



# NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM

## 2012 ANNUAL REPORT



**NYS**  
**DEPARTMENT**  
**OF LABOR**  
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The focus for Workforce Investment Act (WIA) funded activities during Program Year 2011 has been on economic recovery. As of June 2012, the state's private sector job count stood at 7,327,100, an all-time high. Moreover, we are among a handful of states to have regained the private sector jobs lost during the 2008-09 recession. However, the economic recovery -- as portrayed by payroll employment figures -- has been uneven across New York State. Comparing 2008 and 2012 private sector employment levels, New York City (+2.0%) is the only labor market region in New York State to have fully regained all of the jobs lost during the recession. In contrast, the Southern Tier (-4.5%) and Central NY (-3.5%) regions have the deepest losses relative to 2008 job levels. The number of unemployed state residents in June 2012 stands at an all-time high --855,800, (current records extend back to 1976). Many of these individuals are long-term unemployed having exhausted their unemployment and extended unemployment insurance benefits.

New York's workforce system has deployed several strategies to cope with this unprecedented level of unemployment:

- Governor Andrew M. Cuomo continued to foster regional strategic economic development planning through ten Regional Economic Development Councils to enable local stakeholders to target resources to growing critical industries within their regions. These plans also call for workforce development investments and strategies. New York's Local Workforce Investment Boards developed complementary workforce plans to align workforce development strategies with regional strategic economic goals.
- In 2013, The New York State Department of Labor (NYSDOL) dedicated \$5.4 million in state-level WIA funds to the Governor's Consolidated Funding Application to provide workforce development resources which support the Regional Economic Development Councils' economic priorities.
- New York received a \$3.4 million NEG OJT grant which was used by 308 businesses to hire and train 543 workers on-the-job since 2011. Participating businesses received an average wage reimbursement of over \$5,500 per worker to offset the cost of the training that was provided. NYSDOL has received a second federal grant in the amount of \$6.4 million, the largest award in the nation, to continue to implement on-the-job training programs throughout the state. As of October 2013, 492 individuals have been placed in training for expenditures of approximately \$3.7 million.
- 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 25 of the 33 Local Workforce Investment Areas (LWIAs) in 44 Career Centers across the State. In addition, New York has also received an increase in funding to expand REA to underserved local areas in calendar year 2013.

- 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 gained experience driving trucks and heavy equipment during 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. The Department of Labor, Division of Criminal Justice Services and 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 assisting our jobseeker and business customers to achieve successful outcomes. Now, more than ever, there is a need to restore State-level WIA resources to help us to continue and expand the work we have started. I would also like to affirm the State's support for the reauthorization of WIA. The services it enables states and local workforce areas to provide are vital to the health and well-being of our workforce, business community and economy.

Sincerely,



Peter M. Rivera  
Commissioner of Labor

*New York State Workforce Investment Act Annual Report for Program Year 2012*

## 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 \$.5 billion awarded in 2011 and 2012. Another \$750 million will be available in 2013.

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

As part of the second round of the Regional Council process, Governor Cuomo, Lieutenant Governor Robert Duffy, and a Strategic Implementation Assessment Team composed of state agency commissioners with Brookings Institution and senior staff, traveled to every region of the state to view progress on projects that have received state funding, as well as assess projects included in each region's 2012 application.

The strategic plans created during this process have given each region a comprehensive, locally created plan for future economic growth. With this second round of Regional Economic Development Council awards, the state is recognizing the creativity and innovation of each strategic plan, while investing 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 Department of Labor, and ten other state agencies collaborated to create the 2012 NYS Consolidated Funding Application (CFA). The CFA changes the way in which economic development resources are allocated, streamlining and expediting the State's efforts to generate sustainable economic growth and employment opportunities across the state. The 2012 CFA was the second 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/>) that was designed specifically for the program.

NYSDOL'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; 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 up to three programs, depending upon their needs. Under the CFA program NYSDOL made 85 awards, totaling \$5.4 million to train 5,898 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 third round of Consolidated Funding Applications for the Existing Employee, New Hire and Unemployed Worker training programs. Staff is currently reviewing applications received in CFA 3.0 and awards should be made in late Fall 2013.

### **Workforce Investment Board Regional Planning**

Effective in 2011, in response to Governor Cuomo's creation of the REDCs, NYSDOL has required Local Workforce Investment Boards (LWIBs) to prepare 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 main emphasis of the regional REDC plan is the promotion of Science, Technology, Engineering, and Mathematics (STEM). The region includes the Capital Area WIB (Albany, Schenectady, and Rensselaer Counties); Columbia-Greene WIB; and Saratoga, Warren, and Washington WIB. These WIBs and a fourth, Fulton, Montgomery and Schoharie WIB (Mohawk region), received a 4-WIB United States Department of Labor (USDOL) \$2.9 million Workforce Innovation Funds grant. The project, "Steps up to STEM," will ensure that employers have access to qualified workers by establishing a new pipeline of STEM talent that links the workforce system, employers, education, and emerging and returning workers.

The Federal STEM grant is now operational. \$200,000 per year will be invested during the next three years in employing and training low income adults and dislocated workers in STEM career fields through a two-step career path process directly linked with individual businesses. Currently, over \$50,000 has been committed, with over \$100,000 more in development with individual businesses and employer groups. In addition, we are using this grant to develop more opportunities for aligning/sharing ITA policies.

### *Southern Tier*

The Southern Tier (ST) LWIBs are committed to working closely with all partners in the ST region. Regional industry concentrations continue to include Agriculture and Food Processing, Advanced Manufacturing, Healthcare and Medical Services, Technology, and Construction and Skilled Trades. Working together with the Regional Business Services Team and the Regional Labor Market Analyst, the ST region will continue to identify and update regional demand occupations and businesses. The WIBs also commit to assisting WIA eligible customers in identifying and attending local BOCES and community colleges in STEM and other regionally relevant training programs. The region will also continue to work with local educators in the further development of the ST STEM Hub.

The following existing resources will be used region-wide to help businesses and job seekers acquire occupational skills necessary to support REDC target sectors of Healthcare, Agriculture, Advanced Manufacturing, and Construction and Skilled Trades:

- Align individual training account policies across LWIAs in the Southern Tier for target sectors/skills.
- Align suitability policies across LWIAs to fully vet, train, and refer highly qualified individuals.
- Convene businesses in target sectors with educators to engage in responsive planning and curriculum development to meet emerging educational needs that support the fastest growing economic sectors.
- Develop regional accelerated workforce training programs specific to the needs of target sectors for funding applications.
- Foster entrepreneurial training availability for unemployed workers receiving UI.

### *North Country*

The North Country's first strategy is to develop a strong workforce development system to support the needs of businesses in the targeted clusters using a combination of new and incumbent worker training, certificate programs, degree programs and recruitment assistance. The Workforce workgroup is engaged in a project to survey and map the skills and occupations offered in the region's targeted sectors. The data collection is just about complete. The next step is to survey the training programs currently being offered, and followed by identifying the gaps. Clarkson University MBA Consulting Group has been assigned to assist in the data collection and mapping of the assets in the North Country (NC) area with an anticipated completion date of May 2014.

The second strategy is to support the manufacturing sector. Each of the WIBs has maintained its support for the manufacturers in each of the major areas. Through OJT programs using the NEG OJT funds, area manufacturers have been able to provide opportunities for the long-term unemployed (LTU).

- Higher education programs such as the manufacturing program at Clinton Community College, and Engineering programs at SUNY Canton, SUNY Jefferson, SUNY Plattsburgh and Clarkson University, support this sector by providing training in high demand occupations.

- In October 2012, each LWIA partnered with IDAs, CITEC and the North Country STEM Learning Network to hold three area National Manufacturing Awareness Day events. The same partners are in the planning stages for a Manufacturing Day to be held on October 4, 2013.
- In the Clinton/Essex/Franklin/Hamilton County area initiatives such as Beekmantown and AIM are programs designed to develop soft skills, and various manufacturing skills to meet the needs of the area businesses.
- In Jefferson County, meetings are underway to re-establish a machinist/manufacturing program to launch in fall 2013.
- In St. Lawrence County, the St. Lawrence IDA and other workforce professionals, with the support of the WIB, received funding of \$167,000 in a tribal contract for new and incumbent employee training. As of June 2013, the program had provided training to 18 new and 48 incumbent employees respectively.

