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Employment Bulletin

Rhode Island
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www.dlt.ri.gov/lmi

ESU Supports Call Center Growth in Rhode Island

Barely part of the American vocabulary a generation ago, Call Centers today are a central part of business operations across all segments of US industry. In 2003, industry estimates suggested that approximately 3% of the working adults in the United States were employed in Call Centers.

Whether by design or chance, Rhode Island has seen its share of the industry grow considerably in the past 3 years. And, as Call Centers become more engrained in the strategic corporate initiatives of the company, the quality of candidates they need to attract has become crucial to the success of the centers. No longer are Call Centers simply responsible for putting out the fires of dissatisfaction - they must embrace the idea of proactive customer care which means mitigating customer service dissatisfaction before it arises.

Because of the need for this new generation of Call Center associates, the Employer Service Unit (ESU) was charged by several RI companies to help with a strategy to attract these types of workers. Answering the challenge, the ESU has been strategically involved with the marketing, recruiting and screening process for seven different RI companies who wished to start or expand their Call/Contact Center operations. Relying on their vast resources for recruiting qualified applicants, the ESU attracted thousands of job seekers for the many varied positions available. Their ability to coordinate the sheer volume of job seekers with the physical logistics of the recruitments was a testimony to their demonstrated expertise. The satisfaction of the participating companies culminated in the hiring of hundreds of unemployed or under-employed individuals throughout the State. Companies that benefited from the recruiting efforts of the Employer Service Unit:

Bank of America (Lincoln, RI & East Providence, RI)
MetLife, Inc.
Citizen's Bank
RI Medical Bureau

Sovereign Bank
Cox Communications
RYLA Teleservices

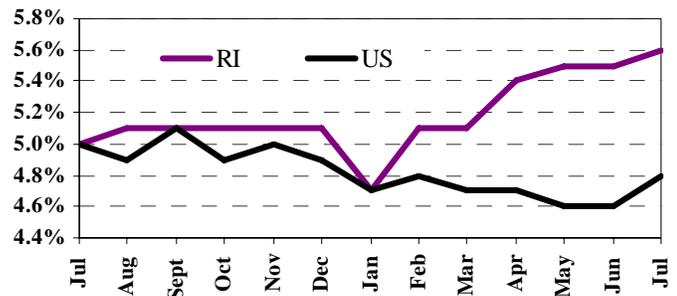
For more information on how the Employer Service Unit can assist your company or organization with your recruitment needs call:

EMPLOYER SERVICE UNIT
(401) 462-8724 OR (888) 616-JOBS
www.dlt.ri.gov/esu

Rhode Island Unemployment Rate Inches Up in July

Rhode Island's unemployment rate for July rose slightly to 5.6 percent as more people entered the labor market looking for work. The number of unemployed Rhode Island residents edged up by 600 over the month to 32,500 in July. A year ago, the jobless level was 28,800 and the State's unemployment rate stood at 5.0 percent. Nationally, the unemployment rate for July rose by 0.2 of a percentage point to 4.8 percent. Compared to last year, the national jobless rate is down 0.2 of a percentage point. Rhode Island's unemployment rate for July remained above the national average.

RI & US Unemployment Rates
Seasonally Adjusted 2005 - 2006



Seasonally Adjusted Labor Force Statistics (in thousands)

	Rhode Island			United States		
	Jul 06	Jun 06	Jul 05	Jul 06	Jun 06	Jul 05
Civilian Labor Force	580.6	579.8	570.5	151,534	151,321	149,605
Resident Employment	548.1	547.9	541.8	144,329	144,363	142,111
Unemployment	32.5	31.9	28.8	7,205	6,957	7,494
Unemployment Rate	5.6%	5.5%	5.0%	4.8%	4.6%	5.0%

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Rhode Island Resident Employment Reaches a New High in July

Jobs at Rhode Island businesses increased by 400 (+0.1%) last month, bringing the July job count to 494,800 (seasonally adjusted). Much of the employment gain was the result of a stronger-than-expected July for the State's Manufacturing sector. Historically, Manufacturing employment experiences a significant decline in July due to numerous factory slowdowns occurring during the traditional July vacation period. Cutbacks this year were smaller than usual resulting in an over-the-month job gain of 1,200 in the Manufacturing sector. Employment increases also occurred in Financial Activities (+300), and Leisure & Hospitality (+100).

