



NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM

2013 ANNUAL REPORT



NYS
DEPARTMENT
OF LABOR

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The focus for Workforce Investment Act (WIA) funded activities during Program Year 2013 has been on economic recovery. In June 2014, the state's private sector job count stood at 7,586,000, an all-time high as of that date. Moreover, New York is among the states that have regained all the private sector jobs lost during the 2008-09 recession. In June 2012, the number of unemployed state residents stood at 835,000; by June 2014, this figure had declined to 634,500. However, payroll employment figures show that the economic recovery has been uneven across New York State. Comparing annual average private sector employment levels from 2008 and 2013 shows that the New York City (+6.0%), Long Island (+2.0%), Capital (+0.9%) and Finger Lakes (+0.1%) labor market regions are the only ones in the state to experience job growth over this period. In contrast, the North Country (-3.1%) and Central NY (-2.6%) regions have the deepest losses relative to annual average 2008 job levels.

New York's workforce system has deployed several strategies to expedite recovery efforts:

- In 2011, Governor Andrew M. Cuomo established ten Regional Economic Development Councils (REDCs) and charged them to develop Five-Year Strategic Plans that identified resources and strategies to support and grow critical industries and economic development initiatives. In 2013, each plan was enhanced with identification of workforce development investments and strategies. To assist REDCs with this process, New York's local Workforce Investment Boards collaboratively developed regional workforce plans to align workforce development strategies with strategic regional economic development goals.
- To provide funding resources to support the REDCs' strategic planning efforts, the Department of Labor (NYSDOL) and thirteen other state agencies collaborated to create a Consolidated Funding Application (CFA). Participating agencies each identified funds that could be used to support regional economic and workforce initiatives. Applicants for these funds were able to apply for one or more grants through a single online application. The 2013 CFA was the third year of funding for this program. The Department of Labor made 85 awards, totaling \$5.07 million to train 5,053 workers.
- In PY 2013, New York State operated several on-the-job training (OJT) programs to provide businesses with hiring incentives that targeted populations such as the long-term unemployed. Not only have these programs enabled New Yorkers to get back to work, they provided businesses with the opportunity to invest in their workforce and remain competitive.
 - Clean Energy OJT: NYSDOL collaborated with the New York State Energy Research and Development Authority (NYSERDA) on the Green Jobs/Green New York (GJ-GNY) initiative. The program leverages \$3.35 million available in clean energy assets to train newly hired workers in green skills. For PY 2013, NYSDOL awarded \$806,621 to 24 businesses and placed 156 individuals into training programs. To date, NYSDOL has awarded \$3.19 million to 76 businesses and placed 418 individuals into training programs, with business marketing and trainee identification assistance from DOL.

- National Emergency Grant OJT: The program was designed to get the long-term unemployed back to work by reimbursing businesses for up to 90% of a qualified new hire's wages. This helped offset the extraordinary cost of training the employee. The Department of Labor's original grant was \$3.4 million through September 30, 2012. The Department of Labor was granted an additional \$6.4 million to extend the program through June 30, 2014, bringing the total grant received to \$9.8 million. Approximately \$9.2 million in funding was obligated, supporting training for 1,421 workers with 688 businesses.
- The United States Department of Labor (USDOL) awarded NYSDOL a \$27.8 million Disaster National Emergency Grant (NEG) to clean up communities across 13 counties that were impacted by Hurricane Sandy. Temporary workers were hired from among the long term unemployed to help in municipalities' restoration and humanitarian efforts. In June 2013, NYSDOL received an additional \$23.3 million from the USDOL under the Disaster NEG to fully fund already-approved project proposals, bringing the total award amount to \$51.1 million to be available through March 31, 2015. Through September 2014, a total of 2,915 individuals have worked on various program projects.
- New York State has actively pursued additional federal Reemployment and Eligibility Assessment (REA) grant funding and now receives the largest share of REA federal grant dollars in the country. New York operates REA in 31 of its 33 local workforce investment areas (LWIAs), making the program available in 54 Career Centers. Fiscal Year 2014 funding will continue the current REA program plus support an expansion of the program in targeted underserved LWIAs.
- To assist returning veterans, the Governor announced a series of reforms to state licensing and higher education to ensure military experience is appropriately credited when service members return to civilian life. Through the Governor's *Experience Counts* program, the Department of Motor Vehicles has made it easier and less costly for military members who have experience driving trucks and heavy equipment from their military service to obtain a New York commercial driver's license by waiving the road test. The Department of Health is allowing military training and experience as a medic to count toward certification for home health aides and nursing home aides, as well as for certification as a paramedic. NYSDOL, the Division of Criminal Justice Services and the Department of State have made it easier for veterans with certain training to become licensed security guards.

We are proud of our efforts to date but recognize there is still more work to be done. We are committed to helping our jobseeker and business customers achieve successful outcomes. We look forward to implementing the Workforce Innovation and Opportunity Act, which will enable us to expand our regional sector development efforts and foster stronger coordination across core workforce development programs.

Sincerely,



Peter M. Rivera
Commissioner of Labor

WIA Annual Report

Governor's Regional Economic Development Councils/Five-Year Strategic Planning

In 2011, Regional Economic Development Councils (REDCs) were created to develop long-term strategic plans for economic growth in the ten labor market regions. These councils are public-private partnerships made up of local experts and stakeholders from business, academia, local government, and non-governmental organizations. Each Council was required to develop a five-year strategic plan to compete for hundreds of millions of dollars in regional economic development resources, with a total of over \$2.2 billion awarded in 2011, 2012, and 2013. Another \$750 million will be available in 2014.

In their various plans, the REDCs listed priority industry sectors specific to their region. Green and Renewable Resources, Healthcare, and the Advanced Manufacturing sector continue to be priority areas for most of the state's labor market regions. Other priority sectors mentioned in at least three REDC plans include: Energy; Financial and Professional Services; Tourism (including Hospitality, Food, and Beverage); Agriculture; Bio-Technology; and Software, Telecommunications, and Information Technology.

As part of the third round of the Regional Council process, Governor Cuomo, Lieutenant Governor Duffy and a Strategic Implementation Assessment Team traveled to every region of the state to view progress on projects that have received state funding and to assess projects included in each region's 2013 application. The Strategic Implementation Team is composed of state agency commissioners assisted by Brookings Institution and other senior agency staff.

The strategic plans created during this process have given each region a comprehensive, locally created plan for future economic growth. With this third round of REDC awards, the state has recognized the creativity and innovation of each strategic plan and invested hundreds of millions of dollars to put New Yorkers back to work and rebuild our economy.

Consolidated Funding Application

In an effort to transform New York State's model for economic development and job creation, Governor Cuomo, The New York State Department of Labor's (NYSDOL), and thirteen other state agencies collaborated to create the 2013 NYS Consolidated Funding Application (CFA). The CFA changes the way in which economic development resources are allocated, streamlining and expediting efforts to generate sustainable economic growth and employment opportunities across the state. The 2013 CFA was the third year of funding for this program.

Participating state agencies each identified resources that could be used to support regional growth strategies. These funds were made available through the CFA. Applicants for these funds were able to apply for one or more grants through a single application that was available through a web portal (<http://regionalcouncils.ny.gov/>) designed specifically for the program.

The Department of Labor's part in the CFA was to make state-level WIA funds available to support three types of training initiatives: the Existing Employee Program to train incumbent workers as a strategy to avert layoffs; the New Hire Program to provide on-the-job training to newly hired workers who came from the ranks of the long-term unemployed; and the Unemployed Worker Program to train long-term unemployed workers in specific occupational skills needed by businesses that had open positions, but no candidates in the region with appropriate skills to fill them. Businesses could apply for any or all of these programs, depending upon their needs. In the 2013 CFA program, NYSDOL made 85 awards totaling \$5.07 million to train 5,053 workers.

The CFA programs proved to be a successful vehicle for workforce development and the response from the business community was very positive. Building on that success, NYSDOL set aside an additional \$5 million for a fourth round of the CFA for the Existing Employee, New Hire and Unemployed Worker training programs.

Workforce Investment Board Regional Planning

In response to Governor Cuomo's creation of the REDCs, NYSDOL requires local Workforce Investment Boards (LWIBs) to prepare annual regional plans highlighting their efforts to support the REDCs' goals and strategies.

Examples from some of the current regional LWIB partnerships are:

Capital Region

The Capital Region's plan highlights the local workforce areas' support for the REDC's priority sectors of Manufacturing; Healthcare and Social Assistance; Finance and Insurance; and Professional, Scientific, and Technical Services. In addition to providing economic impact across the region, the scope of the jobs/occupations associated with these sectors encompasses both middle-skill level jobs and those with advanced educational requirements. Key projects in this region include:

- A new research and development facility at Global Foundries, located in Saratoga County;
- Planning for a new Global Foundries fabrication facility;
- The General Electric Digital Imaging facility; and
- A General Electric Battery Plant in Schenectady.

Community colleges in the region, including Columbia Greene Community College (CGCC) and Hudson Valley Community College (HVCC), have established Business Advisory Committees (BAC) to coordinate regional business needs with curriculum. CGCC has established a BAC for all of its Associate of Applied Sciences (AAS) degree programs including Nursing, Human Services, etc. NYSDOL's Capital Region Business Services team and the Columbia Greene Business Services committee of the LWIB are available as supports for the BACs. The Capital Region WIB has HVCC in its local workforce investment area. BACs at HVCC include: School of Business; School of Engineering and Industrial Technologies; School of Health Sciences; and School of Liberal Arts and Sciences.

Central NY

The Central NY Region has identified some key priority sectors including: Clean Energy and Environmental Systems; Health, Biomedical Services, and Biosciences; Financial Services; Agribusiness and Food Processing; Advanced Manufacturing; Tourism; and Information Technology. In addition to these sectors, local job growth within the Construction and Transportation sectors is identified. Regionally significant projects sited in the plan include:

Byrne Dairy is building a yogurt plant, artisan cheese factory, and agri-tourism center on a 127 acre site in the town of Cortlandville. When fully operational, the facility will create over 300 jobs.

The Onondaga County Executive's State of the County address (March 2014) announced the Central New York Hub for Emerging Nano Industries will be built at the Collamer Crossings Business Park in Dewitt. This Hub will attract businesses that rely on similar computer-generated animation and technology. It is expected to add hundreds

of jobs to the Central New York Region, with development anticipated in energy, medical devices, defense-related and film business clusters.

The region has numerous BACs that have been established by community colleges to support many of their Associate of Applied Sciences (AAS) degree programs, including Electrical Engineering, Hotel and Restaurant Management, Computer Information Systems and Nursing.

The Central NY REDC's workforce priorities are further developed through LWIB programs and initiatives that evolve throughout each year. Several members of the Central NY REDC are active members of the LWIBs, enhancing the connection and coordination of efforts between the REDC and LWIBs in the region. All of the LWIBs include members from the above identified priority sectors.

There are numerous formal and informal business partnerships that support the regional workforce planning in Central New York. Through participation in partnerships with business, LWIBs expand their workforce intelligence and deepen understanding of the workforce issues impacting economic prosperity. Such partnerships include, but are not limited to: CNY Area Health Education Center's Regional Advisory Council, Onondaga County Retention Council, American Society for Training and Development (ASTD), Central New York Employment Consortium, and the Cayuga Placement Consortium.