### **Education and Workforce Roundtable**

On April 16, 2013 high level executives from the New York State Department of Labor and Empire State Development joined the Lt. Governor and the Deputy Secretary of Civil Rights, Education and Economic Development in meeting with high level officials from the State Education Department, the Board of Regents, the State University of New York, and the City University of New York to review current and future workforce needs in New York State and engage in dialogue about how to address these needs in a coordinated effort. The goal for the Education and Workforce Roundtable, organized and facilitated by the New York State Department of Labor, was to support Governor Cuomo's vision to "modernize and realign" the current workforce and education systems to address the need for skilled workers. Organizations around the table shared concerns, identified areas of need as well as some innovative programs and solutions that align with the Roundtable goal of preparing New Yorkers for the jobs of today as well as those in demand over the next five to 10 years.

Discourse around the table can be grouped in 3 distinct themes: data issues, customer choice implications results from data issues and the resulting impact on program design. General frustration was expressed by many in the education field about lack of data to help students, families and educators make informed decisions. There is a broad disconnect between what is readily available and the apparent lack of knowledge of much of this labor market data.

An important outcome was the general agreement to review presentation of existing data sources and review how this is packaged and promoted to important stakeholders – students, families, educators, businesses, economic developers and college officials and administrators. An important next step is to develop a working group of organizations around the table to discuss data issues with the DOL and SED and ensure that meeting participants can appoint representation.

## PY 2012 Participant Levels and Performance

For PY 2012 (July 1, 2012 – June 30, 2013) NYSDOL's preliminary data indicates participant levels for Adult and DW programs were 422,400 and 352,353 respectively. This reflects an increase in the Adult participant levels of approximately 15%, and an increase in DW participant levels of approximately 5% from PY 2011, continuing trends experienced in 2010 and 2009 reflecting the downturn in the economy. Under the Youth Program 10,342 have been serviced, which is a decrease from PY 2011 of approximately 4%. These figures are based on reported participant levels included in the WIA Standard Record Data (WIASRD) Reports.

### *Common Measures Performance for PY 2012*

As a whole, New York State passed all nine Common Measures. However, three local areas failed Common Measures in PY 2012. They were:

- New York City: Dislocated Worker Entered Employment Rate
- Oneida-Herkimer-Madison: Dislocated Worker Average Earnings
- Jefferson-Lewis: Dislocated Worker Average Earnings

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 2013.

### *Customer Satisfaction Measurement for PY 2012*

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

All LWIAs, except for two, conduct their own job seeker customer satisfaction survey. A centrally conducted survey was administered for the two LWIAs (Fulton-Montgomery-Schoharie and Jefferson-Lewis) 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, 9,597 surveys were sent and 259 responses were received. The survey consisted of three questions relating to the level of satisfaction with services, and whether the customer's expectations were met and the services provided were close to the ideal set of services the customer would like to see for a person in their situation. Overall, the responses to all three questions were positive with over 79% of respondents answering with a neutral or positive response on each question.

Only two offices currently conduct their business customer satisfaction survey. These offices are Malone and Plattsburgh (North Country LWIA). A centrally conducted survey was administered for the remaining offices. The survey was done via an email solicitation with a link to an online survey through SurveyMonkey. In total, 8,788 surveys were sent and 481 responses were received. The survey consisted of three questions relating to the level of satisfaction with services, and whether the business's expectations were met and the services provided were close to the ideal set of services they would like to see for another business in their situation. On all three questions, the responses were generally positive, with over 89% 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 07, NYSDOL has utilized a number of different CSIs that have evolved over time. In the most recently completed Program Year (PY 12), NYSDOL utilized CSIs that covered the following topics:

- *Training Customers with Individual Employment Plans*
  - a. NYSDOL's goal was to have 95% of customers in training receive an individual employment plan (IEP). The purpose of an IEP is to solidify the employment goals of the customer and set a plan to allow the customer to achieve that goal. As training funds can be limited compared to the number of customers that would benefit from training, it is important to ensure the training services we do fund will further customers' progress toward their goals.
- *Reduce the Number of Participants who exit while Certifying for UI Benefits*
  - a. 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 PY 11. 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.
- *Initial Assessment*
  - a. The goal for this indicator is for 95% or more of all customers who receive staff-assisted services to receive an initial assessment service. NYSDOL feels it is important to assess a customer's skills, needs, and desires as soon as possible to deliver services effectively.
- *National Work Readiness Credential*
  - a. NYSDOL still considers the National Work Readiness Credential (NWRC) 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 achieving 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.

## Career Center Services

### Services to Veterans

Veterans' services in New York are delivered through the Career Centers either under priority of service or the Job for Veterans State Grant (JVSG). Seventy-four (74) Disabled Veteran Outreach Program Specialists (DVOPS) and Local Veterans Employment Representatives (LVERs) funded through the Jobs for Veterans State Grant 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 since 2006; it was most recently updated in September 2012 (<http://www.labor.ny.gov/workforcenypartners/ta/ta-12-12.pdf>).

#### *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 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 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, Jobs for Veterans State Grant funded staff provides case management and employment services to assist veterans in finding employment once they have completed training. NYSDOL 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 Center staffs are an integral part of the reintegration of returning National Guard members. Jobs for Veterans State Grant funded staff participate 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 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 service member meets with either a DVOP or LVER 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. At the 60 day post deployment event, units with significant numbers of unemployed service members are provided a career fair as a part of the event. This career fair is open only to members of the unit and includes businesses whose employment opportunities match as closely as possible 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 Ft. 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 assist them in making educational choices, choices as to which career has the most demand for their skills, assistance in preparing resumes, interview preparation, job search assistance, transferability of their particular skills, and information on how to use Career Center services in the state to which they return.

#### *Experience Works*

As part of the Governor's Experience Counts Initiative, which helps returning Veterans get jobs in NYS, 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 Infantry, Marine Rifleman, Military Police, Air Force Security and Navy Master of Arms.

In lieu of the standard DCJS security guard curriculum which consisted of eight hour pre-assignment training and the 16 hour on-the-job training, an on-line training video was created by NYSDOL that will last approximately 2 ½ hours. 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 which will be administering the training to veterans free of cost. There are currently more than 8,000 available security jobs statewide.

NYSDOL 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 have to take the road test. This program removes a significant barrier to licensure for individuals with the requisite military training and experience. More than 250 CDLs have been issued to veterans through this program, with 112 being hired as of January 2013.

#### **Services to Businesses**

Over the past year, NYSDOL has made great strides in improving relationships with Workforce and Economic Development partners. Through improved communications and continued emphasis on regional initiatives, we have been able to collaborate on projects, leverage limited resources and share best practices – all of which have been crucial to our success in engaging the business community. It is this strengthened emphasis on pairing workforce development with economic development that has enabled us to concentrate our efforts on those services that best assist our business customers to grow.

#### *Regional One-Stop Business Services Teams*

Regional One-Stop Business Services Teams were established throughout NYS in June 2010 to support alignment of local One-Stop business services to sector initiatives/strategies in the region. This structure brought NYSDOL and LWIA business service staff together to discuss common problems and share promising practices. It allowed them to share workforce intelligence and strategies for marketing services, and hiring and training incentives to business customers.

PY 2012 Accomplishments include:

- Using JobsExpress, teams have been able to identify businesses that are currently hiring and use this intelligence to reach businesses with the greatest need of recruitment services, and hiring and training incentives. JobsExpress houses more than 75,000 job openings at any given time and has become a primary source for business leads throughout the state.
- Teams have continued to promote On-the-Job Training (OJT) as an effective tool to connect jobseekers with businesses, providing the businesses with funds to cover the extraordinary cost of training new hires to their specifications. In PY2012, the OJT National Emergency Grant had 492 hires and the Consolidated Funding Application OJT resulted in 5 hires. The ongoing Green Jobs/Green New York OJT has placed 61 individuals in employment specific to green occupations.
- Monthly conference calls with NYSDOL Research and Statistics have provided an important perspective on the economic situation in each labor market. The conversation encompasses expansions, contractions and the exchange of information on crucial economic development projects. NYSDOL Labor Market Analysts have become a permanent member of each Team.
- Regional Business Service Teams have continued to align with the goals of their Regional Economic Development Councils (REDCs). The NYSDOL Commissioner's Regional Representatives have served as a conduit to the REDCs, ensuring that teams are focusing on regional priorities. This includes customized recruitments and targeted career fairs for businesses in priority sectors such as advanced manufacturing and health care.

#### *On-the-Job Training Programs*

In PY 2012 New York State operated several training programs which provided businesses with incentives to hire target populations such as 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 training programs include:

- National Emergency Grant OJT, Round 2 - \$6.4 million from USDOL's National Emergency Grant (NEG) program for an On-the-Job Training initiative. This program is aimed at assisting long-term dislocated workers. This program awarded \$3.7 million and resulted in the hiring of 492 individuals to training opportunities.
- Green Jobs/Green New York OJT – DOL 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 \$2.62 million available in clean energy assets to assist newly hired workers learn green skills. This program has recently been extended until December 31, 2014. For PY 2012, NYSEDA has awarded \$929,467 to 20 businesses and placed 61 individuals in training programs.
- Consolidated Funding Application (CFA) – NYSDOL set aside \$5 million in Round Two of the Governor's CFA initiative. Businesses could apply for up to two of three programs: Worker Skills Upgrade (Incumbent Workers), Newly Hired (OJT), and Unemployed Worker (Classroom training). This program is ongoing; to date, we have contracts with 55 New York State businesses. Specific to the OJT portion of the program, NYSDOL has awarded \$16,011 to three businesses for a total of five new hires.