"The overall trend remains positive," said Director Orefice. "Rhode Island employers have added 4,000 jobs since January and the number of working Rhode Islanders, which has been rising for the past several months, reached a record-high level in July."

Educational & Health Services experienced a monthly loss of 700 workers, reflecting declines in private college and university employment and in local hospitals. Less significant losses occurred in Construction (-300); Government (-200); Trade, Transportation & Utilities (-100); and Professional & Business Services (-100).

Over the year, jobs were up 1,600 (+0.3%) from the 493,200 jobs reported in July 2005. Annual employment growth occurred in the Financial Activities (+1,700); Construction (+1,100); Leisure & Hospitality (+1,100); and Professional & Business Services (+1,000) sectors, offsetting losses in Manufacturing (-800); Trade, Transportation & Utilities (-700); Other Services (-700); and Government (-100).

Hours and Earnings

In July 2006, the \$13.40 average hourly wage earned by the Manufacturing sector's production workers represented a monthly loss of nine cents per hour and an over-the-year gain of twenty-nine cents per hour. Manufacturing employees worked an average of 38.3 hours per week in July, down 0.4 of an hour over the month and 0.3 of an hour since July 2005.

Establishment Employment in Rhode Island Seasonally Adjusted

	Employment (in thousands)		Net Change
	Jul 06	Jun 06	
Total Nonfarm	494.8	494.4	0.4
Construction	23.0	23.3	-0.3
Manufacturing	54.5	53.3	1.2
Trade, Transportation & Utilities	79.6	79.7	-0.1
Financial Activities	36.2	35.9	0.3
Professional & Business Services	56.5	56.6	-0.1
Educational & Health Services	95.6	96.3	-0.7
Leisure & Hospitality	50.9	50.8	0.1
Other Services	22.6	22.6	0.0
Government	65.2	65.4	-0.2

Manufacturing Employment in Rhode Island Not Seasonally Adjusted

	Employment					Production Worker Averages					
	(in thousands)			Net Change From:		Weekly Hours			Hourly Earnings		
	Jul 06	Jun 06	Jul 05	Jun 06	Jul 05	Jul 06	Jun 06	Jul 05	Jul 06	Jun 06	Jul 05
Manufacturing	51.7	53.7	52.8	-2000	-1100	38.3	38.7	38.6	13.40	13.49	13.11
Durable Goods	34.3	35.7	34.6	-1400	-300	37.1	37.7	38.4	13.43	13.50	13.06
Fabricated Metal Product Mfg.	7.2	7.7	7.3	-500	-100	40.0	39.8	38.3	11.70	11.85	11.70
Computer & Electronic Product Mfg.	4.8	4.8	4.7	0	100	38.1	39.0	39.0	14.63	14.50	14.01
Miscellaneous Manufacturing	8.9	9.4	9.6	-500	-700	37.6	36.6	36.7	11.30	11.17	10.89
Jewelry & Silverware	5.9	6.4	6.6	-500	-700	40.0	39.0	36.2	10.48	10.36	10.16
Non-Durable Goods	17.4	18.0	18.2	-600	-800	40.3	40.4	38.9	13.36	13.48	13.19
Chemical Manufacturing	4.3	4.3	4.3	0	0	41.7	41.0	41.7	15.61	15.51	15.55
Plastics & Rubber Products Mfg.	2.6	2.7	2.8	-100	-200	41.0	41.0	40.8	14.44	14.56	14.62

The employment figures in this section are derived from a survey of businesses in Rhode Island and measure the number of jobs in the state. Not seasonally adjusted total nonfarm employment data is available at: www.dlt.ri.gov/lmi/ces.htm. Current month's figures are preliminary and subject to change.



“Business Before Breakfast” Seminar

***HIRING PRACTICES, TRENDS AND THE
‘IMPENDING CRISIS’***

Planning for the Workforce of Today and 2020

Join the North Central Chamber of Commerce at their quarterly Business Before Breakfast seminar to learn how to meet current workforce demands and also prepare for the impending skills shortage. Three of Rhode Island’s top Human Resource and Development professionals will provide key information to help you come out on top.