Western NY

LWIBs in the Western Region are committed to working closely with all partners. Regional industry concentrations include: Professional Services; Healthcare; Advanced Manufacturing; Hospitality and Tourism; and Transportation. These sectors continue to have job opportunities as well as projected forecasts for future demand. This region has many key projects under development which include:

The WNY Hotspot, which is a consortium of regional business development organizations leveraging University at Buffalo's award-winning technology incubator to enhance and improve the business climate in the region. The WNY Hot Spot will impact 20 regional colleges and universities, allowing their students enhanced access to entrepreneurship opportunities. This project will tie together the diversity of the region with a proven metrics-driven process to ensure students and entrepreneurs have the opportunity for success in starting new businesses.

The Buffalo Billion project took a look at the 55,000 workers across 2,000 employers in the greater Buffalo area. By 2020, approximately 17,000 of those employees will have retired, and this initiative is working to address this projected future shortfall of workers. For example, the Advance Buffalo pilot program is recruiting and training motivated people who are interested in advanced manufacturing and matching them with top businesses in Western NY.

PY 2013 Participant Levels and Performance

For PY 2013 (July 1, 2013 – June 30, 2014), our preliminary data indicates participant levels for Adult and Dislocated Worker (DW) programs were 394,796 and 315,064 respectively. This reflects a decrease in the Adult participant levels of approximately 7%, and a decrease in DW participant levels of approximately 11% from PY 2012. Under the Youth Program, 9,673 have been serviced, which is a decrease from PY 2012 of approximately 6%. These figures are based on reported participant levels included in the WIA Standard Record Data (WIASRD) Reports.

Common Measures Performance for PY 2013

As a whole, New York State passed all nine Common Measures. However, five local areas failed seven Common Measures in PY 2013. They were:

- New York City: Dislocated Worker Entered Employment Rate
- Onondaga: Dislocated Worker Average Earnings
- Albany-Rensselaer-Schenectady: Youth Placement in Employment or Education
- Columbia-Greene: Youth Placement in Employment or Education and Youth Attainment of a Degree or Certificate
- Orange: Youth Placement in Employment or Education and Youth Attainment of a Degree or Certificate

These local areas will be asked to write a performance improvement plan and may be asked to participate in mandatory technical assistance in order to improve performance and ensure passing in PY 2014.

Customer Satisfaction Measurement for PY 2013

USDOL requires that local areas conduct customer satisfaction surveys of both job seeker and business customers. The Department of Labor allows local areas to choose whether to conduct their own customer satisfaction surveys or to use a centrally administered survey.

All LWIAs but two conduct their own job seeker customer satisfaction survey. A centrally conducted survey was administered for the two LWIAs that did not conduct their own survey. The centrally conducted survey was done via an email solicitation with a link to an online survey delivered through SurveyMonkey. In total, 6,107 surveys were sent on September 10, 2014 and 76 responses were received. The survey consisted of four questions: the customer's level of satisfaction with services; whether the Career Center staff understood the customer's needs; whether the customer would return to the center; and if the customer would recommend the center to others. Overall, the responses to these questions were positive, with over 73% of respondents answering with a neutral or positive response on each question.

Unlike the customer surveys, only two offices conduct their own business customer satisfaction survey. A centrally conducted survey was administered by NYSDOL for the remaining offices. The survey was done via an email solicitation with a link to an online survey through SurveyMonkey. In total, 10,890 surveys were sent on September 12, 2014, and 471 responses were received. The survey consisted of four questions: the level of satisfaction with services; whether NYSDOL Business Service staff understood their needs; if they would use NYSDOL Business Services again; and if they would recommend NYSDOL Business services to other businesses. On all four questions, the responses were generally positive, with over 92% of respondents answering with a neutral or positive response on each question.

Customer Service Indicators

Customer Service Indicators (CSIs) are designed to move the Career Center System in New York toward specific goals that align with state workforce priorities and/or that assist local areas in meeting their WIA Common Measure goals.

First instituted during PY 2007, NYSDOL has used a number of different CSIs that have evolved over time. In PY 2013, CSIs covered the following topics:

- *Initial Assessment*
The goal for this indicator is for 95% or more of all customers who receive staff-assisted services to receive an initial assessment service. The Department of Labor feels it is important to assess a customer's skills, needs, and desires as soon as possible to deliver services effectively.
- *Reduce the Number of Participants who exit while Certifying for UI Benefits*
This measure has persisted from previous program years as it is considered extremely important. The goal remains at a 10% maximum as it was in PY12. The intent is to keep customers engaged in services while they continue to certify for Unemployment Insurance benefits, only allowing them to exit when they have achieved their employment objective. Performance in this measure has a positive correlation with Entered Employment Rate.
- *SMART/JobZone Resumes*
This measure states that 95% of all customers determined job search ready through an initial assessment should be enrolled in the state's Skills Matching and Referral Technology (SMART) job matching system. Customers must be enrolled by the end of the program year. The intent is to have all customers using these tools to assist in their job search.
- *National Work Readiness Credential*
The Department of Labor still considers the National Work Readiness Credential to be a valuable tool for preparing Out-of-School Youth (OOSY) participants for employment. As such, the goal of having 30% of OOSY sit for the NWRC exam and achieve an overall pass rate of 50% remains from last year. Compared to approximately 13 NWRC testing sites last year, almost all of the 33 local workforce investment areas now have a testing site.
- *Training on Regional Priority Occupations List*
This measure assesses whether training supported through Individual Training Accounts (ITAs) leads to occupations on the Regional Priority Occupations list. This measure encourages LWIAs in the same region to coordinate and communicate to effectively find employment for their customers in high demand occupations.
- *Business Initial Assessment*
The measure aims to duplicate the initial assessment measure for our business customers. As with our Career Center customers, assessing the needs of each business is vital for effectively delivering services.

Career Center Services

Services to Veterans

Veterans' services in New York are delivered through the Career Centers either under priority of service or the Jobs for Veterans State Grant (JVSG). Sixty-one (61) Disabled Veteran Outreach Program Specialists (DVOPS) and Local Veterans Employment Representatives (LVERs) funded through the JVSG are located in Career Centers throughout the state. The Career Center system ensures veterans receive priority of service as provided in guidance issued by NYSDOL in 2006 and 2012 (<http://www.labor.ny.gov/workforcenypartners/ta/ta-12-12.pdf>).

Jobs for Veterans (JFV) Service Model to JVSG Veterans

The JFV model provides early intervention, services tailored to individual veteran needs, and expedited referral of veterans who need additional assistance to services available within the workforce system.

Over the course of three one-on-one appointments and between appointment contacts, veteran customers receive an Initial Assessment and job search support by a veteran staff member. The veteran is provided with resume assistance, career guidance/coaching, job leads, and referrals.

During the first appointment, staff:

- Conduct the Initial Assessment;
- Review customized labor market information (LMI) and set expectations for the veteran's work search;
- Discuss Unemployment Insurance (UI) work search requirements for continued UI eligibility;
- Demonstrate features of JobZone relevant to veteran needs and provide the veteran with JobZone account access information;
- Review and critique the veteran's resume if presented, and if the veteran does not have a resume, uses the JobZone Resume Builder tool to create a basic resume; uploads the veteran's resume to JobZone;
- Develop an Individual Employment Plan/My Next Steps Service Plan;
- Set up the JobZone Advanced Search feature to initiate job leads;
- For veterans who are Job Search Ready (JSR), staff will search/match for jobs and provide referrals to the veteran;
- For veterans who are in need of Career Development Services (CDS), staff will search/match for jobs and provide referrals to the veteran as appropriate to remove barriers to employment; and
- Refer and/or schedule veteran for Career Center services as needed.

During the second appointment, staff will:

- Determine if the veteran's work search efforts meet the UI eligibility requirements;
- Analyze the veteran's skills and experience relative to the jobs they have applied for to determine if the veteran is applying for appropriate opportunities, including those that use their transferrable skills;
- Discuss responses to job applications;
- Discuss job interviews and veteran's perceptions of interview performance;
- Examine JobZone job lead results;

- Provide job leads and referrals;
- Provide additional assistance as needed during the appointment and/or as a next step strategy; and
- Discuss the next follow-up service appointment.
- During the third appointment, staff:
 - Follow the format/components of the second appointment;
 - Review work search efforts;
 - Discuss efforts taken to refine job search skills and to make the veteran more competitive in the local area job market;
 - Explain that the formal appointment process has concluded, but should the veteran remain unemployed, a staff case conference will be conducted to determine next steps for the veteran;
- Encourage use of the services at the Career Center; and
- Instill a sense of hope.

Case Conference

If the veteran is not successful in finding a job after the third JFV appointment, a staff case conference is held to determine the job readiness of the veteran in the current labor market. This case conference occurs within four weeks of the veteran's third appointment and serves to inform the type and intensity of services to be delivered at subsequent appointments. The case conference will include, at a minimum, the office manager/supervisor, veteran program staff, an employment counselor and business services staff.

The case conference consists of a review of the:

- Veteran's work and education history;
- Types of jobs to which the veteran was referred or matched;
- Types of jobs, if any, for which the veteran received a call to interview;
- Services provided to the veteran up to this point; and
- Relevance of the local labor market for the veteran.

The outcome of the conference is a plan of service to make the veteran more competitive in the labor market. The nature of the services for subsequent appointments will be outlined in the plan of service developed at the discretion of the Career Center staff during the case conference. Veterans may be encouraged to attend training to enhance their skills in order to broaden the range of opportunities available to them. If significant employment barriers related to behavioral health are identified, veterans will be referred to appropriate local services. If vocational rehabilitation is identified as a need, veterans will be referred to the Veterans Administration Vocational Rehabilitation and Employment Program.

Metrics for JVSG Program

Weekly reports are run outlining how many JFV appointments were scheduled from the UI Download, how many first, second, and third JFV appointments were attended, the total number of case conferences held, and failure to report information since the program's inception.

Monthly JFV reports are received from the One Stop Operating System (OSOS) Unit detailing program performance for services to veterans at the LWIA, office, and individual staff member level. This report details veteran appointment information, services provided, number of veterans served, exit data, and entered employment rates.

Quarterly reports are received from the Research and Statistics Unit which are generated per specific parameters defined by USDOL. The ETA 9002 Reports and the VETS 200 Reports detail the veteran, eligible persons, and transitioning service member demographics, employment and wage data, and services received statewide.

Services to Post 9/11 Veterans

Under the Gold Card Initiative, post 9/11 veterans seeking services are offered both intensive services and case management for up to six months from their initial service. Post 9/11 veterans not using services through the Gold Card Initiative still have available to them the full range of services offered through the Career Centers. Staff assisted services begin with an Initial Assessment to determine the level and types of services that would be most beneficial to the customer. These services include career counseling, resume and job search assistance, federal resume assistance, interviewing skills, and various workshops. The vast majority of post 9/11 veterans (over 90%) receive staff assisted services through the Career Centers in New York. New York State issued policy regarding the Gold Card program to the Career Center system in December 2011 (<http://www.labor.ny.gov/workforcenypartners/ta/TA11-15.pdf>).

