131	176	-21.4	-41.5
TOTAL GOODS PRODUCING	72	88	86	-18.2	-16.3
Manufacturing	28	16	16	75.0	75.0
Mining	14	19	29	-26.3	-51.7
Oil & Gas Extraction	13	17	23	-23.5	-43.5
Construction	30	53	41	-43.4	-26.8
TOTAL SERVICE PRODUCING	31	43	88	-27.9	-64.8
Transportation, Communication & Public Utilities	2	4	3	-50.0	-33.3
Transportation	2	4	1	-50.0	100.0
Communications & Public Utilities	0	0	2	0.0	0.0
Trade	12	17	37	-29.4	-67.6
Wholesale Trade	3	1	10	200.0	-70.0
Retail Trade	9	16	27	-43.8	-66.7
Finance, Insurance & Real Estate	1	2	3	-50.0	-66.7
Services	12	17	39	-29.4	-69.2
Personal & Business Services	5	3	13	66.7	-61.5
Health Services	1	2	11	-50.0	-90.9
Government	4	3	6	33.3	-33.3
Local Government	3	2	4	50.0	-25.0
Local Education	0	1	1	0.0	0.0
UNCLASSIFIED	0	0	2	0.0	0.0

# Wyoming Normalized Unemployment Insurance Statistics: Continued Claims

by: Rich Peters, Economist

"Statewide unique claimants were down 20.7 percent, with weeks claimed up 80.0 percent for the Government industry in Laramie County."

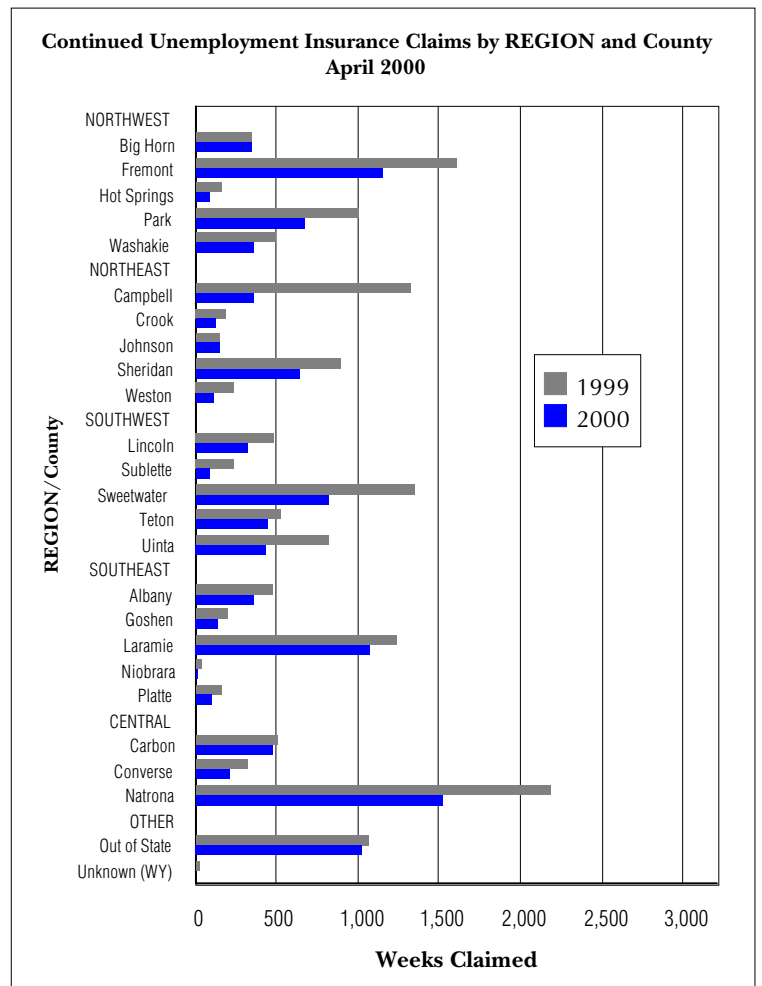
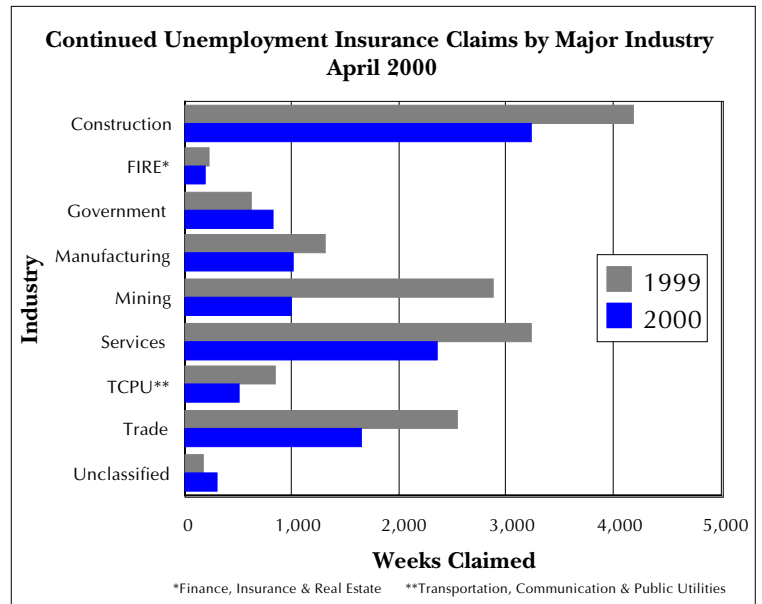
	Weeks Claimed			Percent Change Weeks Claimed	
	APR.00	MAR.00	APR.99	APR.00	APR.99
	<b>WYOMING STATEWIDE</b>				
TOTAL WEEKS CLAIMED	11,142	15,292	16,066	-27.1	-30.6
<b>TOTAL UNIQUE CLAIMANTS</b>	<b>4,081</b>	<b>4,281</b>	<b>5,148</b>	<b>-4.7</b>	<b>-20.7</b>
<b>TOTAL GOODS PRODUCING</b>					
Manufacturing	5,269	8,036	8,403	-34.4	-37.3
Mining	1,022	1,088	1,324	-6.1	-22.8
Oil & Gas Extraction	1,001	1,247	2,883	-19.7	-65.3
Construction	777	909	2,542	-14.5	-69.4
<b>TOTAL SERVICE PRODUCING</b>					
Transportation, Communication & Public Utilities	3,246	5,701	4,196	-43.1	-22.6
Transportation	556	6,762	7,494	-17.7	-25.7
Communications & Public Utilities	521	635	855	-18.0	-39.1
Trade	438	539	712	-18.7	-38.5
Wholesale Trade	83	96	143	-13.5	-42.0
Retail Trade	1,658	1,795	2,555	-7.6	-35.1
Finance, Insurance & Real Estate	189	202	393	-6.4	-51.9
Services	1,469	1,593	2,162	-7.8	-32.1
Personal & Business Services	263	241	224	-22.0	-16.1
Health Services	2,360	2,893	3,240	-18.4	-27.2
Government	528	830	792	-36.4	-33.3
Local Government	263	254	384	3.5	-31.5
Local Education	839	1,198	620	-30.0	35.3
UNCLASSIFIED	201	358	386	-43.9	-47.9
	71	104	99	-31.7	-28.3
	307	494	169	-37.9	81.7