When: *Thursday, October 12, 2006*

8:00 am – 8:30 am Networking and Registration

8:30 am – 9:10 am Panel Discussion

9:10 am – 9:30 am Question and Answers

Where: Goodwill Industries of RI cafeteria
100 Houghton Street
Providence, RI 02904

Registration: \$10 for NCRI Chamber members
\$15 for non-members

Panelists include:

Darlene Lepore, *former Vice President for Adecco*, will discuss the major workforce shortage and skills set gap expected by the year 2010. Where did it come from and what can be done?

Brandon Melton, *Senior Vice President of Human Resources at Lifespan*, created a strategic hiring plan that reaches into the year 2020. What steps did he take and why is it important?

Jan Poulin, *Senior Recruiter for Willmott & Associates*, will provide screening tools, techniques and recruiting tips that will help employers in a tight labor market.

The first 100 participants will receive a free copy of Adecco’s ‘The Impending Crisis.’ You can’t afford to miss this informative seminar that could make the difference between having a topnotch workforce and losing them to your competitor.

For more information or to register, go to ‘Events’ at www.ncrichamber.com or call the Chamber office at 401-349-4674.

Consumer Price Index for All Urban Consumers

	Jul 06	Jun 06	Jul 05	% Change Prev. Year
All Items	203.5	202.9	195.4	4.1%

Source: U.S. Dept. of Labor, Bureau of Labor Statistics

Profile of Fatal Work Injuries, 2005

Similar to 2004, the combined number of fatalities in the United States in two occupational groups (construction and extraction occupations and transportation and material moving occupations) accounted for nearly half of all fatal work injuries in 2005 (48 percent).

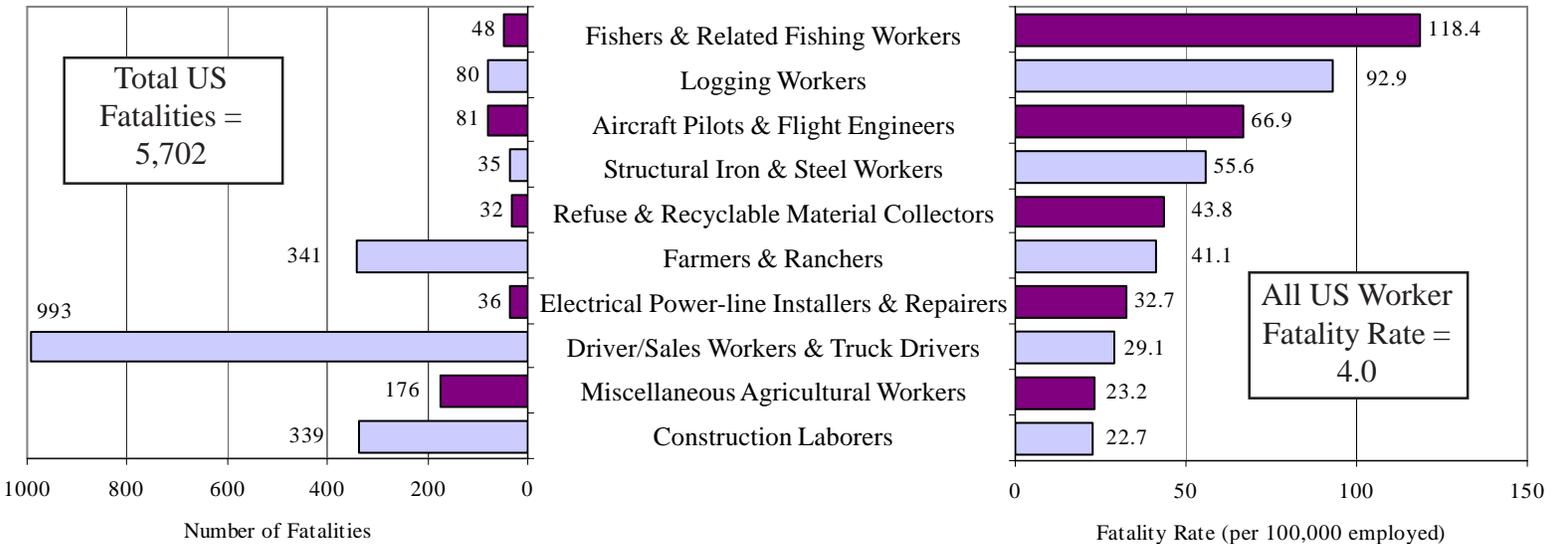
Transportation and material moving occupations accounted for the highest number of fatalities of any major occupational group (1,543 fatalities, up 2 percent from 2004). Fatalities among motor vehicle operators accounted for 71 percent of all fatal work injuries in this occupational group and were higher by 7 percent in 2005. However, fatalities involving air transportation workers were down 26 percent (from 109 in 2004 to 81 in 2005).