Service to Veterans Undergoing Vocational Rehabilitation and Employment

New York State has a Memorandum of Understanding (MOU) with USDOL VETS and the US Division of Veterans Affairs (VA) to provide job search assistance to those veterans completing vocational rehabilitation and employment under Chapter 31. Under this MOU, JVSG-funded staff provide case management and employment services to assist veterans in finding employment once they have completed training. Department of Labor Intensive Services Coordinators provide VA counselors with monthly case updates on each veteran, ensuring that the services provided by the VA and the services provided by JVSG or Career Center staff are coordinated and complementary.

Services to Returning National Guard Members

Career Centers serve as an integral part of the reintegration of returning National Guard members. JVSG-funded staff participates in all facets of the Yellow Ribbon program. Services begin at the pre-deployment event where service members are made aware of the services available to them. They are provided information on how to access services while deployed. Deployed service members can receive resume assistance via email and be enrolled in the SMART system to obtain job leads by email. When service members return, they are provided with information on services at the demobilization site and asked to complete an employment screening questionnaire to determine their status following release from active duty. Those that are unemployed, underemployed, or attending school are contacted by the closest Career Center. At the 30-day post deployment Yellow Ribbon event, each transitioning service member in need of intensive services meets with a DVOP to conduct a one-on-one employment assessment. During this assessment, the questionnaire is reviewed to determine if there have been any changes and to discuss the specifics of each service member's situation. This information is forwarded to the Career Center to ensure the service member has a strong local connection for employment and training assistance. A career fair is included in the 60 day post deployment event for units with significant numbers of unemployed service members. This career fair is open only to members of the unit and includes businesses whose employment opportunities match as closely as possible with the skills possessed by unit members.

Services to Transitioning Service Members

Transitioning service members typically receive services when they return to New York while on terminal leave from the military and seek out services as a result of the USDOL Employment Workshop, provided as a part of the Transition GPS Program. At Fort Drum, services are also provided through the Army Career and Alumni Program (ACAP). DVOP/LVER staff work in conjunction with ACAP staff to assist transitioning service members in post military career planning. They are provided with information to help them: make educational choices and choices as to which career has the most demand for their skills. They are also provide with assistance on preparing resumes, interview preparation, job search, and transferability of their particular skills, as well as information on how to use Career Center services in the state to which they return.

Experience Counts

As part of the Governor's Experience Counts Initiative, which helps returning Veterans get jobs in New York, NYSDOL has partnered with the Division of Criminal Justice Services (DCJS), the Department of State (DOS) and the Division of Veterans Affairs to help recently returning Veterans obtain security guard training using their military experience. Eligible Veterans include those that were Army Infantry, Army CID Specialist, Army Combat Engineer, Army Small Arms Master Gunner, Army Resettlement Specialist (a.k.a. Corrections Specialist), Marine Rifleman, Military Police, Air Force Security, Navy Master-At-Arms and Naval Corrections Specialist.

In lieu of the standard DCJS security guard curriculum, which consisted of an eight hour pre-assignment training and the 16-hour on-the-job training, NYSDOL created a 2 ½ on-line training video. Veterans with the required military experience can complete the online training, take a written test based on the online video, complete an online National Incident Management System (NIMS) training, and become registered with DOS to work as a security guard. Prior to the launch on July 1, 2013, several training webinars and conference calls were provided for Career Centers statewide who would be administering the training to veterans free of cost. There are currently more than 8,000 available security jobs statewide.

The Department of Labor has also partnered with the Division of Motor Vehicles (DMV) to make eligible transitioning service members, National Guard members, and recently separated veterans aware of the opportunity to obtain a Commercial Drivers License without having to take the road test. This program removes a significant barrier to licensure for individuals with the requisite military training and experience. As of July 1, 2014, DMV granted 552 of these waivers.

Services to Businesses

New York's Career Center system continues to build on its successful outreach efforts with the business community. Staff is connecting with new and repeat business customers to offer targeted programs and services and, by doing so, have been able to increase the usage of OJT programs and increase the number of customers re-entering the workforce.

In PY 2013, a Priority Jobs effort was piloted. This was a targeted effort to fill current openings that aligned with the local talent pool. Through improved communications with businesses on their specific needs, Career Center staff was able to identify the most qualified candidates, make quality referrals and increase the number of jobseekers hired. Through June 30, 2014, 1,040 individuals have been placed in jobs.

Regional Career Center Business Services Teams

Regional Career Center Business Services Teams were established throughout the state in June 2010 to support alignment of local Career Center business services to sector initiatives/strategies in the region. This structure brings Wagner-Peyser and WIA business service staff together to discuss common problems and share promising practices. It allows them to share workforce intelligence and strategies for marketing services, as well as hiring and training incentives for business customers.

Teams meet on a regular basis to work on initiatives that align with their Regional Economic Development Councils. Teams also continue to use Jobs Express as a lead source for outreach to area businesses. Staff is not only promoting our no-cost services to businesses, they are also increasing the number of customized recruitments held each month. With over 100,000 job opportunities listed on the Jobs Express site, teams are seeing a successful connection between businesses and job seekers actively looking to re-enter the workforce.

On-the-Job Training Programs

In PY 2013, New York State operated several OJT programs to provide businesses with incentives to hire target populations such as the long-term unemployed. Not only have these programs enabled New Yorkers to get back to work, they provided businesses with the opportunity to invest in their workforce and remain competitive.

Examples of recent OJT programs include:

- Clean Energy OJT, formerly known as New York State Registered Apprenticeship and Building Trades Training and OJT – NYSDOL has collaborated with the New York State Energy Research and Development Authority (NYSERDA) on the Green Jobs/Green New York (GJ-GNY) initiative. The program leverages \$3.35 million available in clean energy assets to train new hires in green skills. This program ends December 31, 2014. For PY 2013, NYSERDA awarded \$806,621 to 24 businesses and placed 156 individuals into training programs, with assistance from NYSDOL in business marketing and trainee identification.
- Consolidated Funding Application (CFA) – NYSDOL set aside \$5 million for Round Three of the Governor's CFA initiative. Businesses could apply for one, two or all three of the following training programs: Existing Employee (Incumbent Workers), New Hire (OJT), and Unemployed Worker (Classroom training). Of the 85 awards made in Round Three, 18 were for New Hire/OJT, totaling \$811,817 to train 488 workers. This program is ongoing, with contracts still under development.

These OJT programs are proving to be successful vehicles for workforce development and the response from the business community continues to be very positive.

Jobs Express

Jobs Express is an online database for businesses to post available jobs. Local workforce areas use the Jobs Express system as a lead generation source to grow the state's database of business customers. For PY 2013, staff has contacted more than 30,200 businesses and, since the effort began in December 2012, reached out to 43,444 businesses.

Customized Recruitments

Customized Recruitments are no-cost, targeted events built around the specific needs of each business. Career Center staff searches the Talent Bank for candidates that best meet the needs of the business and then set up a meeting where the business can interview these candidates. In PY 2013, 1,141 customized recruitments and 97 career fairs were conducted statewide.

Other Business Services

- Promoting hiring incentives and initiatives such as: the Work Opportunity Tax Credit (WOTC), Workers with Disabilities Employment Tax Credit (WETC); the New York Youth Works Tax Credit (NYYW); and the Work for Success initiative.
- Assisting with economic development-focused task forces and priority projects:
 - *Advance Buffalo Pilot Program* – A pilot workforce development initiative under the Buffalo Billion Economic Development Plan to help advanced manufacturing businesses in Western NY meet their hiring needs. As of June 30, 2014, local manufacturing companies have listed 866 job openings and 135 individuals have been hired in Advanced Manufacturing positions. In addition, 419 individuals have found employment in other areas.
 - *New NY Bridge* – Career Center staff is working with a number of contractors and sub-contractors that have been tasked with rebuilding the Tappan Zee Bridge. They are posting job orders and working to identify and recruit talent. It is estimated that there will be more than 38,000 direct and indirect jobs created as a result of bridge construction. A dedicated web page has been designed to connect job seekers with project related jobs. As of June 30, 2014, there were 385 trades people working on different aspects of construction. Staff has matched more than 2,000 job seekers for 148 project-related jobs.
 - *Governor Cuomo’s Unemployment Strikeforce* - On May 29, 2014, Governor Andrew M. Cuomo announced the Unemployment Strikeforce, a new multi-pronged campaign to target areas of the state with the highest unemployment rates for the purpose of boosting employment. The campaign will initially be focused in Bronx County, Jefferson County, Lewis County and Kings County. For example, Career Center staff has engaged almost 4,000 customers in the Bronx alone. In an effort to expand these efforts, staff has also been placed in Bronx Community Board and Elected Officials’ offices to expand services into the community as much as possible.

Rapid Response

The Department of Labor saw little change in the number of affected workers impacted by Workers’ Adjustment and Retraining Notifications (WARN) as filed in PY 2013. During PY 2013, NYSDOL received 482 WARN notices impacting 34,080 affected workers. In comparison, during PY 2012, NYSDOL received 354 WARN notices impacting 31,339 affected workers. Additionally, during PY 2013, NYSDOL conducted workforce intelligence and provided Expeditious Response for 333 (non-WARN) layoff events which impacted 10,757 affected workers. This is a decrease in comparison with PY 2012, when NYSDOL provided Expeditious Response for 327 (non-WARN) layoff events which impacted 16,463 affected workers.

A total of 38 staff members are dedicated statewide to the program through teams in each of the ten regions. When scheduling permitted, this staff also provided direct assistance to the local Career Centers. During PY 2013, enhancements to the Rapid Response Teams included:

- Redrafted the onsite reemployment service orientation slideshow for brevity with continued emphasis on reemployment activities and allowing time for increased customer interaction.

- To complement the current flyer for messaging immediate onsite reemployment service, a service schedule format was developed to promote services that can be provided in advance of planned layoffs.
- Fortified the relationship with Right Management to meet quarterly at the outplacement firm’s Manhattan and Melville sites to conduct Expedious Orientations and provide integrated reemployment assistance.
- Maintained the existing close working relationship with NYSDOL’s Trade Adjustment Assistance (TAA) Unit and Unemployment Insurance Benefits Section/ TAA Unit to promote TAA when applicable, proactively filing related petitions when necessary, and working with the business to identify approved affected workers. Early identification of these workers helps accelerate the application mailing and entitlement process, thereby allowing more time for counseling staff to assess customers and identify appropriate training opportunities before their training program enrollment deadline.
- Used the Labor Insight (spider) software program to analyze existing job orders in Jobs Express to develop additional leads based on affected workers’ titles and skill sets.
- Promoted the Shared Work Program as a layoff aversion option for businesses with an increased involvement of organized labor, in conjunction with Business Services.