**LARAMIE COUNTY**

	1,078	1,526	1,237	-29.4	-12.9
<b>TOTAL WEEKS CLAIMED</b>					
<b>TOTAL UNIQUE CLAIMANTS</b>	<b>398</b>	<b>442</b>	<b>407</b>	<b>-10.0</b>	<b>-2.2</b>
<b>TOTAL GOODS PRODUCING</b>					
Manufacturing	521	821	520	-36.5	0.2
Mining	22	36	57	-38.9	-61.4
Oil & Gas Extraction	13	32	28	-59.4	-53.6
Construction	9	23	22	-60.9	-59.1
<b>TOTAL SERVICE PRODUCING</b>					
Transportation, Communication & Public Utilities	486	753	435	-35.5	11.7
Transportation	517	647	698	-20.1	-25.9
Communications & Public Utilities	94	112	122	-16.1	-23.0
Trade	79	93	91	-15.1	-13.2
Wholesale Trade	15	19	31	-21.1	-51.6
Retail Trade	149	168	247	-11.3	-39.7
Finance, Insurance & Real Estate	17	23	36	-26.1	-52.8
Services	132	145	211	-9.0	-37.4
Personal & Business Services	31	46	53	-32.6	-41.5
Health Services	171	243	236	-29.6	-27.5
Government	87	123	105	-29.3	-17.1
Local Government	34	32	52	6.3	-34.6
Local Education	72	78	40	-7.7	80.0
UNCLASSIFIED	15	21	19	-28.6	-21.1
	2	2	8	0.0	-75.0
	40	58	19	-31.0	110.5

**NATRONA COUNTY**

	1,523	2,100	2,178	-27.5	-30.1
<b>TOTAL WEEKS CLAIMED</b>					
<b>TOTAL UNIQUE CLAIMANTS</b>	<b>541</b>	<b>606</b>	<b>699</b>	<b>-10.7</b>	<b>-22.6</b>
<b>TOTAL GOODS PRODUCING</b>					
Manufacturing	770	1,192	1,094	-35.4	-29.6
Mining	111	104	140	6.7	-20.7
Oil & Gas Extraction	150	196	469	-23.5	-68.0
Construction	113	141	389	-19.9	-71.0
<b>TOTAL SERVICE PRODUCING</b>					
Transportation, Communication & Public Utilities	509	892	485	-42.9	4.9
Transportation	709	853	1,063	-16.9	-33.3
Communications & Public Utilities	73	95	94	-23.2	-22.3
Trade	64	85	80	-24.7	-20.0
Wholesale Trade	9	10	14	-10.0	-35.7
Retail Trade	287	283	387	1.4	-25.8
Finance, Insurance & Real Estate	60	43	108	39.5	-44.4
Services	227	240	279	-5.4	-18.6
Personal & Business Services	42	55	58	-23.6	-27.6
Health Services	268	348	468	-23.0	-42.7
Government	71	138	155	-48.6	-54.2
Local Government	73	61	110	19.7	-33.6
Local Education	39	72	56	-45.8	-30.4
UNCLASSIFIED	12	33	43	-63.6	-72.1
	4	17	24	-76.5	-83.3
	44	55	21	-20.0	109.5



*After 5 Days Return to:*  
**Wyoming Department of Employment  
Employment Resources Division  
Research & Planning  
P.O. Box 2760  
Casper, WY 82602**

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**Official Business  
Penalty for Private Use \$300**