Fatal work injury counts were higher by 4 percent in construction and extraction occupations in 2005 (from 1,138 fatalities in 2004 to 1,180 in 2005), although the fatality rate for this occupational group was slightly lower in 2005 due to increases in employment.

City & Town Unadjusted Unemployment Rates for July

	2006	2005		2006	2005
Barrington	4.0	3.8	Newport	4.8	4.4
Bristol	4.8	4.4	North Kingstown	4.3	4.1
Burrillville	5.4	5.2	North Providence	5.9	5.4
Central Falls	7.7	7.6	North Smithfield	5.2	4.4
Charlestown	5.6	5.0	Pawtucket	6.7	6.1
Coventry	5.3	5.1	Portsmouth	4.2	3.9
Cranston	5.8	5.3	Providence	7.7	7.3
Cumberland	5.2	4.6	Richmond	3.8	3.2
East Greenwich	5.1	4.7	Scituate	5.7	4.8
East Providence	5.8	5.5	Smithfield	5.7	5.1
Exeter	4.9	4.4	South Kingstown	5.1	4.6
Foster	6.0	5.4	Tiverton	5.7	5.2
Glocester	4.5	4.1	Warren	5.7	5.2
Hopkinton	5.2	4.9	Warwick	5.3	4.9
Jamestown	3.6	3.5	West Greenwich	5.4	4.7
Johnston	5.8	5.2	West Warwick	5.7	5.6
Lincoln	4.9	4.6	Westerly	4.8	4.1
Little Compton	3.6	3.5	Woonsocket	6.0	5.8
Middletown	4.7	4.0			
Narragansett	3.6	3.2	State of R.I.	5.7	5.3
New Shoreham	2.2	2.4	United States	5.2	5.0

Select US Occupations with High Fatality Rates, 2005



Rate= (Fatal work injuries/Employment) x 100,000. Employment data based on the 2005 Current Population Survey (CPS) and the Department of Defense (DOD) figures.
 Note: Occupations had to meet predetermined employment and fatality count criteria to be considered for inclusion.
 Source: US Department of Labor, Bureau of Labor Statistics, Current Population Survey, Census of Fatal Occupational Injuries, and US Department of Defense, 2005.

Unemployment Insurance Claims Activity

	July	June	July	% Change		Year to Date		
	2006	2006	2005	June 06	July 05	2006	2005	% Change
Initial Claims	5,647	8,122	6,194	-30.5%	-8.8%	46,825	47,780	-2.0%
Number of Payments	53,911	38,645	47,269	39.5%	14.1%	377,862	390,748	-3.3%
Amount of Payments (gross millions)	\$16.8	\$12.7	\$14.5	32.3%	15.9%	\$125.8	\$128.1	-1.8%
Exhaustions (Final Payments)	1,287	1,032	1,042	24.7%	23.5%	8,824	9,320	-5.3%

Rhode Island's Top Paying Occupations by Education and Training Requirement (Annual Salary)