Shared Work

New York’s unemployment rate decreased to 6.5% by June 2013, as compared to 7.8% in June 2012. During PY 2013, 686 Shared Work plans were approved to begin and 8,368 participants were registered in the program. These statistics represent a decline of 15% and 25% respectively, when compared on a statewide basis with PY 2012. This experience is illustrated in the following chart:

Region	Plans Approved to Begin		Projected Number of Workers		Number of Participants	
	PY 2013	PY 2012	PY 2013	PY 2012	PY 2013	PY 2012
Statewide	686 -15%	806	18,743 -15%	22,050	8,368 -25%	11,211
Capital Region	68	76	1,230	1,635	632	762
Central	50	46	1,068	1,046	415	624
Finger Lakes	88	114	2,859	2,601	1,393	2,000
Mid-Hudson	61	72	724	885	299	572
Long Island	107	126	2,605	2,348	916	1,113
Mohawk Valley	44	37	1,891	1,533	786	903
New York City	70	90	1,026	1,142	714	941
North Country	21	22	866	1,453	240	418
Southern	55	68	2,283	4,104	1,257	1,449
Western	111	139	3,041	4,761	1,478	2,100
Address Unknown	11	16	1,150	542	238	329

Other Career Center System Initiatives / Grant Activities

National Emergency Grants (NEG)

Disaster NEG funds provided funding for short-term, temporary disaster relief employment to help communities recover from disasters. The program creates employment and training opportunities for up to 6 months and participants are eligible to receive additional re-employment services after the temporary employment is completed. The Disaster NEG programs included:

- Hurricane Irene/ Tropical Storm Lee Disaster NEG – USDOL awarded NYSDOL \$16.1 million that funded 782 workers on 40 projects in six different regions of the state. All projects were completed by December 31, 2012. USDOL approved an extension through June 30, 2014, to provide intensive and training services to any of the long term unemployed Hurricane Irene/ Tropical Storm Lee Disaster NEG workers. In June 2014, there were 90 participants statewide that received re-employment services.
- Hurricane Sandy Disaster NEG – USDOL awarded NYSDOL \$27.8 million to hire workers to aid in the clean-up of impacted communities across 13 counties (Bronx, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster and Westchester). Temporary workers assisted in municipalities' restoration and humanitarian efforts. In June 2013, NYSDOL received an additional \$23.3 million from the USDOL under the Hurricane Sandy Disaster NEG to fully fund already-approved project proposals, bringing the total Hurricane Sandy Disaster NEG award to \$51.1 million available through March 31, 2015. Through September 2014, a total of 2,915 individuals have worked on various projects in New York City, Long Island and in the lower Hudson Valley. In September 2014, projects have accrued expenditures over \$42 million.

NEG On-the-Job Training – This program was designed to get the long-term unemployed back to work by reimbursing businesses up to 90% of a new hire's wages to help offset the cost of training new employees. To qualify, individuals must have been categorized as a Dislocated Worker, dislocated on or after January 1, 2008, and have been unemployed for 20 or more weeks since their dislocation. NYSDOL's original grant allocation was \$3.4 million through September 30, 2012. An additional \$6.4 million was received to extend the program through June 30, 2014, bringing the total grant received to \$9.8 million. Approximately \$9.2 million in funding was obligated, supporting training for 1,421 workers with 688 businesses. The program came to an end on June 30, 2014.

Unemployment Insurance Connectivity Grant

In 2011, NYSDOL was awarded a \$2.75 million Unemployment Insurance (UI) - Employment Services (ES) Connectivity grant from the National Association of State Workforce Agencies to design and implement innovative strategies to improve reemployment services for UI claimants and other unemployed workers in the Career Center System. Strategies to be implemented include the development of the Integrated Workforce Registration (IWR), real time triage for services based on customers' needs, automated skills transferability and job matching, and use of social media to enhance outreach and service delivery.

Phase one of the IWR component was completed in July 2014. The Department of Labor's single sign on (NY.gov) is now positioned in front of both the UI and ES self service tools. Phase two of the grant will implement the IWR as the first step of registration for both UI and ES services. The IWR creates a common point of entry for both UI and

ES customers. In a seamless fashion, the customer will be able to register with the workforce system as well as continue on to file a UI claim if appropriate. The IWR will collect enough information at the time of registration for real time job matching, triage, and next steps to be provided. Each user will have an Individual Landing Page where NYSDOL information will be dynamically displayed, specifically UI and ES information. It will have two-way communication capabilities that will also allow for a high level of customer service. Phase two is expected to be completed in 2014.

The second part of the UI Connectivity project aims to expand the use of social media tools and mobile applications to better connect unemployed job seekers with employment opportunities. The Department of Labor is exploring strategies to create a virtual Career Center where job seekers can connect with a multitude of Career Center services online. This virtual service would include live chat with career counselors, virtual job fairs, direct link to the New York State Job Bank, resume development support, and a large array of job seeker services. Other initiatives accomplished include:

Development of a mobile-friendly Career Center Locator that unemployed customers can use to find their nearest New York State Career Center for re-employment services and career assistance. The Locator uses the most up-to-date technology that allows for customers to find Career Center locations regardless of which mobile device they are using.

Videoconference-based customer workshops are being offered to customers receiving services in New York State Career Centers system-wide. Videoconferencing allows customers to attend workshops offered in other Career Centers while receiving services in the Center located in their local community. This initiative increases the availability of customer workshops offered in languages other than English.

UI Connectivity aligns with state policy of calling in all UI customers to have an in-person appointment at the Career Center. Having one common front door will streamline data collection processes, alleviate duplication for the customer, and ensure more accurate records, therefore providing a higher level of customer service. The mobile and social media initiatives combined with the IWR and the Individual Landing Page will allow a level of virtual services to be provided that, until now, has not been possible.

Information Systems Integration

The Department of Labor's online career planning systems, CareerZone and JobZone (www.careerzone.ny.gov; www.jobzone.ny.gov) are now the self-service customer interface for the One-Stop Operating System (OSOS) case management system. This integration reduces OSOS data entry demands on staff and facilitates the staff-assisted assignment of online resources to customers. Customers have access to a greater array of online self-service options and have these activities documented appropriately in their OSOS records. Customers can record their work search efforts in JobZone, create weekly work search reports, track their activities and keep their business contacts safe and secure in one self-service location. Staff in turn can access the customer's work search reports and provide appropriate assistance as needed.

Phase one of UI-ES Connectivity established significant updates and enhancements to CareerZone and JobZone customers, including additional jobseeker tools, improved assessments, and enhanced graphics. In addition a new ungraded portfolio level was added to the CareerZone system to support the needs of WIA youth programs across the state.

Phase two of this project continues as we develop additional functional improvements to JobZone. These include the integration of the Skills Matching and Referral Technology (SMART) resume builder and job search tools. The initial implementation

of the SMART integration has been delivered by the web developers and is being tested by NYSDOL staff. Delivery of a production quality version is anticipated in late 2014, allowing for public release before the end of the calendar year. The Work Search Record is now updated and enhanced as the UI Work Search Record.

New York Employment Services System (NYESS)

NYESS revolutionizes employment supports for New Yorkers with disabilities and generates funding for disability-related employment services and supports. NYESS is being developed using the New York State Medicaid Infrastructure Grant, New York Makes Work Pay, as the catalyst, and is administered as a joint effort of NYSDOL as the state lead agency for workforce services and the Office of Mental Health (OMH) as the lead agency for the Medicaid Infrastructure Grant.

Phase 1 of NYESS (implemented in December 2011) provided system access to the following six State agencies and their network of service providers: OMH; the Office of People with Developmental Disabilities; Adult Career and Continuing Education Services – Vocational Rehabilitation; the Commission for the Blind and Visually Handicapped; the Office of Alcohol and Substance Abuse Services; and the Office for the Aging. In May 2013, the Division of Veteran’s Affairs joined as a participating NYESS agency. Phase 2 will provide additional features and functions as well as bring on additional agencies and service providers. Conversations are currently taking place with the Department of Health, the Office of Temporary and Disability Assistance, and the Office of Children and Family Services.

In February 2012, the federal Social Security Administration (SSA) announced that NYESS (www.nyess.ny.gov) was designated as the first statewide Employment Network (EN) in the United States. ENs are designated by the SSA to assist people with disabilities find competitive jobs. The statewide EN designation allows SSA the ability to collaborate directly with New York to document employment outcomes for individuals with disabilities holding a Ticket to Work and demonstrate the effectiveness of the Ticket to Work program. As a statewide EN, NYESS creates a network of providers working with multiple State agencies using a single, real-time employment data /case management system. This statewide effort is expected to generate thousands of dollars in incentive payments to be reinvested in expanded job supports for people with disabilities.

WIA Incentive Grant

New York State was eligible to apply for WIA Incentive funds for Program Year 2011. Several important educational initiatives have begun to take shape that impact the workforce system, such as the state’s transition to a new High School Equivalency (HSE) diploma measure (Test Assessing Secondary Completion [TASC]) to replace the current GED test and new credentials to take the place of the old Individual Employment Plan certificate. Accordingly Incentive Grant funds are focused on enhancing the college and career readiness of youth in need and the development of instructional materials to prepare young adults for the TASC and increase their readiness for community college. The Department of Labor and the State Education Department (SED) have continued the partnership established in prior years’ incentive grant activities to address these emerging needs.

In order to enhance the college and career readiness of youth in need, SED and NYSDOL will partner to build capacity across the system to ensure that youth are prepared for these critical college and career readiness transitions. NYSDOL has partnered with Youth

Power!, an innovative, youth driven community based organization to assist NYSDOL and SED in reaching out to organizations and agencies across the state who serve youth in need. This partnership will focus on:

- Creation of webinars/presentations and other materials to share information with youth on important education resource changes;
- Support and professional development for Local Workforce Investment Act Youth Program providers, adult educators, and community based organization staff that serve youth; and
- Development of a CareerZone Youth Ambassador Program to help youth and the organizations that serve them utilize this enhanced career exploration and planning system to its full extent.

In order to prepare New Yorkers for successful completion of the TASC and ensure their readiness for community college, WIA incentive grant activities will focus on the development of a Request for Proposals (RFP) to seek respondents with HSE preparation curriculum development expertise and community college pilot sites to implement a developed curriculum. The awarded respondents will also be responsible for the evaluation, documentation, and reporting of program outcomes as well as program revision should initial implementation not meet the desired outcomes.

The developed curriculum must also be suitable for programs based in locations other than community college campuses (e.g., WIA Youth Programs, adult education programs including 51 Literacy Zones). Desired outcomes for the preparation program include:

- Adequate preparation in at least the following three of the five TASC content areas (i.e., Mathematics, Reading, Writing). Proposed models could also address Science and Social Studies;
- Alignment with the US Department of Education approved Ability to Benefit measures; and
- Portability of the curricular/instructional materials/resources developed to non-Community College preparation settings.

Reemployment and Eligibility Assessment

The Reemployment and Eligibility Assessment (REA) initiative is designed to help people receiving UI get back to work faster by providing them with individualized services. The REA program design has been shown to increase UI claimants' competitive advantage by returning them to work earlier than non-REA claimants, resulting in a savings to the UI Trust Fund.

New York State has actively pursued federal grant funding and received the largest share of REA federal grant dollars in the country for the past three years. The FY2014 funding will allow for the continuation of the current program at the same level plus an expansion of the REA program in targeted underserved local areas. New York State operates REA in 31 of its 33 Local Workforce Investment Areas and in 54 New York State Career Centers across the state.

The REA program requires strong linkages between the UI program and Career Centers. The Department of Labor has developed the Reemployment Operating System (REOS), which facilitates the communication of information related to UI claimants between UI and Career Center staff. REOS provides Career Center staff with effective tools for scheduling UI claimants for service, tracking attendance, reporting potential UI issues to UI staff for adjudication, and placing a hold on UI claimant benefits for failure to report to services.