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

#### *JobsExpress*

We are using our JobsExpress system as a lead generation source so we can build our database of business customers. Since the effort began in December 2012, we have contacted more than 14,000 businesses, and almost one third of these businesses are new customers to our system.

#### *Customized Recruitments*

Customized Recruitments and On-the-Job Training remain two of our most effective tools. Customized Recruitments are no-cost, targeted events built around the specific needs of each business. Business Services staff reviews our Talent Bank for candidates that best meet the needs of the business and then sets up a meeting where the business can interview these candidates. For PY 2012 we have conducted 564 Customized Recruitments and 134 Career Fairs.

The Business Services Unit is also responsible for:

- Promoting various NYSDOL programs and services, including: the Work Opportunity Tax Credit (WOTC), Workers with Disabilities Employment Tax Credit (WETC), the New York Youth Works Tax Credit (NYYW), the Work for Success (WFS) initiative, as well as other economic development programs.
- Representing NYSDOL in many interagency committees, task forces and priority projects.
- Providing technical assistance and training for non-profits, municipalities

and the business community on NYSDOL programs including federal and state employment tax credit programs, on-the job training, existing employee training programs, human resource consultation and labor market information.

- Performing due diligence reviews on businesses applying for grants from NYS to ensure they are in compliance with various NYS laws and regulations.
- Representing NYSDOL in many interagency committees, task forces and priority projects:
  - **Advanced Buffalo Pilot Program** – A pilot workforce development initiative under the Buffalo Billion Economic Development Plan to assist advanced manufacturing businesses in Western NY to meet their hiring needs. To date, 64 businesses have agreed to participate in the pilot program and they are offering 224 jobs.
  - **New NY Bridge** – NYSDOL staff is working with public and private groups to attract businesses to the Hudson Valley to work on the rebuilding of the Tappan Zee Bridge. We are also 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. Currently, there are 21 contractors working on the project and staff has matched 1,674 job seekers to 107 jobs.

### *Rapid Response*

NYSDOL saw little change in the number of affected workers impacted by Workers Adjustment and Retraining Notifications (WARN) as filed in PY 2012. During PY 2012, NYSDOL received 354 WARN notices impacting 31,339 affected workers. In comparison, during PY 2011, NYSDOL received 451 WARN notices impacting 30,401 affected workers. Additionally, during PY 2012, NYSDOL conducted workforce intelligence and provided Expeditious Response for 327 (non-WARN) layoff events which impacted 16,463 affected workers. In comparison, during PY 2011, NYSDOL provided Expeditious Response for 410 (non-WARN) layoff events which impacted 16,221 affected workers.

A total of 47 staff members are dedicated statewide to the program through teams in each of the ten regions. When scheduling permits, this staff also provides direct assistance to the local Career Centers. Enhancements to the Rapid Response Teams include:

- Linkage with Right Management to meet quarterly at the outplacement firm's Manhattan and Melville sites to conduct Expeditious Orientations and provide integrated reemployment assistance.
- Release of the "Job Search Guide for School District Employees, Second Edition." The Guide's link was shared electronically with these affected workers after participating in Expeditious Response orientations. The Teams also circulated the Guide to interested school district superintendents and key labor union representatives.

- Linkage established with the New York State United Teachers (NYSUT) regional office in Williamsville for conducting a Teacher Networking Series.

Week 1 – Job Search Resources, Professional Development Resources, Labor Market Trends

Week 2 – School Administrators Panel (job search tips)

Week 3 – Resume and Portfolio Review

Week 4 – Interview Skills accompanied by Mock Interviews

This service will be proposed to the NYSUT Headquarters (Latham) for considered statewide replication.

- Continuation of 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 assists with accelerating the application mailing/entitlement process, thereby allowing more time for counseling staff to assess customers and identify appropriate training opportunities before their training program enrollment deadline.
- Implementation of the Labor Insight (spider) software program for comparison with existing job orders in JobsExpress to develop additional leads based on affected worker titles.
- Promotion in conjunction with Business Services for the Shared Work Program as a layoff aversion option for businesses. Rapid Response fact sheets (business and affected worker versions) were modified to reflect beneficial changes in the Shared Work Program. The Shared Work slideshows (business and employee participant versions) were similarly modified for dedicated presentations.

*Shared Work*

New York's unemployment rate was 7.5% by June 2013 compared with 9.1% by June 2012. During PY 2012, 806 Shared Work plans were approved to begin and 11,211 participants were registered in the program. These statistics represent a decline of 14% and 6% respectively, when compared on a statewide basis with PY 2011. This experience is illustrated in the following chart:

Region	Plans Approved to Begin		Projected Number of Workers		Number of Participants	
	PY 2012	PY 2011	PY 2012	PY 2011	PY 2012	PY 2011
Statewide	806 -0.14%	934	22,050 -1%	22,236	11,211 -6%	11,903
Capital Region	76	85	1,635	1,283	762	757
Central	46	67	1,046	1,688	624	977
Finger Lakes	114	124	2,601	4,204	2,000	1,880
Mid-Hudson	72	95	885	933	572	563
Long Island	126	147	2,348	2,054	1,113	1,134
Mohawk Valley	37	45	1,533	2,146	903	819
New York City	90	128	1,142	1,772	941	1,104
North Country	22	24	1,453	868	418	256
Southern	68	69	4,104	4,069	1,449	2,294
Western	199	129	4,761	2,850	2,100	1,661
Address Unknown	16	21	542	309	329	458

**Other Initiatives / Grant Activities**

*Unemployment Insurance (UI) Connectivity Grant*

In 2011, NYSDOL was awarded \$2.75 million 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 a common workforce registration for multiple programs, 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.

The Integrated Workforce Registration (IWR) will create a common point of entry for both UI and Employment Service (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 Department 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. Both the IWR and the Landing Page will be implemented in early 2014.

Real time job matching will be accomplished using the State's Skills Matching and

Referral Technology (SMART) system. SMART uses the customer's full resume for skills matching instead of submitting key words to generate job leads, which potentially widens the scope of a job search by taking into account transferability of skills to other job titles and fields. This job matching will be done on a continuous basis for the job seeker, with job leads provided regularly via email and on their Individual Landing Page. Job matches will reflect all changes to the job seeker's profile, including updated work history or skills.

Real time triage will be accomplished through a series of business logics and ultimately displayed on the Individual Landing Page, communicated to the customer through the page's two-way communication capabilities, or via other communication methods. Examples of triage include the provision of localized labor market information, targeted wage information, and customized UI information as determined by individual customer characteristics. Furthermore, triage will include a continuous assessment of the job seeker's information and activities, which will trigger further interaction and guidance from NYSDOL staff.

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. NYSDOL is exploring strategies to create a virtual Career Center where job seekers can connect with a multitude of One-Stop Center services online. This virtual service would include live chat with career counselors, virtual job fairs, direct link to the NYS Job Bank, resume development support, and a large array of job seeker services. Other initiatives accomplished include:

- 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 used the most up-to-date technology that allows for customers to find Career Center locations regarding of what mobile device they are using.
- Videoconference based customer workshops are being offered to customers receiving services in NYS Career Centers system wide. Videoconferencing allows customers to attend workshops offered in other One-StopCareer 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. These Mobile and Social Media initiatives combined with the Integrated Workforce Registration and the Individual Landing Page will allow a level of virtual services to be provided that, until now, has not been possible.

#### *Revamped One-Stop Operating System*

CareerZone/JobZone ([www.careerzone.ny.gov](http://www.careerzone.ny.gov), [www.jobzone.ny.gov](http://www.jobzone.ny.gov)), NYSDOL's online career planning tools, have been completely re-written as of May 31, 2012 to position them as the self-service customer interface for the One-Stop Operating System (OSOS) case management tool. WIA youth programs across New York State started to integrate CareerZone into their program design and include CareerZone in their Requests for Proposals responses. Similarly, JobZone is being adopted in the Career Centers to reduce the OSOS data entry

demands on staff and facilitate the staff-assisted assignment of online resources to customers. Customers are now able to avail themselves of a greater array of online self-service options and have these activities documented appropriately in their OSOS records. With phase one of the 'Connectivity Project' completed, significant updates and enhancements are available to CareerZone and JobZone customers including additional jobseeker tools, improved assessments, and enhanced graphics. In addition a new ungraded portfolio level has been added to the CareerZone system to support the needs of WIA youth programs across the state.