<i>Bachelor's Degree</i>		<i>Median</i>	<i>Entry</i>	<i>Experienced</i>
17-2072	Electronics Engineers, Except Computer	\$89,570	\$78,150	\$105,370
15-1032	Computer Software Engineers, Systems Software	\$80,600	\$66,130	\$93,220
15-1031	Computer Software Engineers, Applications	\$79,500	\$64,940	\$93,710
17-2061	Computer Hardware Engineers	\$79,160	\$65,430	\$91,200
11-3051	Industrial Production Managers	\$77,050	\$60,670	\$96,000
17-2141	Mechanical Engineers	\$74,900	\$61,710	\$92,010
17-2071	Electrical Engineers	\$74,870	\$60,800	\$91,700
<i>Associate's Degree</i>		<i>Median</i>	<i>Entry</i>	<i>Experienced</i>
29-2033	Nuclear Medicine Technologists	\$66,610	\$59,200	\$74,310
29-2021	Dental Hygienists	\$63,450	\$58,450	\$68,430
29-2032	Diagnostic Medical Sonographers	\$62,520	\$54,460	\$69,190
29-1111	Registered Nurses	\$58,190	\$49,550	\$67,550
29-2034	Radiologic Technologists & Technicians	\$51,060	\$46,140	\$55,910
29-1126	Respiratory Therapists	\$49,540	\$42,170	\$57,950
17-3023	Electrical & Electronic Engineering Technicians	\$48,300	\$36,850	\$57,650
<i>Long-Term On-The-Job Training</i>		<i>Median</i>	<i>Entry</i>	<i>Experienced</i>
47-2021	Brickmasons & Blockmasons	\$62,990	\$52,740	\$68,670
13-1041	Compliance Officers	\$56,260	\$45,230	\$73,410
51-8013	Power Plant Operators	\$55,330	\$47,420	\$63,720
47-2221	Structural Iron & Steel Workers	\$55,170	\$47,730	\$65,470
47-2111	Electricians	\$49,220	\$38,680	\$59,500
13-1031	Claims Adjusters, Examiners, & Investigators	\$47,590	\$34,700	\$58,880
33-3051	Police & Sheriff's Patrol Officers	\$45,740	\$39,690	\$54,030
<i>Moderate-Term On-The-Job Training</i>		<i>Median</i>	<i>Entry</i>	<i>Experienced</i>
47-5021	Earth Drillers, Except Oil & Gas	\$59,560	\$48,670	\$66,150
41-4011	Sales Representatives, Wholesale & Manufacturing (Technical)	\$58,650	\$40,400	\$83,230
47-2151	Pipelayers	\$53,320	\$46,210	\$62,130
47-2073	Operating Engineers & Other Construction Equipment Operators	\$50,520	\$41,810	\$57,810
41-4012	Sales Representatives, Wholesale & Manufacturing (Non-Technical)	\$50,000	\$37,800	\$66,020
43-4061	Eligibility Interviewers, Government Programs	\$45,240	\$37,280	\$52,380
53-7021	Crane & Tower Operators	\$43,130	\$36,260	\$64,170
<i>Postsecondary Vocational Training</i>		<i>Median</i>	<i>Entry</i>	<i>Experienced</i>
17-3012	Electrical & Electronics Drafters	\$52,480	\$37,130	\$64,160
49-2022	Telecommunications Equipment Installers & Repairers	\$51,190	\$41,460	\$61,090
13-2021	Appraisers & Assessors Of Real Estate	\$44,940	\$37,620	\$58,890
17-3011	Architectural & Civil Drafters	\$44,120	\$36,090	\$53,710
29-2061	Licensed Practical & Licensed Vocational Nurses	\$43,800	\$38,930	\$50,810
49-3011	Aircraft Mechanics & Service Technicians	\$43,460	\$38,470	\$52,610
49-3031	Bus & Truck Mechanics & Diesel Engine Specialists	\$42,240	\$37,520	\$48,410
<i>Short-Term On-The-Job Training</i>		<i>Median</i>	<i>Entry</i>	<i>Experienced</i>
43-5051	Postal Service Clerks	\$49,290	\$45,580	\$53,010
43-5052	Postal Service Mail Carriers	\$47,710	\$41,260	\$52,260
43-5053	Postal Service Mail Sorters & Processors	\$44,690	\$38,080	\$50,690
43-5041	Meter Readers, Utilities	\$41,860	\$37,860	\$46,340
47-3011	Helpers-Brickmasons, Blockmasons, & Stonemasons	\$38,420	\$30,970	\$43,380
43-5061	Production, Planning, & Expediting Clerks	\$36,090	\$29,150	\$48,410
43-4031	Court, Municipal, & License Clerks	\$35,360	\$31,270	\$41,350