Under the REA PY2014 grant and supplemental REA grant, New York State received additional funding to update and enhance REOS to allow staff to effectively provide reemployment service to customers and to create a feedback loop between the UI and Career Center staff.

H-1B Technical Skills Training Grant

In November 2011, New York State was awarded a \$5 million H-1B Technical Skills Training Grant that is intended to raise the technical skill levels of American workers so they can obtain or upgrade employment in high growth industries and occupations. Over time, these education and training programs will help businesses reduce their use of skilled foreign professionals permitted to work in the U.S. on a temporary basis under the H-1B visa program. Our proposal focused on two distinct career pathways: Advanced Manufacturing and Registered Nursing.

The Advanced Manufacturing Pathway Project, implemented in the Finger Lakes Region, focuses on developing a talent pipeline for the existing and emerging advanced manufacturing industries in the region. The purpose of the program is to provide funding for a specified list of community college course tracks related to advanced manufacturing for participants who are unemployed, enrolled in the WIA Adult and/or Dislocated Worker Program, and have a high school diploma or GED. The goal of the program is for participants to complete an Associate's degree. As of October 2014, 206 participants have been enrolled in the program.

The Department of Labor issued a Request for Proposals for the Registered Nurse Upgrade Project, a statewide incumbent worker training initiative. The purpose of the project is to provide funding to businesses or union-sponsored training organizations interested in assisting employed, Licensed Practical Nurses and Registered Nurses to complete or enroll in a post-secondary school, approved by the New York State Education Department, to upgrade their nursing credentials. To date, 177 nurses are currently active; 73 have graduated and received a higher degree; and 10 have withdrawn, for a total of 260 participants. The grant is scheduled to run through November 2015.

Disability Employment Initiative

The first generation of the Disability Employment Initiative (DEI) has been in operation in New York State since October 1, 2010 and ended on January 31, 2014. This \$5M USDOL grant provided funding allowed all Career Centers in the 13 Local Workforce Investment Areas (LWIAs) that were designated as pilot sites to offer specialized services to customers who self-identified as having a disability. The services under this initiative were provided by up to 27 Disability Resource Coordinators (DRCs) staffed throughout the 13 LWIAs. In addition, the New York State Adult Career and Continuing Education Services (ACCES-VR) committed \$600,000 to support this initiative. The project ended on January 31, 2014 due to the discontinuance of federal funding. A review of preliminary results shows DRCs effectively augment Career Centers as the percentages for Intensive Services, Training Services, Attained a Degree or Certificate, Services, Entered Employment, and Retained Employment are higher in pilot sites with DRCs versus comparison sites without DRCs.

On September 26, 2013, NYSDOL was awarded a second round of DEI funding in the amount of \$3,857,758 to staff 10 DRCs in four LWIAs (Hempstead-Long Beach, Cayuga-Cortland, Saratoga-Warren-Washington, and Suffolk) for the period October 1, 2013, to January 31, 2017. This round of DEI funding has an added feature: it includes \$519,000 earmarked for training funds to give customers the opportunity to obtain an industry-recognized postsecondary credential, on-the-job training, and skill upgrading and retraining.

Young Adult Ex-Offender Initiative

On July 2, 2013, NYSDOL awarded a New York City consortium a total of \$1 million for an 18-month contract to offer specialized services to young adult ex-offenders between the ages of 18 and 21. This initiative, which is operating from September 1, 2013, to February 28, 2015, is designed to help the state develop a comprehensive approach to increasing job readiness while improving employment outcomes for young adult ex-offenders who identify as homeless and/or Lesbian/Gay/Bisexual/Transgender (LGBT).

Data as of July 31, 2014, reveals that 58 participants have been enrolled in the program. Of the 58 participants enrolled, a total of 28 completed a career plan, 17 entered unsubsidized employment, 23 earned the National Work Readiness Credential, 10 completed an internship, and 3 entered post-secondary education.

Work for Success

Governor Cuomo initiated a program to help the formerly incarcerated find employment. Under the Work for Success program (WFS), businesses can earn up to \$2,400 in federal tax credits for each formerly incarcerated individual hired. This helps reduce recidivism, promote economic development, and improve public safety throughout New York State. The WFS program is a collaborative effort between NYSDOL, other state agencies, and various community partners to provide training and employment services.

- New York's 91 Career Centers have identified dedicated workforce professionals to serve as primary contacts for businesses interested in hiring ex-offenders and for assisting the formerly incarcerated in finding gainful employment. These WFS Liaisons participate in monthly meetings, trainings, and events to further develop their skills in servicing the formerly incarcerated.
- The Department of Labor has worked with the Division of Criminal Justice Services (DCJS) to provide Offender Employment Specialist Training to WFS Liaisons and Business Services staff in New York City, Western New York, and in the Capital Region. Training for the remainder of the regions is being planned for the near future.
- Low Risk/Low Need Pilot – In September 2013, the Brooklyn and Bronx Career Centers began a pilot to connect ex-offenders to employment. Parole officers in these boroughs refer ex-offenders directly to WFS Liaisons. WFS Liaisons then provide employment related services to low-risk ex-offenders.

Pay for Success

The Pay for Success (PFS) model is a new way of financing social services to help governments target limited dollars to achieve a positive, measurable outcome. Under the Pay for Success model, a government agency commits funds to pay for a specific outcome that is achieved within a given timeframe. A key feature of the Pay for Success concept is that the financial capital to cover the total operating costs of achieving the target outcome is provided by independent private, philanthropic, or other social investors for the entire period of performance of the project. The investors' motivation for accepting the risks of funding the project is an expectation of a return on their investment. Payment of the committed funds by the government agency is contingent on achievement of results. Depending on the payment criteria and outcomes used, the investor may achieve a positive return in addition to repayment of the principal investment. Ideally, some or all of the financial return could be reinvested into further social capital initiatives. In this way, the model is different from how government agencies typically fund services; government funding is shifted from paying for specific processes and services to paying for specific outcomes.

In September 2013, New York was notified that it received a Pay for Success award from USDOL (Phase 1) to support its proposed project, Employment to Break the Cycle of Recidivism. This project will expand an evidence-based intervention strategy currently delivered by the Center for Employment Opportunities (CEO) to address the employment needs of 1,000 formerly incarcerated individuals who: 1) are at high risk of returning to incarceration; 2) have been recently released to Rochester or New York City from prison; and 3) have high employment needs. CEO's employment program has shown a statistically significant impact on recidivism and employment when targeting high risk individuals (MDRC study). The intervention is an integrated service delivery model of life skills development, transitional jobs (subsidized employment), job placement and post-placement support.

The Governor's office strongly supports the Pay for Success model awarded by USDOL and appropriated funds to continue the project into a second phase. Under Phase 2, scheduled to begin in September 2015, an additional 1,000 formerly incarcerated individuals will be served under the Pay for Success program.

The Department of Labor, as the state's workforce agency, is the official state applicant for the grant; however, the project is truly a collaborative effort among the Executive Chamber, Division of the Budget, DCJS and the Department of Corrections and Community Supervision (DOCCS). The intermediary procured for the project is Social Finance, Inc. (SFI) out of Boston, Massachusetts, a U.S.-based subsidiary of Social Finance UK, which piloted four social impact bonds in England, including a project targeting offenders. Michael Puma, principal of Chesapeake Research Associates, has been procured to serve as an independent validator for the project.

As of December 1, 2013, SFI was able to raise \$13.5 million in investments through a private placement via Bank of America Merrill Lynch Wealth Management with participation by over 40 qualified impact investors and foundations. Under the program model, investors will receive two payouts scheduled in September 2017 and March 2019 if predetermined performance thresholds are met. If performance thresholds are not met, investors will receive nothing.

Operationally, the project launch began on December 9, 2013, at which time DOCCS performed the first randomization of eligible individuals to treatment and control groups. Measurable program statistics are not yet available and will be reported in the PY 2014 WIA Annual Report.

State Workforce Investment Board

The State Workforce Investment Board (SWIB) has been fully appointed by the Governor, a chairperson has been selected, and the membership is fully compliant with WIA and the Workforce Innovation and Opportunity Act (WIOA). The responsibilities of the Board to assist the Governor have been broadened to more closely align with the work of the REDCs and members are currently engaged with organizing around the mandated State Board responsibilities outlined under WIOA. Quarterly meetings have been consistently convened throughout 2014.

Building System Capacity

The Department of Labor continues to provide training and capacity-building activities to the state's workforce development and Career Center system. Training opportunities are provided to all levels of workforce professionals, from state and local board members to front-line direct service delivery staff in the Career Centers, program providers and stakeholders. Overseen by Division of Employment and Workforce Solutions (DEWS) staff, capacity-building activities are delivered through a variety of methods including videoconferencing, conference calls, webinars and classroom training.

During PY 2013, NYSDOL hosted, developed, delivered, facilitated, coordinated, or otherwise supported activities that included:

- Over 125 webinars;
- 49 workforce system weekly conference calls;
- 1 veterans training conference;
- 12 youth issues calls;
- 2 presentation skills training series;
- Serving the Seasoned Worker training;
- Serving Highly Skilled Customers;
- Customer Engagement Model Series;
- Quality Job Matching Training Series;
- Serving Youth/Adult Ex-offenders; and
- 106 career fairs statewide and 964 recruitments.

Regional Councils

The Department of Labor continues to support the Governor's regional economic development efforts. In 2013, Regional Economic Development Councils (REDCs) were supported by NYSDOL through the organization and delivery of webinars. In addition to virtual support, NYSDOL has also been instrumental in coordinating and staffing REDC events, including the REDC Awards Ceremony held in December 2013.

Consolidated Funding Applications

The Department of Labor participates in the Governor's Consolidated Funding Application (CFA) initiative. Department of Labor staff continued their support by helping to coordinate and staff several CFA workshops in each of the ten regions throughout the state. These workshops provided information on how to access the funding from agencies' programs through one application. The workshops also included breakout sessions that focused on specific areas of available funding.

Information System Training and Technical Assistance:

- Staff continues to provide a multitude of training throughout the year to local workforce staff on New York's One Stop Operating System (OSOS), and the Re-employment Operating System (REOS).
- Several video bases (Adobe Captivate) tutorial training modules have been developed for the workforce system in lieu of in-person training to help conserve scarce resources and ensure consistency in messaging.
- Social media is an essential tool for helping the unemployed find jobs. A Social Media Community of Practice group consisting of 60 members was established and continues to meet monthly via videoconference/conference call to discuss social media as it applies to job seeking customers.
- Virtual Live Chat - NYSDOL is delivering virtual services through JobZone to self-service customers to establish best practices and to expand the delivery of virtual services. Virtual Live Chat between workforce professionals and customers is a streamlined method of service delivery. Live Chat allows Career Center staff to give real-time employment services to customers through a streamlined, automatic system. Live Chat allows customers the freedom and flexibility to

contact workforce professionals without the burden of travel. Customers can get help with resumes and receive interviewing tips; Career Center staff can answer basic to advanced career development and job search questions.