Phase two (already underway) will include additional functional improvements including 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 by late Fall, allowing for public release before the end of the calendar year.

#### *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 and impact the workforce system such as the state's transition to a new high school equivalency diploma (HSE) to replace the current GED and a new credential to take the place of the old IEP Diploma. NYSDOL and the State Education Department will be continuing the partnership established in prior year's incentive grant activities to address these emerging needs.

To meet the needs that have emerged from these key education transitions, PY 2011 incentive grant funds will focus on enhancing the college and career readiness of youth in need and the development of a curriculum that will prepare young adults for the new Test Assessing Secondary Completion and ensure the readiness for community college.

In order to enhance the college and career readiness of youth in need the SED and DOL will partner together to build capacity across the system to ensure that youth are prepared for these critical college and career readiness transitions. DOL has proposed the development of a new partnership with Youth Power, an innovative, youth driven community based organization that can assist NYSDOL and NYSED 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.
- Development of a CareerZone Youth Ambassador Program to help youth and the organization that service them to utilize this enhanced career exploration and planning system to its full extent.

In order to prepare New Yorkers for successful completion of the Test Assessing Secondary Completion (TASC) and ensure their readiness for community college, WIA incentive grant activities will focus on the development of an

Request for Proposal (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 be generic enough to be used in programs based in locations other than community college campuses (e.g., WIA Youth Programs, adult education programs including 51 Literacy Zones) and be applicable to New York State community colleges. Desired outcomes for the preparation program include:

- Attainment of TASC score sufficient to be awarded a New York State HSE
- Alignment with TASC college and career readiness score
- Attainment of Accuplacer and Compass scores sufficient to demonstrate ATB and non-remediation course assignment
- College persistence (i.e., second semester enrollment) at rates significantly greater than the institution norm
- College completion at rates significantly greater than the institution norm

#### *Reemployment Eligibility Assessment (REA)*

The Reemployment Services program in NYS develops and maintains strong linkages between the UI program and Career Centers. NYSDOL has developed the Reemployment Operating System (REOS), which facilitates the communication of information related to UI claimants between UI and Career Centers 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. NYSDOL continues to update and enhance REOS as needed to allow Career Center staffs to more effectively manage reemployment service customers. For example, most recently we have modified REOS as needed to enable staff to identify and schedule EUC claimants for REA as required under the Middle Class Tax Act and to record and track attendance, failures to report, and services for reporting purposes.

New York State has actively pursued federal REA grant funding and received the largest share of REA federal grant dollars in the country for the past three years. NYS operates REA in 25 of its 33 Local Workforce Investment Areas (LWIAs) and in 44 NYS Career Centers across the state. In addition, NYS FY2013 funding will allow for continuation of the current program at the same level plus a 6% increase to expand the REA program in targeted underserved LWIAs.

#### *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 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; NYS Office of People with Developmental Disabilities (OPWDD); NYS Adult Career and Continuing Education Services – Vocational Rehabilitation; NYS Commission for the Blind and Visually Handicapped; NYS Office of Alcohol and Substance Abuse Services; and NYS Office for the Aging. In May 2013, the Division of Veteran's Affairs (DVA) 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, 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](http://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 NYS 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 real time 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.

#### *H-1B Technical Skills Training Grant*

In November 2011, New York State was awarded a \$5 Million United States Department of Labor/Employment and Training Association (USDOL/ETA), 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. NYSDOL's 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 September 5, 2013, 155 participants have been enrolled in the program.

The Department drafted 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, 178 nurses are participating in this program which is scheduled to run through 2015.

#### *Disability Employment Initiative*

The first generation (Round 1) of the Disability Employment Initiative (DEI) has been in operation in NYS since October 1, 2010 and is scheduled to end no later than January 31, 2014. This grant provides USDOL funding that better enables all Career Centers in 13 Local Workforce Investment Areas (LWIAs) pilot sites the ability to offer specialized services to customers with disabilities. The services under this initiative are provided by up to 27 Disability Resource Coordinators staffed throughout the 13 LWIAs. In addition, the NYS Adult Career and Continuing Education Services (ACCES-VR) has committed \$600,000 to support this initiative. The project will end no later than January 31, 2014 due to this discontinuance of federal funding.

In order to sustain the DEI when the project officially ends, the Department (in partnership with the NYS Office of Mental Health) has developed a sustainability strategy by maximizing revenue potential through the US Social Security Administration's Ticket to Work Program. The New York Employment Services System (NYESS), combined with NYS's designation as a statewide Administration Employment Network, will be the conduit that drives the Ticket to Work milestone/outcome revenue. A portion of all ticket revenue generated at the state level will be designated to support the delivery of a disability employment program at all LWIAs that are contracted partners of the statewide Administrative Employment Network.

As a footnote to the current DEI activities cited above, the Department has been awarded Round 4 DEI funding from USDOL in the amount of \$3,857,758 to support the DEI in four additional LWIAs that did not participate under Round 1.

#### *Young Adult Ex- Offender Initiative*

On July 2, 2013, the Department 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 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, Bi-gender, or Transgender. In the long term, this initiative will benefit the New York City region by helping participants of this initiative to become gainfully employed, tax-paying, law-abiding citizens, which in turn helps make the streets safer and strengthens the State's economy.

#### *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 to the formerly incarcerated.

- NYSDOL's 91 Career Centers have identified dedicated workforce professionals to serve as primary contacts for both businesses interested in hiring ex-offenders, and for assisting the formerly incarcerated in finding gainful employment. The WFS Liaisons participate in monthly meetings, trainings and events to further develop their skills in servicing the formerly incarcerated.
- NYSDOL 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 and Western New York. Training will also occur in the Capital Region in October 2013. 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. NYSDOL WFS Liaisons then provide employment related Services to low-risk ex-offenders. NYSDOL has partnered with DCJS, Corrections, and Parole in the development of this pilot.

### *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 PFS 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 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 NYC from prison; and 3) have high employment needs. CEO's evidence-based 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.

NYS DOL, as the State's Workforce Agency, is the official State applicant for the grant. However, the project is truly a collaborative effort among the Chamber, Division of the Budget (DOB), Division of Criminal Justice Services (DCJS) and the Department of Corrections and Community Supervision (DOCCS). The intermediary procured for the project is *Social Finance, Inc.* 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. Social Finance has secured a commitment for over \$7.4 million in investment capital for the project. Michael Puma, principal of *Chesapeake Research Associates* has been procured to serve as an independent validator for the project.

#### *New York Youth Works*

NYS DOL is implementing a Governor's youth employment program supported through state dollars. The New York Youth Works Program (NYYW) was authorized to combat high unemployment among New York State youth living in 12 target areas across the State. To encourage the hiring of unemployed and disadvantaged youth ages 16 to 24 NYYW provides for \$25 million in tax credits to businesses that hire certified youth between January 1, 2012 and December 31, 2012. To encourage sustained meaningful employment the amount of the tax credit is tied to the duration of employment and number of hours worked (full or part-time).

The NYYW program also makes \$8 million available to help these youth succeed in the labor market through: work-readiness and occupational skills training, acquisition of a National Work Readiness Credential, and job referral and placement services. In addition, youth who participate in the NYYW program are eligible to receive a \$300 monthly stipend for up to three months (\$900 maximum) to assist with the cost of participating in training and/or transitioning to work (e.g., day care, clothing and transportation).

The NYYW Program promotes inter-agency cooperation with current and phase two partners including NYSDOL, Department of Taxation and Finance, Office of Children and Family Services, Department of Corrections and Community Supervision, and Division of Criminal Justice Services. The program also leverages other sources of funding (e.g., clean energy funding from the NYS Energy Research and Development Authority or NYSERDA) and exemplifies innovative policy, procedures and procurement to improve business and community engagement and services to youth across New York State.

By the end of 2012, 33,126 youth applications were submitted to the program, of which 27,111 youth were certified. There were 2,154 business applications submitted of which 1,901 were certified. There were 12,866 hires of certified youth by 1,270 certified businesses.

## **State Workforce Investment Board**

The State Workforce Investment Board (SWIB) is currently being reconstituted and its responsibilities broadened to more closely align with the work of the Regional Economic Development Councils. Nominees for membership have been selected and are undergoing final background checks. The first meeting of the reconstituted Board is anticipated in the fall of 2013.