- Videoconference Based Career Advising to Veteran Customers Pilot - NYSDOL provides in-person Career Center services through a virtual delivery method using free software called Jabber. The virtual career advising through videoconference service is being offered in five Career Centers statewide. Test pilot locations are located in Career Centers in rural, suburban, and urban locations. Veteran customers will be selected by “opting in” to the pilot project. They will be notified of the option in their REOS scheduling letter or in person if they are a “walk-in” customer. Veteran Services staffs are aware that veteran customers participating in the pilot must follow all UI policies (if applicable) as well as the Jobs for Veterans Initiative service model. Pilot sites selected interested tech-savvy customers who currently have the IT infrastructure in place to receive videoconference based career counseling (computer, webcam and internet service). Jabber download, troubleshooting and videoconference etiquette guides have been developed to assist the Veteran customer. Feedback from pilot sites (including customers) continued to be collected and analyzed to determine the feasibility of providing videoconference based career counseling statewide. Lessons learned from implementation will be reviewed and will inform future service expansion.
- Virtual Career Fairs - Hosted in an online environment, a Virtual Career Fair allows job seekers to connect to businesses from the convenience of a computer. Virtual Career Fairs work like in-person events, but can be attended from anywhere. Businesses will post jobs and chat with you in real time. The Virtual Career Fair lets you engage directly with businesses through Live Chat and exchanging virtual business cards, search for job openings and lets customers showcase their skills and talents by uploading their resume. Customers can also apply for jobs during these events. The Department of Labor’s first Virtual Career Fair was held in July. Over 100 job-seeking customers that were identified through OSOS participated.
- New York State Career Center Events Calendar - NYSDOL is using calendaring software to coordinate and market Career Center job seeker workshops/events. Through this software, NYSDOL can compile in one centralized location on the NYSDOL website, every job seeker workshop, career fair, job club, recruitment and other events that are offered in the New York State Career Center System statewide. The calendaring software also provides the capability of creating multiple sub-calendars within the main NYSDOL Career Center Events calendar. Each of New York State’s ten regions have a designated sub-calendar to showcase events being held in that region. This is also an asset for workforce professionals, who can review the calendar for offerings and contact other Career Centers to share workshop materials and resources. The calendaring software will result in stronger collaboration and coordination between Career Centers.
- Career Center Locator - NYSDOL has developed a mobile friendly Career Center Locator in which unemployed customers can find their nearest New York State Career Center for re-employment services and career assistance. The locator uses mobile responsive technology. This new design ensures that job seekers can access Career Center locations regardless of their geographic locations or technological tool of choice.

The Department of Labor will be continuing/supplementing many of these activities through PY 2014.

WIA Waivers

This section discusses 11 waivers relevant to PY 2013, including how the waiver implementation has advanced the President's Job-Driven elements.

The following three waivers have advanced the President's Job-Driven element of Engaging Employers.

1. Funds Flexibility: Waiver of the required 50% employer contribution for customized training at WIA section 101(8)(C).

Small- and medium-sized businesses often lack the resources to take advantage of WIA customized training. These lesser resources are further diminished by the harsh economic times. This waiver has allowed the state to offer local areas opportunities to increase the number of individuals receiving training services, to improve the capacity of local boards to market demand-driven services, and to build beneficial relations with a greater number of businesses in the private sector.

For the areas that used this waiver, it allowed them to introduce customized training to more businesses during PY2013 because of an increased interest in training reimbursement. There will also be a positive impact on the state's businesses, particularly those with 250 or fewer employees, the workforce investment system and the economy of the state.

2. Fund Flexibility: Waiver of WIA Section 133(b)(4), which limited Workforce Investment Boards' ability to transfer up to 20 percent of a program year allocation for adult employment and training activities, and to 20 percent of a program year allocation for dislocated worker employment and training activities between the two programs, with the approval of the Governor.

Increasing this flexibility to permit transfers of up to 50% has allowed the state to respond to the local area's labor markets and meet the needs of their local communities. It has also provided greater flexibility in redirecting resources where demand for services was greatest. Additionally, it improved the ability to respond to employer needs for workers trained in employer-specific skills.

3. Funds Flexibility: Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for OJT.

This waiver allowed the state to increase the number of businesses availing themselves of OJT services, to strengthen the labor pool by providing workers with more marketable skills, and to strengthen the business community by increasing its competitiveness. The implementation of this waiver has advanced the President's Job-Driven element of Earn and Learn.

Local level activities included marketing outreach and explaining OJT options to small businesses, and using the waiver in conjunction with the NEG OJT grant to get businesses interested in OJT.

This waiver, where utilized, is having a positive impact on the population of workers receiving training and a positive impact on the state's businesses, particularly those with 250 or fewer employees. On the local level, it is reported that as their programs expand, areas have increased the number of customers entering employment, training related placements, retention and average earnings. Local areas have also generated continued interest in OJT contracts and have increased their relationships and involvement with businesses.

The implementation of the following four waivers has advanced the President's Job-Driven element of Smart Choices.

4. Governor's Reserve: Waiver from the requirement to disseminate training provider performance and cost information (20 CFR 665.200(b)(3)).

This waiver allowed the state to prioritize the use of Governor's Reserve funds for the required activities it deemed most essential to the basic functions of the workforce investment system. The funding level in the Governor's Reserve was insufficient to cover the cost of dissemination of training provider performance and cost information. The state's reduced funds were used to cover required activities such as supporting fiscal and management accountability information systems, reporting, and disseminating the list of eligible training providers for adults and dislocated workers.

Local areas report that this waiver: allows them to retain local control over their providers; allows them to access appropriate training for unemployed customers; relieves the administrative burden; and makes more training providers and courses available for customers. Some local areas are reporting that, because the waiver allowed them to have more providers and take more training enrollments, the waiver is indirectly having a positive effect on outcomes.

5. Governor's Reserve: Waiver from the requirement to conduct evaluations (WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d)).

This waiver allowed the state to prioritize the use of Governor's Reserve funds for the required activities it deemed most essential to the basic functions of the workforce investment system. The funding level in the Governor's Reserve was insufficient to cover the cost of evaluations.

6. Performance: Waiver to permit the state to replace the performance measures at WIA Section 136(b) with the Common Measures.

This waiver helped the state to continue its efforts to streamline and better align its programs. The use of the waiver also allowed NYSDOL to focus on its state-developed Customer Service Indicators. Finally, this waiver continued to help with functional alignment and facilitated better customer service, which ultimately improved customer outcomes.

Local areas continue to state that with the reduced number of measures under this waiver, it allows for more emphasis on functional alignment as well as providing the best services to assist the Career Center customers. It is noted that this waiver makes it easier for Career Center staff to be familiar with the performance measures, as well as to train new staff on the measures.

7. Performance: Waiver of 20 CFR 666 and 667.300(a) to permit the state and local areas to discontinue the collection of seven of the data elements in section 1 of the WIA Standardized Record Data for incumbent workers trained with WIA Funds.

This waiver allowed the state to reduce the data collection burden for businesses served under WIA-funded incumbent worker training programs. It also provided the opportunity for businesses to remain focused on training for the incumbent workers and other requirements rather than data collection.

This waiver directly affects the staff of the businesses and NYSDOL's reporting and recordkeeping staff.

The implementation of the following youth waivers helped advance the President's Job-Driven element of Opening Doors.

8. Youth: Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth.

On the local level, this waiver allowed areas to offer a broader menu of training options to older and out-of-school youth, in order to provide better engagement of and assistance to this population. By enrolling youth in training through the use of ITAs, the state's Placement in Employment/Education Common Measures indicator was positively affected. On the local level, areas state that this waiver has directly and indirectly increased outcomes in Placement in Employment/Education as well as Attainment of Degree or Certificate goals. Some areas state this has allowed them to meet or exceed these performance outcomes.

9. Youth: Waiver of WIA Section 123 that requires providers of youth program elements to be selected on a competitive basis, specifically follow-up services, work experience, and supportive services.

The waiver allowed LWIBs to expand their existing contracts, which enabled contractors to design comprehensive program models in order to provide continuity of service for youth. Some local areas state that it allowed their Career Center staff to build and maintain an ongoing relationship with youth customers. This continuum of service allowed staff to establish trust with youth participants. Local areas also note that this waiver allows the Career Center staff to work with youth in a seamless fashion from eligibility/enrollment through exit and follow-up. It gives areas greater control over quality and outcome, and enables more efficient follow-up and action as necessary.

Through the expansion of existing contracts with competitively procured youth service providers and/or expedited limited competitions among providers with proven records of success, the state has expended funds more quickly and guaranteed that robust, high-quality summer employment services were available. Local areas note that this waiver has positively affected outcomes. The increase in relationships with youth participants and the seamless service provided to youth that is occurring within Career Center has resulted in better case management, assessment, tracking, and performance measures. This waiver has had a positive effect on youth-related performance.

New waivers effective May 1, 2013 through September 30, 2013

10. Youth: Waiver of performance measures for youth participants in summer youth employment activities and co-enrolled in Temporary Assistance for Needy Families (TANF) and WIA programs.

The waiver allowed local areas to focus solely on the work readiness indicator for those youth who are co-enrolled when carrying out their summer employment programs. LWIBs report this waiver allowed for better coordination between the TANF and WIA summer programs, which made it easier for Youth Counselors who operate the program. They indicate they were able to spend their time on identifying eligible youth in need of short-term services, rather than focusing on meeting all the measures. The waiver also provided local areas with greater flexibility to customize services for individual participants. Local areas indicate that with this waiver, they have met all their youth performance measures

11. Youth: Waiver to provide program design flexibility in serving youth participants in summer youth employment activities and co-enrolled in TANF and WIA programs, specifically:
 - a. Waiver of the requirement at WIA Section 129(c)(2)(I) and 20 CFR 664.450(b) to provide a minimum of 12 months of follow-up services, to allow local areas to provide follow-up services with WIA Youth funds as deemed appropriate for such youth participants;
 - b. Waiver of the requirement at WIA Section 129(c)(2)(A) and 20 CFR 664.405(a)(1) to provide an objective assessment and the requirement at WIA section 129(c)(1)(B) and 20 CFR 664.405(a)(2) to develop an Individual Service Strategy (ISS), to allow local areas to provide an assessment or ISS as deemed appropriate for such youth participants.

This waiver provided local areas with flexibility to determine both the type and level of assessment to be included in an ISS for WIA eligible youth who are co-enrolled in TANF participating in a summer youth employment activity during the summer months only, and if the 12 month follow-up will be appropriate for these youth participants. Local areas report the waiver allowed them to serve youth in need of short-term services who, most likely, do not need follow up services. The time saved allowed staff to enroll the maximum number of low-income youth for the summer, and spend more time providing services to those in need of long-term solutions.

Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	59	59.1	134,610
			227,955
Employment Retention Rate	81	80.1	126,496
			157,833
Average Earnings	\$13,401	\$12,890	\$1,630,109,446
			126,461

Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	55.9	4,027	55.3	8,155	39.4	5,527	47.4	15,655
		7,204		14,753		14,023		32,994
Employment Retention Rate	76.3	3,591	79.0	7,672	73.5	4,596	78.5	14,011
		4,705		9,717		6,257		17,838
Average Earnings	\$8,843	\$31,702,067	\$15,001	\$115,042,182	\$9,741	\$44,751,205	\$14,285	\$200,094,491
		3,585		7,669		4,594		14,007

Outcome Information by Service Level for the Adult Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	57.1	90,737	63.1	36,112	68.2	6,125
		158,873		57,206		8,977
Employment Retention Rate	79.0	84,853	82.2	33,453	85.6	6,357
		107,470		40,671		7,423
Average Earnings	\$12,357	\$1,048,469,182	\$13,930	\$465,887,073	\$14,582	\$92,379,209
		84,847		33,446		6,335

Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	53.4	51.3	126,478
			246,349
Employment Retention Rate	82	81.0	103,365
			127,575
Average Earnings	\$19,172	\$19,108	\$1,974,659,913
			103,340

Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	48.0	6,755	42.0	3,526	39.4	21,163	57.0	786
		14,071		8,388		53,720		1,379
Employment Retention Rate	77.6	5,502	75.2	2,501	75.0	15,656	69.4	398
		7,087		3,326		20,861		573
Average Earnings	\$18,318	\$100,749,395	\$13,244	\$33,108,995	\$19,379	\$303,278,551	\$8,586	\$3,417,326
		5,500		2,500		15,650		398

Outcome Information by Service Level for the Dislocated Worker Program

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	49.1	92,885	57.1	27,614	68.3	5,126
		188,983		48,383		7,501
Employment Retention Rate	80.3	74,303	82.5	23,962	85.6	4,306
		92,516		29,035		5,031
Average Earnings	\$19,273	\$1,432,012,988	\$19,202	\$459,954,878	\$16,416	\$70,422,829
		74,302		23,954		4,290

Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	68.7	69.9	3,261
			4,662
Attainment of Degree or Certificate	63	67.6	2,849
			4,212
Literacy and Numeracy Gains	53	58.4	1,299
			2,223

Outcomes for Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Placement in Employment or Education	66.1	767 1,160	80.0	4 5	64.7	348 538	66.0
Attainment of Degree or Certificate	63.6	625 982	40.0	2 5	71.9	323 449	61.5	1,483 2,410
Literacy and Numeracy Gains	57.9	383 662	66.7	2 3	62.1	172 277	58.4	1,299 2,223

Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Change (Adults) or 12 Months Earnings Replacement (Dislocated Workers)		Placements for Participants in Non-traditional Employment	Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services		
	Adults	81.2	129,794 159,798	\$1,055		\$168,390,707 159,650	0.0	10 134,610	\$5,248	\$705,945,852 134,528
Dislocated Workers	82.4	105,238 127,619	82.4	\$2,019,581,635 \$2,450,363,362	0.0	6 126,478	\$8,175	\$1,033,472,022 126,416	7.5	385 5,126

Participation Levels

Reported Information	Total Participants Served	Total Exitors
Total Adult Customers	641,786	570,414
Total Adults (self-service only)	47,138	41,340
WIA Adults	347,658	306,051
WIA Dislocated Workers	315,064	276,470
Total Youth (14-21)	9,673	4,582
Out-of-School Youth	5,029	2,753
In-School Youth	4,644	1,829

Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$41,853,468
Local Dislocated Workers		\$40,837,686
Local Youth		\$37,782,873
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$15,903,244
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$5,344,823
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Miscellaneous	\$83,371
	Indirect Admin	\$2,306,861
Total of All Federal Spending Listed Above		\$144,112,326

Veteran Priority of Service

	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	9,520	
Covered Entrants Who Received a Service During the Entry Period	9,520	100.0
Covered Entrants Who Received a Staff-Assisted Service During the Entry Period	8,279	87.0

Veteran's Outcomes by Special Populations

Reported Information	Post 9/11 Era Veterans		Post 9/11 Era Veterans who Received at least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	0	0	0	0	0	0
		0		0		
Employment Retention Rate	0	0	0	0	0	0
		0		0		
Average Earnings	\$0	\$0	\$0	\$0	\$0	\$0
		0		0		

Local Performance

New York City	Total Participants Served	Adults	137,022
		Dislocated Workers	143,677
36015	Total Exitters	Youth (14-21)	4,248
		Adults	120,234
		Dislocated Workers	131,441
Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults
	Dislocated Workers	53.4	42.1
Retention Rates	Adults	81	77.9
	Dislocated Workers	82.0	77.6
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,738
	Dislocated Workers	\$19,172	\$18,739
Placement in Employment and Education	Youth (14 - 21)	68.7	73.5
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	69.9
Literacy or Numeracy Gains	Youth (14 - 21)	53	58.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	5	3

Local Performance

City of Yonkers	Total Participants Served	Adults			
		2,148			
36030	Total Exiters	Dislocated Workers			
		3,939			
		Youth (14-21)			
Reported Information		Negotiated Performance Level		Actual Performance Level	
		Adults		56.7	
		Dislocated Workers		57.6	
		Youth (14-21)		58.8	
Entered Employment Rate	Adults	59	56.7		
	Dislocated Workers	53.4	57.6		
Retention Rates	Adults	81	82.9		
	Dislocated Workers	82.0	83.4		
Average Earnings (Adults/DWs)	Adults	\$13,401	\$15,263		
	Dislocated Workers	\$19,172	\$20,319		
Placement in Employment and Education	Youth (14 - 21)	61.9	58.8		
Attainment of Degree or Certificate	Youth (14 - 21)	54	66.7		
Literacy or Numeracy Gains	Youth (14 - 21)	50	58.1		
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).					
Overall Status of Local Performance	Not Met		Met	Exceeded	
	0		2	7	

Local Performance

Chemung/Schuylers/Steuben Counties	Total Participants Served	Adults	7,618
		Dislocated Workers	3,909
		Youth (14-21)	196
36045	Total Exiters	Adults	6,730
		Dislocated Workers	3,299
		Youth (14-21)	96
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	64.0
	Dislocated Workers	53.4	70.9
Retention Rates	Adults	81	80.3
	Dislocated Workers	82.0	83.2
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,645
	Dislocated Workers	\$19,172	\$17,021
Placement in Employment and Education	Youth (14 - 21)	68.7	61.1
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	69.8
Literacy or Numeracy Gains	Youth (14 - 21)	53	48.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Hempstead/Long Beach	Total Participants Served	Adults	
			7,266
		Dislocated Workers	
			13,633
		Youth (14-21)	
			106
36060	Total Exiters	Adults	
			5,572
		Dislocated Workers	
			10,269
		Youth (14-21)	
			27
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	52.7
	Dislocated Workers	53.4	49.4
Retention Rates	Adults	81	81.7
	Dislocated Workers	82.0	81.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$15,634
	Dislocated Workers	\$19,172	\$21,005
Placement in Employment and Education	Youth (14 - 21)	68.7	70.0
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	75.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	53.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Jefferson/Lewis Counties	Total Participants Served	Adults	3,358
		Dislocated Workers	1,977
		Youth (14-21)	108
36065	Total Exiters	Adults	2,845
		Dislocated Workers	1,566
		Youth (14-21)	52
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	65.7
	Dislocated Workers	53.4	63.5
Retention Rates	Adults	81	79.3
	Dislocated Workers	82.0	77.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,786
	Dislocated Workers	\$15,234	\$13,240
Placement in Employment and Education	Youth (14 - 21)	68.7	72.1
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	83.3
Literacy or Numeracy Gains	Youth (14 - 21)	53	66.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Adults	
		3,316	
		Dislocated Workers 9,970	
		Youth (14-21) 159	
36075	Total Exiters	Adults 2,948	
		Dislocated Workers 8,356	
		Youth (14-21) 72	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	55.3
	Dislocated Workers	53.4	53.8
Retention Rates	Adults	81	83.6
	Dislocated Workers	82.0	85.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$17,566
	Dislocated Workers	\$19,172	\$27,894
Placement in Employment and Education	Youth (14 - 21)	68.7	86.4
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	96.9
Literacy or Numeracy Gains	Youth (14 - 21)	53	61.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Local Performance

Niagara County	Total Participants Served	Adults	
			7,789
		Dislocated Workers 2,408	
		Youth (14-21) 122	
36080	Total Exiters	Adults	
			7,265
		Dislocated Workers 2,275	
		Youth (14-21) 108	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	64.9
	Dislocated Workers	53.4	63.8
Retention Rates	Adults	81	81.5
	Dislocated Workers	82.0	80.8
Average Earnings (Adults/DWs)	Adults	\$13,200	\$11,542
	Dislocated Workers	\$17,365	\$14,768
Placement in Employment and Education	Youth (14 - 21)	68.7	73.2
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	53.8
Literacy or Numeracy Gains	Youth (14 - 21)	53	66.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Oneida/Herkimer/Madison Counties	Total Participants Served	Adults	
		9,770	
		Dislocated Workers 4,862	
		Youth (14-21) 204	
36090	Total Exiters	Adults 9,076	
		Dislocated Workers 4,254	
		Youth (14-21) 127	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	62.1
	Dislocated Workers	53.4	64.8
Retention Rates	Adults	81	80.8
	Dislocated Workers	82.0	83.7
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,110
	Dislocated Workers	\$16,780	\$14,782
Placement in Employment and Education	Youth (14 - 21)	68.7	74.3
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	64.3
Literacy or Numeracy Gains	Youth (14 - 21)	53	60.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Orange County	Total Participants Served	Adults	5,110
		Dislocated Workers	4,743
		Youth (14-21)	199
36095	Total Exiters	Adults	4,713
		Dislocated Workers	4,375
		Youth (14-21)	43
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.9
	Dislocated Workers	53.4	60.3
Retention Rates	Adults	81	82.9
	Dislocated Workers	82.0	82.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$15,502
	Dislocated Workers	\$19,172	\$18,484
Placement in Employment and Education	Youth (14 - 21)	68.7	51.9
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	46.5
Literacy or Numeracy Gains	Youth (14 - 21)	53	68.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	1	6

Local Performance

Oswego County	Total Participants Served	Adults	3,930
		Dislocated Workers	1,763
		Youth (14-21)	133
36100	Total Exiters	Adults	3,217
		Dislocated Workers	1,504
		Youth (14-21)	58
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	63.6
	Dislocated Workers	53.4	64.6
Retention Rates	Adults	81	81.3
	Dislocated Workers	82.0	79.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,591
	Dislocated Workers	\$17,422	\$14,412
Placement in Employment and Education	Youth (14 - 21)	68.7	78.0
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	73.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	60.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Rockland County	Total Participants Served	Adults	3,409
		Dislocated Workers	5,356
		Youth (14-21)	126
36105	Total Exiters	Adults	3,453
		Dislocated Workers	5,184
		Youth (14-21)	50
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	58.8
	Dislocated Workers	53.4	56.0
Retention Rates	Adults	81	85.3
	Dislocated Workers	82.0	85.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$19,461
	Dislocated Workers	\$19,172	\$31,949
Placement in Employment and Education	Youth (14 - 21)	68.7	88.9
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	84.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	68.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Local Performance

St. Lawrence County	Total Participants Served	Adults	5,584
		Dislocated Workers	1,211
		Youth (14-21)	78
36110	Total Exiters	Adults	4,871
		Dislocated Workers	995
		Youth (14-21)	43
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	66.2
	Dislocated Workers	53.4	61.1
Retention Rates	Adults	81	78.3
	Dislocated Workers	82.0	75.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,637
	Dislocated Workers	\$17,562	\$14,111
Placement in Employment and Education	Youth (14 - 21)	68.7	81.4
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	68.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	64.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	0	3
	Met		6
		Exceeded	