## **Building System Capacity**

The Department 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 the 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 program year 2012, the Department hosted, developed, delivered, facilitated, coordinated, or otherwise supported activities which included:

- Over 120 webinars
- 49 workforce system weekly conference calls
- 2 major State conferences
- Veterans training conference
- 12 Youth Issues calls
- 2 Presentation Skills training series
- 6 Interviewing Skills for Front Line Staff trainings
- Addressing the Upset Customers Training Series
- Serving the Seasoned Worker Training
- 135 Career Fairs statewide and 565 Recruitments

Regional Councils:

The Department continues to support the Governor's "New York Open for Business" Regional Council initiative. NYSDOL staff continued in 2012 to organize and deliver webinars that support the Regional Economic Development Councils (REDCs). In addition to virtual support, NYSDOL has also been instrumental in coordinating and staffing Regional Council events including the REDC Awards Ceremony held in December 2012.

Consolidated Funding Applications:

The Department participates in the Governor's Consolidated Funding Application (CFA) initiative. The third round of CFA funding was released on June 17, 2013. DOL again identified \$5 million in WIA Rapid Response funding which must be used to avert lay offs by training existing employees at risk of losing their jobs unless they upgrade their skills. Funds can also be used for classroom or on-the-job (OJT) training for long-term unemployed dislocated workers who need training to be hired. NYSDOL staff continued their support in 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.

#### Standardized Customer Workshops:

NYS DOL staff developed "The Uniform Curriculum Project," which will result in Career Center workshop content consistency, affording customers the same quality job seeking information regardless of the Career Center location. The workshop topics that were developed include: Career Exploration, Skills Identification, Transferable Skills, Resume Writing, Cover Letters, Networking, Interviewing and Job Search. Additional modules are currently under design to address using social media in the job search and job search for customers with limited English proficiency.

#### Information System Training and Technical Assistance:

- Staff provides 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 based (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.
- NYS DOL staff provided training and guidance to LWIA to encourage greater use of videoconferencing as a delivery method for Career Center workshops for job seeking customers.
- 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 is meeting monthly via videoconference/conference call to discuss social media as it applies to job seeking customers.
- Virtual Chat – NYS DOL is exploring an IT solution to provide virtual career advising services through Live Chat. A Live Chat with Career Advisor option would be available through JobZone to self-service customers to connect with a workforce professional during business hours. Based on customer surveys, this service is of interest to unemployed customers and could provide resume writing assistance, interviewing tips and strategies and answer basis to advanced career development and job search questions.
- Videoconference Based Career Advising to Veteran Customers Pilot - NYS DOL is piloting the provision of in-person Career Center services through a virtual delivery method using a 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 by being 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 will select 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) will 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.

- **Workshop Scheduling Calendar** – NYSDOL is exploring an IT solution to coordinate and market Career Center job seeker workshops. Through calendaring software, NYSDOL can compile in one centralized location on the DOL website, every job seeker workshop offered in the New York State Career Center system statewide. The calendaring software can promote videoconference delivered customer workshops, publicize workshops in languages other than English, and provide registration capabilities. The calendaring software would result in stronger collaboration and coordination between Career Centers.
- **Career Center Locator** – NYSDOL has been collaborating with ITS staff to overhaul our existing web based Career Center Locator. The new locator uses mobile responsiveness 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 will be continuing/supplementing many of these activities through PY 2013.

## WIA Waivers

This section discusses 13 waivers relevant to PY 2012, including how the waivers changed State and local activities, and how activities carried out under the waivers have had an impact, directly or indirectly, on State and local area performance outcomes.

Usage of these waivers was tracked via an LWIB survey at the end of the Program Year. The survey also allowed LWIBs to suggest waivers they would like the State to pursue in the future.

### ***Existing waivers extended July 1, 2011 through June 30, 2012***

1. **Funds Flexibility:** Waiver of WIA Section 134(a)(1)(A) to permit a portion of the funds reserved for rapid response activities to be used for incumbent worker training (up to 20% of rapid response funds were allowed to be used this way, and only as part of a lay-off aversion strategy and for skill attainment activities)..

This waiver was used in PY 2012. The State obligated \$1,109,915.79 against its PY 2010 Rapid Response waiver for Incumbent Worker Training during PY 2012. These funds were set aside in the State's PY 2011 spending plan for Rapid Response activities. Regarding the State's PY 2012 Rapid Response waiver, the State has set aside \$5 million for the Round Three of the Consolidated Funding Application. At this time, it is not known the amount that can be charged to this waiver as the final award decisions will not be completed until December 2013.

2. **Funds Flexibility:** Waiver of the required 50% employer contribution for

customized training at WIA section 101(8)(C).

This waiver 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. Three local areas took advantage of the waiver. Although this number is relatively low, 14 areas expressed interest in this waiver for PY 12 as they try to expand their programs or as funds become available.

For the areas that did use this waiver, it allowed them to introduce customized training to more businesses during PY 12 because of an increased interest in training reimbursement. One area noted that this waiver will open the door to speak with businesses about the various funding opportunities through WIA. Because this waiver was not widely used, it is not yet clear what impact it had on outcomes. A local area did note that it had a positive impact with its workers trained under this waiver and workers were able to retain employment with their businesses. It is anticipated that in the future the waiver will positively impact the population of workers who will be receiving the training. 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.

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. Fourteen local areas took advantage of the waiver. 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. While not all areas took advantage of this waiver because their OJT programs were funded with NEG funds, 20 areas expressed interest in this waiver for PY 12.

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.

4. Funds Flexibility: Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training (up to 10% of local Dislocated Worker funds and up to 10% of local Adult funds were allowed to be used this way, and only as part of a layoff aversion strategy and for skill attainment activities. Use of local Adult funds was restricted to serving lower income adults).

This waiver gave the state the option to provide additional funding toward

incumbent worker training programs to improve job retention and avoid additional layoffs. NYSDOL has in place an approval process where local areas submit a request to the state for each instance in which they would like to implement this waiver for an incumbent worker training program. While 13 areas requested the waiver, none of these areas ever requested approval to implement the waiver in PY 2012.

This waiver has not affected performance outcomes for Program Year 2012, as it was not utilized or approved. Governor's Reserve: Waiver from the requirement to provide incentive grants to local areas (WIA Section 134(a)(2)(B)(iii) and 20CFR 665.200(e)).

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 incentive grants to local areas. The state's reduced funds were used to cover the following required activities: operating fiscal and management accountability information systems (WIA Section 134(a)(2)(B)(vi) and 20 C.F.R. 665.200(b)(1)); submitting required reports (WIA Section 136(f)); disseminating the list of eligible training providers for adults and dislocated workers (WIA Section 134(a)(2)(B)(i) and 20 C.F.R. 665.200 (b)(1)), and youth activities (20 C.F.R. 665.200(b)(4)), and; providing technical assistance to poor performing local areas (WIA Section 134(a)(2)(B)(iv) and 20 C.F.R 665.200(f)).

5. 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 the following required activities: operating fiscal and management accountability information systems (WIA Section 134(a)(2)(B)(vi) and 20 C.F.R. 665.200(b)(1)); submitting required reports (WIA Section 136(f)); disseminating the list of eligible training providers for adults and dislocated workers (WIA Section 134(a)(2)(B)(i) and 20 C.F.R. 665.200 (b)(1)), and youth activities (20 C.F.R. 665.200(b)(4)), and; providing technical assistance to poor performing local areas (WIA Section 134(a)(2)(B)(iv) and 20 C.F.R 665.200(f)).

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 that the waiver is indirectly having a positive effect on outcomes.

6. 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. The state's reduced funds were used to cover the following required activities: operating fiscal and management accountability information systems (WIA Section 134(a)(2)(B)(vi) and 20 C.F.R. 665.200(b)(1)); submitting required reports (WIA Section 136(f)); disseminating the list of eligible training providers for adults and dislocated workers (WIA Section 134(a)(2)(B)(i) and 20 C.F.R. 665.200 (b)(1)), and youth activities (20 C.F.R. 665.200(b)(4)), and; providing technical assistance to poor performing local areas (WIA Section 134(a)(2)(B)(iv) and 20 C.F.R 665.200(f)).

7. 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 the 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 increased 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 One-Stop System customers. It is noted that this waiver makes it easier for one-stop staff to be familiar with the performance measures, as well as to train new staff on the measures.

8. 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 WIASRD 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 was not utilized on the local level, since Waiver 4 was not approved for any local area.

This waiver directly affects the staff of the businesses and the Department's reporting and recordkeeping staff. However, since Waiver 4 above had not been used, there was no need for local areas to use this waiver.

9. 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.

This waiver allowed the state to put 72 youth in training through the use of ITAs in PY 2012. On the local level, this waiver allowed areas to offer a broader menu of training options to older and out-of-school youth, to provide better engagement of and assistance to the harder-to-serve older and out-of-school youth. 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. .