Local Performance

Saratoga/Warren/Washington Counties	Total Participants Served	Adults	6,744	
		Dislocated Workers	2,987	
		Youth (14-21)	131	
36115	Total Exiters	Adults	6,247	
		Dislocated Workers	2,485	
		Youth (14-21)	35	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	59	66.2
		Dislocated Workers	53.4	62.8
Retention Rates		Adults	81	80.8
		Dislocated Workers	82.0	78.1
Average Earnings (Adults/DWs)		Adults	\$13,401	\$13,836
		Dislocated Workers	\$19,172	\$15,704
Placement in Employment and Education	Youth (14 - 21)		68.7	73.3
Attainment of Degree or Certificate	Youth (14 - 21)		63.0	78.1
Literacy or Numeracy Gains	Youth (14 - 21)		53	47.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance	Not Met	Met	Exceeded	
	0	4	5	

Local Performance

Suffolk County	Total Participants Served	Adults	12,011
		Dislocated Workers	24,965
		Youth (14-21)	217
36120	Total Exiters	Adults	10,554
		Dislocated Workers	21,601
		Youth (14-21)	117
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	56.1
	Dislocated Workers	53.4	54.9
Retention Rates	Adults	81	82.1
	Dislocated Workers	82.0	84.7
Average Earnings (Adults/DWs)	Adults	\$13,401	\$16,518
	Dislocated Workers	\$19,172	\$20,944
Placement in Employment and Education	Youth (14 - 21)	68.7	63.8
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	78.3
Literacy or Numeracy Gains	Youth (14 - 21)	53	75.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Met
		0	2
			Exceeded
			7

Local Performance

Ulster County	Total Participants Served	Adults	3,315
		Dislocated Workers	1,651
36125	Total Exiters	Youth (14-21)	98
		Adults	3,106
		Dislocated Workers	1,521
Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults
	Dislocated Workers	53.4	57.0
Retention Rates	Adults	81	80.6
	Dislocated Workers	82.0	83.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,365
	Dislocated Workers	\$18,594	\$17,270
Placement in Employment and Education	Youth (14 - 21)	68.7	85.4
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	89.5
Literacy or Numeracy Gains	Youth (14 - 21)	53	66.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Columbia/Greene Counties	Total Participants Served	Adults	1,511
		Dislocated Workers	982
		Youth (14-21)	87
36135	Total Exiters	Adults	1,413
		Dislocated Workers	861
		Youth (14-21)	52
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.9
	Dislocated Workers	53.4	59.2
Retention Rates	Adults	81	82.5
	Dislocated Workers	82.0	80.6
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,788
	Dislocated Workers	\$19,172	\$17,568
Placement in Employment and Education	Youth (14 - 21)	68.7	45.1
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	50.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	61.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	4

Local Performance

Sullivan County	Total Participants Served	Adults	
			1,913
		Dislocated Workers 862	
		Youth (14-21) 9	
36140	Total Exiters	Adults	
			1,981
		Dislocated Workers 808	
		Youth (14-21) 13	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.1
	Dislocated Workers	53.4	60.9
Retention Rates	Adults	81	77.1
	Dislocated Workers	82.0	78.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,914
	Dislocated Workers	\$16,871	\$15,182
Placement in Employment and Education	Youth (14 - 21)	68.7	78.6
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	53.8
Literacy or Numeracy Gains	Youth (14 - 21)	53	42.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	3

Local Performance

North Country	Total Participants Served	Adults	6,273			
		Dislocated Workers	1,674			
		Youth (14-21)	112			
36150	Total Exiters	Adults	5,227			
		Dislocated Workers	1,434			
		Youth (14-21)	50			
Reported Information		Negotiated Performance Level	Actual Performance Level			
Entered Employment Rate	Adults	59	63.8			
	Dislocated Workers	53.4	67.2			
Retention Rates	Adults	81	79.5			
	Dislocated Workers	82.0	80.1			
Average Earnings (Adults/DWs)	Adults	\$12,768	\$11,270			
	Dislocated Workers	\$16,206	\$13,936			
Placement in Employment and Education	Youth (14 - 21)	68.7	88.6			
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	73.8			
Literacy or Numeracy Gains	Youth (14 - 21)	53	53.8			
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).						
Overall Status of Local Performance	Not Met	0	Met	4	Exceeded	5

Local Performance

Finger Lakes	Total Participants Served	Adults	5,151
		Dislocated Workers	2,719
		Youth (14-21)	159
36165	Total Exiters	Adults	4,836
		Dislocated Workers	2,397
		Youth (14-21)	67
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	66.0
	Dislocated Workers	53.4	64.9
Retention Rates	Adults	81	80.7
	Dislocated Workers	82.0	82.7
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,254
	Dislocated Workers	\$18,668	\$15,238
Placement in Employment and Education	Youth (14 - 21)	68.7	61.9
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	59.7
Literacy or Numeracy Gains	Youth (14 - 21)	53	47.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	3

Local Performance

Erie County	Total Participants Served	Adults	20,083
		Dislocated Workers	13,652
36175	Total Exitters	Youth (14-21)	649
		Adults	17,925
		Dislocated Workers	11,148
Reported Information		Youth (14-21)	364
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	65.4
	Dislocated Workers	53.4	67.0
Retention Rates	Adults	81	81.6
	Dislocated Workers	82.0	85.2
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,017
	Dislocated Workers	\$19,172	\$16,237
Placement in Employment and Education	Youth (14 - 21)	64	60.7
Attainment of Degree or Certificate	Youth (14 - 21)	56	58.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	50.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Onondaga County	Total Participants Served	Adults	
		6,823	
		Dislocated Workers	9,504
		Youth (14-21)	
		281	
36185	Total Exiters	Adults	
		5,652	
		Dislocated Workers	7,595
		Youth (14-21)	
		173	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	63.1
	Dislocated Workers	53.4	64.9
Retention Rates	Adults	81	82.9
	Dislocated Workers	82.0	84.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,444
	Dislocated Workers	\$19,172	\$15,149
Placement in Employment and Education	Youth (14 - 21)	68.7	74.8
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	77.9
Literacy or Numeracy Gains	Youth (14 - 21)	53	68.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	8

Local Performance

Cayuga/Cortland Counties	Total Participants Served	Adults	4,092
		Dislocated Workers	1,755
		Youth (14-21)	65
36195	Total Exiters	Adults	3,773
		Dislocated Workers	1,524
		Youth (14-21)	12
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	70.4
	Dislocated Workers	53.4	70.3
Retention Rates	Adults	81	81.8
	Dislocated Workers	82.0	84.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,949
	Dislocated Workers	\$17,821	\$15,410
Placement in Employment and Education	Youth (14 - 21)	68.7	88.2
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	83.3
Literacy or Numeracy Gains	Youth (14 - 21)	53	87.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Allegany/Cattaraugus Counties	Total Participants Served	Adults	3,607
		Dislocated Workers	996
		Youth (14-21)	70
36210	Total Exiters	Adults	3,422
		Dislocated Workers	1,000
		Youth (14-21)	42
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	63.2
	Dislocated Workers	53.4	63.0
Retention Rates	Adults	81	83.1
	Dislocated Workers	82.0	84.8
Average Earnings (Adults/DWs)	Adults	\$13,100	\$11,834
	Dislocated Workers	\$14,920	\$14,488
Placement in Employment and Education	Youth (14 - 21)	68.7	69.6
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	75.8
Literacy or Numeracy Gains	Youth (14 - 21)	53	69.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Chautauqua County	Total Participants Served	Adults	5,315
		Dislocated Workers	2,401
		Youth (14-21)	89
36215	Total Exiters	Adults	4,436
		Dislocated Workers	1,895
		Youth (14-21)	36
Reported Information		Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	Adults	59
	Dislocated Workers	53.4	58.9
Retention Rates	Adults	81	80.2
	Dislocated Workers	82.0	82.6
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,243
	Dislocated Workers	\$16,401	\$13,528
Placement in Employment and Education	Youth (14 - 21)	68.7	88.0
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	76.9
Literacy or Numeracy Gains	Youth (14 - 21)	51	42.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Broome/Tioga Counties	Total Participants Served	Adults	
			4,189
		Dislocated Workers 5,517	
		Youth (14-21) 121	
36220	Total Exiters	Adults	
			3,745
		Dislocated Workers 4,422	
		Youth (14-21) 95	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	58.7
	Dislocated Workers	53.4	64.0
Retention Rates	Adults	81	77.4
	Dislocated Workers	82.0	81.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,264
	Dislocated Workers	\$16,780	\$14,887
Placement in Employment and Education	Youth (14 - 21)	68.7	77.0
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	77.4
Literacy or Numeracy Gains	Youth (14 - 21)	53	88.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Tompkins County	Total Participants Served	Adults	
			1,303
		Dislocated Workers 680	
		Youth (14-21) 109	
36225	Total Exiters	Adults	
			931
		Dislocated Workers 475	
		Youth (14-21) 63	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	62.3
	Dislocated Workers	53.4	65.0
Retention Rates	Adults	81	82.8
	Dislocated Workers	82.0	84.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,665
	Dislocated Workers	\$17,098	\$17,879
Placement in Employment and Education	Youth (14 - 21)	68.7	79.1
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	73.5
Literacy or Numeracy Gains	Youth (14 - 21)	53	58.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	9

Local Performance

Dutchess County	Total Participants Served	Adults	5,205
		Dislocated Workers	3,190
		Youth (14-21)	114
36230	Total Exiters	Adults	4,818
		Dislocated Workers	2,936
		Youth (14-21)	43
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	60.6
	Dislocated Workers	53.4	57.7
Retention Rates	Adults	81	81.7
	Dislocated Workers	82.0	84.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$15,999
	Dislocated Workers	\$19,172	\$19,535
Placement in Employment and Education	Youth (14 - 21)	68.7	65.4
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	75.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	62.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Local Performance

Putnam County/Balance of Westchester County	Total Participants Served	Adults	7,684
		Dislocated Workers	13,175
		Youth (14-21)	529
36235	Total Exitters	Adults	6,114
		Dislocated Workers	10,624
		Youth (14-21)	278
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	56.2
	Dislocated Workers	53.4	59.1
Retention Rates	Adults	81	81.0
	Dislocated Workers	82.0	83.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$18,925
	Dislocated Workers	\$19,172	\$29,777
Placement in Employment and Education	Youth (14 - 21)	68.7	68.9
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	65.0
Literacy or Numeracy Gains	Youth (14 - 21)	53	51.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Monroe County	Total Participants Served	Adults	
		10,739	
		Dislocated Workers 16,304	
		Youth (14-21) 415	
36240	Total Exiters	Adults 10,163	
		Dislocated Workers 14,318	
		Youth (14-21) 253	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	60.1
	Dislocated Workers	53.4	66.1
Retention Rates	Adults	81	83.0
	Dislocated Workers	82.0	85.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,599
	Dislocated Workers	\$18,341	\$16,678
Placement in Employment and Education	Youth (14 - 21)	68.7	65.2
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	54.0
Literacy or Numeracy Gains	Youth (14 - 21)	50.5	41.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