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

This waiver allowed the State to increase the amount of needy youth served. Twenty-three local areas took advantage of this waiver in PY 12.

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 One-Stop System 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 One-Stop System centers 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, 2012 through September 30, 2012***

11. Youth: Waiver of performance measures for youth participants in summer youth employment activities and co-enrolled in 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. Six local areas utilized this waiver during 2012. 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 with this waiver, they have met all their youth performance measures.

12. 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. Six local areas utilized this waiver during 2012. 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. Doing so saved time for staff who were then able 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	57	57.9	134,551
			232,222
Employment Retention Rate	81	79.6	126,910
			159,415
Average Earnings	\$13,401	\$12,930	\$1,639,850,347
			126,824

**Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	52.0	4,679	53.7	9,341	37.2	5,405	45.8	15,202
		8,995		17,409		14,539		33,159
Employment Retention Rate	72.8	3,468	78.3	9,447	72.8	4,984	78.3	14,438
		4,765		12,066		6,845		18,451
Average Earnings	\$8,791	\$30,389,967	\$16,127	\$152,125,963	\$10,254	\$51,063,971	\$14,612	\$210,847,050
		3,457		9,433		4,980		14,430

**Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	68.0	5,139	57.6	129,412
		7,555		224,667
Employment Retention Rate	84.4	6,370	79.4	120,540
		7,547		151,868
Average Earnings	\$14,781	\$93,315,329	\$12,833	\$1,546,535,018
		6,313		120,511

**Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	53	50.3	122,556
			243,570
Employment Retention Rate	81.5	81.2	103,301
			127,204
Average Earnings	\$19,172	\$18,801	\$1,941,435,839
			103,265

**Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	45.3	6,740 14,885	39.5	2,941 7,450	39.4	19,269 48,937	51.9
Employment Retention Rate	77.1	5,600 7,268	75.2	2,411 3,208	76.4	14,831 19,405	71.9	489 680
Average Earnings	\$18,340	\$102,648,623 5,597	\$12,989	\$31,290,035 2,409	\$18,932	\$280,720,416 14,828	\$9,472	\$4,631,779 489

**Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	68.2	4,417 6,479	49.8
Employment Retention Rate	86.3	4,947 5,735	81.0	98,354 121,469
Average Earnings	\$16,609	\$81,667,544 4,917	\$18,910	\$1,859,768,295 98,348

**Youth (14-21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	66.5	69.2	3,112
			4,500
Attainment of Degree or Certificate	59.9	66.0	2,770
			4,195
Literacy and Numeracy Gains	48	56.5	1,413
			2,501

**Other Reported Information**

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements 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	80.5	126,238	\$1,026	\$160,590,215	0.0	15	\$5,313	\$714,283,857	8.8	454
		156,779		156,512		134,551		134,445		5,139
Dislocated Workers	82.3	103,765	84.2	\$1,958,849,053	0.0	11	\$8,133	\$996,206,773	7.9	348
		126,108		\$2,327,376,532		122,556		122,488		4,417

**Participation Levels**

Reported Information	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	708,156	547,059
Total Adults (self-service only)	43,772	38,305
WIA Adults	378,620	302,539
WIA Dislocated Workers	352,353	255,733
<b>Total Youth (14-21)</b>	10,342	5,075
Out-of-School Youth	5,712	3,243
In-School Youth	4,630	1,832

**Cost of Program Activities**

Program Activity	Total Federal Spending
<b>Local Adults</b>	\$41,657,595
<b>Local Dislocated Workers</b>	\$34,134,307
<b>Local Youth</b>	\$39,682,974
<b>Rapid Response</b> (up to 25%) WIA Section 134(a)(2)(B)	\$13,690,920
<b>Statewide Required Activities</b> (up to 15%) WIA Section 134(a)(2)(B)	\$8,121,594
<b>Statewide Allowable Activities</b> WIA Section 134(a)(2)(B)	
<b>Program Activity Description</b>	
Miscellaneous	\$678,529
Indirect Admin	\$2,443,498
<b>Total of All Federal Spending Listed Above</b>	\$140,409,417

**Local Performance**

Albany/Rensselaer/Schenectady Counties	Total Participants Served	Adults	
		17,520	
		Dislocated Workers 8,577	
		Youth (14-21) 253	
36005	Total Exiters	Adults 13,522	
		Dislocated Workers 5,604	
		Youth (14-21) 105	
Reported Information		Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	Adults 57	64.7
		Dislocated Workers 53	66.5
Retention Rates		Adults 81	81.7
		Dislocated Workers 81.5	84.9
Average Earnings (Adults/DWs)		Adults \$13,401	\$13,347
		Dislocated Workers \$19,172	\$17,971
Placement in Employment and Education		Youth (14 - 21) 66.5	60.3
Attainment of Degree or Certificate		Youth (14 - 21) 59.9	75.5
Literacy or Numeracy Gains		Youth (14 - 21) 48	54.3
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
		0	3
		Exceeded	6

Local Performance				
New York City	Total Participants Served	Adults	132,338	
		Dislocated Workers	151,691	
		Youth (14-21)	4,258	
36015	Total Exitors	Adults	111,870	
		Dislocated Workers	123,533	
		Youth (14-21)	2,006	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	52.4	
	Dislocated Workers	53	41.5	
Retention Rates	Adults	81	77.6	
	Dislocated Workers	81.5	78.4	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,995	
	Dislocated Workers	\$19,172	\$18,416	
Placement in Employment and Education	Youth (14 - 21)	66.5	71.9	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	70.3	
Literacy or Numeracy Gains	Youth (14 - 21)	48	59.9	
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).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		1	5	3

Local Performance

City of Yonkers	Total Participants Served	Adults	
		3,324	
		Dislocated Workers 4,708	
		Youth (14-21) 89	
36030	Total Exiters	Adults	
		2,578	
		Dislocated Workers 3,117	
		Youth (14-21) 32	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	60.9
	Dislocated Workers	53	62.4
Retention Rates	Adults	81	82.4
	Dislocated Workers	81.5	83.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$14,500
	Dislocated Workers	\$19,172	\$19,613
Placement in Employment and Education	Youth (14 - 21)	45	71.4
Attainment of Degree or Certificate	Youth (14 - 21)	50	42.9
Literacy or Numeracy Gains	Youth (14 - 21)	45	42.1
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
		0	2
			Exceeded
			7

Local Performance

Chemung/Schuyler/Steuben Counties	Total Participants Served	Adults	
			8,678
36045	Total Exitters	Dislocated Workers	4,778
		Youth (14-21)	183
		Adults	7,579
Reported Information		Dislocated Workers	3,163
		Youth (14-21)	100
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	66.0
	Dislocated Workers	53	65.8
Retention Rates	Adults	81	81.0
	Dislocated Workers	81.5	84.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,785
	Dislocated Workers	\$17,437	\$14,581
Placement in Employment and Education	Youth (14 - 21)	66.5	71.3
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	56.1
Literacy or Numeracy Gains	Youth (14 - 21)	40	41.3
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	Performance Level	
		Negotiated Performance Level	Actual Performance Level
		Adults	4,459
		Dislocated Workers	2,443
		Youth (14-21)	90
36065	Total Exiters	Adults	3,380
		Dislocated Workers	1,508
		Youth (14-21)	55
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	65.1
	Dislocated Workers	53	59.5
Retention Rates	Adults	81	77.0
	Dislocated Workers	81.5	74.5
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,617
	Dislocated Workers	\$19,172	\$13,865
Placement in Employment and Education	Youth (14 - 21)	66.5	85.7
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	72.4
Literacy or Numeracy Gains	Youth (14 - 21)	48	57.1
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
	1	3	5

Local Performance

Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Adults		
		4,896		
		Dislocated Workers 11,019		
		Youth (14-21) 106		
36075	Total Exitters	Adults 3,943		
		Dislocated Workers 7,387		
		Youth (14-21) 76		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	60.4	
	Dislocated Workers	53	59.2	
Retention Rates	Adults	81	83.0	
	Dislocated Workers	81.5	82.6	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$18,705	
	Dislocated Workers	\$19,172	\$28,219	
Placement in Employment and Education	Youth (14 - 21)	66.5	78.0	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	72.3	
Literacy or Numeracy Gains	Youth (14 - 21)	48	47.1	
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).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	1	8

**Local Performance**

Niagara County	Total Participants Served	Adults	
			9,379
		<b>Dislocated Workers</b>	3,020
		<b>Youth (14-21)</b>	155
36080	Total Exiters	<b>Adults</b>	7,297
		<b>Dislocated Workers</b>	2,117
		<b>Youth (14-21)</b>	81
Reported Information		Negotiated	Actual
		Performance Level	Performance Level
Entered Employment Rate	<b>Adults</b>	57	65.9
	<b>Dislocated Workers</b>	53	63.9
Retention Rates	<b>Adults</b>	81	80.0
	<b>Dislocated Workers</b>	81.5	82.4
Average Earnings (Adults/DWs)	<b>Adults</b>	\$13,401	\$11,507
	<b>Dislocated Workers</b>	\$17,365	\$14,737
Placement in Employment and Education	<b>Youth (14 - 21)</b>	66.5	78.1
Attainment of Degree or Certificate	<b>Youth (14 - 21)</b>	59.9	59.1
Literacy or Numeracy Gains	<b>Youth (14 - 21)</b>	48	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	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	4	5

Local Performance

Oneida/Herkimer/Madison Counties	Total Participants Served	Performance Level	
		Negotiated Performance Level	Actual Performance Level
		<b>Adults</b>	12,058
		<b>Dislocated Workers</b>	6,224
		<b>Youth (14-21)</b>	267
36090	Total Exiters	<b>Adults</b>	9,424
		<b>Dislocated Workers</b>	3,908
		<b>Youth (14-21)</b>	102
<b>Entered Employment Rate</b>	<b>Adults</b>	57	62.5
	<b>Dislocated Workers</b>	53	66.0
<b>Retention Rates</b>	<b>Adults</b>	81	82.0
	<b>Dislocated Workers</b>	81.5	85.2
<b>Average Earnings (Adults/DWs)</b>	<b>Adults</b>	\$13,401	\$11,964
	<b>Dislocated Workers</b>	\$19,172	\$14,228
<b>Placement in Employment and Education</b>	<b>Youth (14 - 21)</b>	66.5	73.9
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	59.9	56.5
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	48	73.8
<b>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).</b>			
<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	1	2	6

Local Performance

Orange County	Total Participants Served	Adults	6,302	
		Dislocated Workers	5,738	
36095	Total Exiters	Youth (14-21)	349	
		Adults	4,500	
		Dislocated Workers	3,719	
Reported Information		Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	Adults	57
Retention Rates	Dislocated Workers	53	58.0	
	Adults	81	80.9	
Average Earnings (Adults/DWs)	Dislocated Workers	81.5	83.8	
	Adults	\$13,401	\$15,153	
Placement in Employment and Education	Dislocated Workers	\$19,172	\$18,288	
Attainment of Degree or Certificate	Youth (14 - 21)	66.5	63.2	
Literacy or Numeracy Gains	Youth (14 - 21)	59.9	50.7	
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).		Youth (14 - 21)	48	41.1
Overall Status of Local Performance	Not Met	Met	Exceeded	
	0	5	4	

Local Performance

Oswego County	Total Participants Served	Adults		
		3,991		
36100	Total Exiters	Dislocated Workers		
		2,173		
		Youth (14-21)		
Reported Information		Negotiated	Actual	
		Performance Level	Performance Level	
Entered Employment Rate	Adults	57	67.8	
	Dislocated Workers	53	63.3	
Retention Rates	Adults	81	79.8	
	Dislocated Workers	81.5	83.7	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,317	
	Dislocated Workers	\$17,333	\$14,809	
Placement in Employment and Education	Youth (14 - 21)	66.5	76.5	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	73.3	
Literacy or Numeracy Gains	Youth (14 - 21)	48	71.4	
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	3	6

**Local Performance**

Rockland County	Total Participants Served	Adults		
			4,731	
36105	Total Exitters	Dislocated Workers	6,901	
		Youth (14-21)	122	
		Adults	3,661	
Reported Information		Dislocated Workers	4,348	
		Youth (14-21)	33	
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	63.9	
	Dislocated Workers	53	61.7	
Retention Rates	Adults	81	82.2	
	Dislocated Workers	81.5	85.3	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$18,413	
	Dislocated Workers	\$19,172	\$32,578	
Placement in Employment and Education	Youth (14 - 21)	66.5	73.9	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	71.0	
Literacy or Numeracy Gains	Youth (14 - 21)	48	61.9	
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).				
		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
<b>Overall Status of Local Performance</b>		0	0	9

Local Performance

St. Lawrence County	Total Participants Served	Adults		
		5,281		
36110	Total Exiters	Dislocated Workers		
		1,469		
		Youth (14-21)		
Reported Information		Negotiated Performance Level		
		Actual Performance Level		
Entered Employment Rate	Adults	57	67.9	
	Dislocated Workers	53	68.0	
Retention Rates	Adults	81	79.5	
	Dislocated Workers	81.5	71.4	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,316	
	Dislocated Workers	\$16,622	\$14,928	
Placement in Employment and Education	Youth (14 - 21)	66.5	85.0	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	90.9	
Literacy or Numeracy Gains	Youth (14 - 21)	48	81.8	
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

Saratoga/Warren/Washington Counties	Total Participants Served	Adults	9,446
		Dislocated Workers	3,842
36115	Total Exiters	Youth (14-21)	130
		Adults	7,758
		Dislocated Workers	2,902
Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults
Dislocated Workers	53		67.4
Retention Rates	Adults	81	80.9
	Dislocated Workers	81.5	79.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,494
	Dislocated Workers	\$18,230	\$17,990
Placement in Employment and Education	Youth (14 - 21)	66.5	80.0
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	86.1
Literacy or Numeracy Gains	Youth (14 - 21)	48	51.0
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	3	6

Local Performance

Suffolk County	Total Participants Served	Adults		
		14,702		
36120	Total Exiters	Dislocated Workers		
		28,640		
		Youth (14-21)		
Reported Information		Negotiated Performance Level		
		Actual Performance Level		
Entered Employment Rate	Adults	57	58.4	
	Dislocated Workers	53	58.5	
Retention Rates	Adults	81	81.7	
	Dislocated Workers	81.5	83.3	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$16,575	
	Dislocated Workers	\$19,172	\$20,592	
Placement in Employment and Education	Youth (14 - 21)	66.5	57.1	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	71.6	
Literacy or Numeracy Gains	Youth (14 - 21)	48	63.4	
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**

Ulster County	Total Participants Served	Adults	
		4,222	
36125	Total Exitters	Dislocated Workers	
		85	
		Youth (14-21)	
Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults
Retention Rates	Dislocated Workers	53	64.2
	Adults	81	78.5
Average Earnings (Adults/DWs)	Dislocated Workers	81.5	84.9
	Adults	\$13,401	\$13,471
Placement in Employment and Education	Dislocated Workers	\$16,211	\$15,805
	Youth (14 - 21)	66.5	81.3
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	88.6
Literacy or Numeracy Gains	Youth (14 - 21)	48	80.0
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

Columbia/Greene Counties	Total Participants Served	Adults		
		2,026		
36135	Total Exiters	Dislocated Workers		
		1,356		
		Youth (14-21)		
Reported Information		Negotiated Performance Level		
		Actual Performance Level		
Entered Employment Rate	Adults	57	62.7	
	Dislocated Workers	53	62.4	
Retention Rates	Adults	81	83.5	
	Dislocated Workers	81.5	84.1	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,815	
	Dislocated Workers	\$18,367	\$16,934	
Placement in Employment and Education	Youth (14 - 21)	66.5	60.8	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	62.3	
Literacy or Numeracy Gains	Youth (14 - 21)	48	78.0	
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	3	6

Local Performance

Sullivan County	Total Participants Served	Adults	
			2,843
		Dislocated Workers 1,317	
		Youth (14-21) 21	
36140	Total Exiters	Adults	
			2,132
		Dislocated Workers 938	
		Youth (14-21) 9	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	55.4
	Dislocated Workers	53	56.7
Retention Rates	Adults	81	76.6
	Dislocated Workers	81.5	77.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,898
	Dislocated Workers	\$15,534	\$14,340
Placement in Employment and Education	Youth (14 - 21)	66.5	100.0
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	83.3
Literacy or Numeracy Gains	Youth (14 - 21)	48	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	5	4

Local Performance

Fulton/Montgomery/Schoharie Counties	Total Participants Served	Performance Level	
		Negotiated Performance Level	Actual Performance Level
		<b>Adults</b>	3,632
		<b>Dislocated Workers</b>	3,321
		<b>Youth (14-21)</b>	122
36145	Total Exiters	<b>Adults</b>	3,287
		<b>Dislocated Workers</b>	2,508
		<b>Youth (14-21)</b>	80
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
<b>Entered Employment Rate</b>	<b>Adults</b>	57	55.7
	<b>Dislocated Workers</b>	53	55.1
<b>Retention Rates</b>	<b>Adults</b>	81	79.5
	<b>Dislocated Workers</b>	81.5	81.2
<b>Average Earnings (Adults/DWs)</b>	<b>Adults</b>	\$13,401	\$11,136
	<b>Dislocated Workers</b>	\$14,116	\$12,688
<b>Placement in Employment and Education</b>	<b>Youth (14 - 21)</b>	66.5	71.0
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	59.9	52.2
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	48	47.8
<b>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).</b>			
<b>Overall Status of Local Performance</b>	<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
	0	7	2



Local Performance

Chenango/Delaware/Otsego Counties	Total Participants Served	Performance Levels	
		Negotiated Performance Level	Actual Performance Level
		Adults	3,317
		Dislocated Workers	1,951
		Youth (14-21)	121
36155	Total Exiters	Adults	3,127
		Dislocated Workers	1,455
		Youth (14-21)	45
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	57.0
	Dislocated Workers	53	55.3
Retention Rates	Adults	81	78.6
	Dislocated Workers	81.5	83.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,871
	Dislocated Workers	\$16,778	\$14,340
Placement in Employment and Education	Youth (14 - 21)	66.5	69.6
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	79.2
Literacy or Numeracy Gains	Youth (14 - 21)	48	75.9
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	3	6

Local Performance

Finger Lakes	Total Participants Served	Adults	6,215	
		Dislocated Workers	3,353	
36165	Total Exiters	Youth (14-21)	221	
		Adults	4,369	
		Dislocated Workers	2,067	
		Youth (14-21)	123	
Reported Information			Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	Adults	57	67.4
Dislocated Workers		53	64.9	
Retention Rates	Adults	81	80.9	
	Dislocated Workers	81.5	83.6	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,369	
	Dislocated Workers	\$18,668	\$15,715	
Placement in Employment and Education	Youth (14 - 21)	66.5	53.9	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	58.4	
Literacy or Numeracy Gains	Youth (14 - 21)	48	51.2	
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).				
		Not Met	Met	Exceeded
<b>Overall Status of Local Performance</b>		0	5	4

Local Performance

GLOW	Total Participants Served	Adults		
		6,596		
36170	Total Exitters	Dislocated Workers		
		3,025		
		Youth (14-21)		
Reported Information		Adults		
		5,324		
		Dislocated Workers		
		1,995		
		Youth (14-21)		
		83		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	69.9	
	Dislocated Workers	53	69.6	
Retention Rates	Adults	81	81.0	
	Dislocated Workers	81.5	82.7	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,007	
	Dislocated Workers	\$18,567	\$15,204	
Placement in Employment and Education	Youth (14 - 21)	66.5	67.7	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	65.9	
Literacy or Numeracy Gains	Youth (14 - 21)	48	50.0	
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

Onondaga County	Total Participants Served	Performance Level	
		Negotiated Performance Level	Actual Performance Level
36185	Total Exitters	Adults	9,648
		Dislocated Workers	9,976
		Youth (14-21)	325
Reported Information		Adults	7,127
		Dislocated Workers	6,018
		Youth (14-21)	136
Entered Employment Rate	Adults	57	66.0
	Dislocated Workers	53	66.2
Retention Rates	Adults	81	82.3
	Dislocated Workers	81.5	84.8
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,495
	Dislocated Workers	\$19,172	\$16,408
Placement in Employment and Education	Youth (14 - 21)	66.5	77.0
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	67.3
Literacy or Numeracy Gains	Youth (14 - 21)	48	65.9
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	1	8

Local Performance

Cayuga/Cortland Counties	Total Participants Served	Adults	4,922
		Dislocated Workers	1,993
36195	Total Exiters	Youth (14-21)	64
		Adults	3,530
Reported Information		Dislocated Workers	1,293
		Youth (14-21)	29
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	71.1
	Dislocated Workers	53	68.4
Retention Rates	Adults	81	80.2
	Dislocated Workers	81.5	84.7
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,142
	Dislocated Workers	\$17,164	\$15,148
Placement in Employment and Education	Youth (14 - 21)	66.5	96.3
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	75.9
Literacy or Numeracy Gains	Youth (14 - 21)	48	40.0
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).			
		Not Met	Met
<b>Overall Status of Local Performance</b>		0	4
			Exceeded
			5

Local Performance

Allegany/Cattaraugus Counties	Total Participants Served	Adults	
		4,905	
		Dislocated Workers 1,464	
		Youth (14-21) 101	
36210	Total Exiters	Adults 3,176	
		Dislocated Workers 787	
		Youth (14-21) 60	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	63.6
	Dislocated Workers	53	66.8
Retention Rates	Adults	81	79.7
	Dislocated Workers	81.5	83.1
Average Earnings (Adults/DWs)	Adults	\$13,292	\$11,577
	Dislocated Workers	\$14,487	\$12,682
Placement in Employment and Education	Youth (14 - 21)	66.5	61.4
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	64.7
Literacy or Numeracy Gains	Youth (14 - 21)	48	55.2
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	4	5

Local Performance

Chautauqua County	Total Participants Served	Adults	6,051
		Dislocated Workers	2,482
36215	Total Exiters	Youth (14-21)	90
		Adults	4,875
		Dislocated Workers	1,715
Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults
Retention Rates	Dislocated Workers	53	63.2
	Adults	81	77.9
Average Earnings (Adults/DWs)	Dislocated Workers	81.5	83.1
	Adults	\$13,401	\$11,066
Placement in Employment and Education	Dislocated Workers	\$16,401	\$13,701
	Youth (14 - 21)	66.5	60.0
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	52.4
Literacy or Numeracy Gains	Youth (14 - 21)	48	41.2
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				
Broome/Tioga Counties	Total Participants Served	Adults	5,853	
		Dislocated Workers	6,164	
		Youth (14-21)	117	
36220	Total Exiters	Adults	4,332	
		Dislocated Workers	4,086	
		Youth (14-21)	95	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	58.5	
	Dislocated Workers	53	64.0	
Retention Rates	Adults	81	75.1	
	Dislocated Workers	81.5	82.7	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,235	
	Dislocated Workers	\$16,780	\$13,979	
Placement in Employment and Education	Youth (14 - 21)	66.5	76.3	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	77.6	
Literacy or Numeracy Gains	Youth (14 - 21)	48	90.3	
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

Tompkins County	Total Participants Served	Adults	
			1,485
36225	Total Exiters	Dislocated Workers	
			905
		Youth (14-21)	
Reported Information		Adults	
			1,185
		Dislocated Workers	
			638
		Youth (14-21)	
			46
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	63.0
	Dislocated Workers	53	59.3
Retention Rates	Adults	81	80.3
	Dislocated Workers	81.5	84.6
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,799
	Dislocated Workers	\$17,860	\$14,533
Placement in Employment and Education	Youth (14 - 21)	66.5	71.4
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	52.5
Literacy or Numeracy Gains	Youth (14 - 21)	48	80.0
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	4	5

Local Performance

Dutchess County	Total Participants Served	Adults	
		Dislocated Workers	6,266
36230	Total Exitters	Youth (14-21)	
		Adults	4,843
		Dislocated Workers	2,386
Reported Information		Youth (14-21)	
		37	
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	57.5
	Dislocated Workers	53	59.2
Retention Rates	Adults	81	82.9
	Dislocated Workers	81.5	84.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$15,033
	Dislocated Workers	\$19,172	\$19,983
Placement in Employment and Education	Youth (14 - 21)	66.5	88.0
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	91.4
Literacy or Numeracy Gains	Youth (14 - 21)	48	79.3
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**

Putnam County/Balance of Westchester County	Total Participants Served	Adults	
		8,904	
36235	Total Exiters	Dislocated Workers	
		Youth (14-21)	
		621	
Reported Information		Adults	
		Dislocated Workers	
		Youth (14-21)	
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	57.1
	Dislocated Workers	53	57.7
Retention Rates	Adults	81	82.2
	Dislocated Workers	81.5	83.8
Average Earnings (Adults/DWs)	Adults	\$13,401	\$19,684
	Dislocated Workers	\$19,172	\$28,245
Placement in Employment and Education	Youth (14 - 21)	66.5	65.8
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	61.9
Literacy or Numeracy Gains	Youth (14 - 21)	48	47.6
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	13,932	
		Dislocated Workers	17,962	
		Youth (14-21)	551	
36240	Total Exiters	Adults	11,148	
		Dislocated Workers	10,203	
		Youth (14-21)	243	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	58.8	
	Dislocated Workers	53	59.4	
Retention Rates	Adults	81	81.5	
	Dislocated Workers	81.5	83.7	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,387	
	Dislocated Workers	\$18,029	\$15,590	
Placement in Employment and Education	Youth (14 - 21)	66.5	64.6	
Attainment of Degree or Certificate	Youth (14 - 21)	59.9	50.0	
Literacy or Numeracy Gains	Youth (14 - 21)	48	42.1	
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).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	5	4

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