



NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM

2011 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 implemented 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.
- The New York State Department of Labor (NYSDOL) dedicated \$3.7 million in state-level WIA resources to the Governor's Consolidated Funding Application to provide workforce development resources to 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.
- 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 now operates REA in 23 of the 33 Local Workforce Investment Areas (LWIAs) in the state and is in the process of expanding REA into an additional two LWIAs based on increased funds received in the FY 2012 REA award. In addition, New York has also requested funding through the FY 2012 UI Supplemental Funding Request process to expand REA statewide in calendar year 2013 and is hopeful for a positive response to this recent supplemental grant request.
- Governor Cuomo initiated two key programs to stimulate youth employment under his New York Works agenda: NY Youth Works and a Summer Jobs Program. Both programs were enacted under an extraordinary session of the NYS Legislature in December 2011 in response to high unemployment rates for youth. The NY Youth Works program is designed to provide permanent, unsubsidized employment for youth across New York State. Eligible participants include unemployed, low-income youth aged 16 through 24 who are located in one of the following areas: Albany, Brookhaven, Buffalo, Hempstead, Mount Vernon, New Rochelle, New York City, Rochester, Schenectady, Syracuse, Utica,

and Yonkers. Businesses that hire and retain the youth are entitled to tax credits of up to \$4,000. The Summer Jobs Program will enable more than 18,000 teens to be employed across the state this summer. Eligible participants must be aged 14 through 20, and their family must be a recipient of public assistance or have a family income below 200 percent of the federal poverty level (for example, \$37,060 for a family of three).

- 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. Work is also underway for State universities to award college credits to veterans for their previous military training and coursework.

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 2011

WIA Annual Report

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

Last year, 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. In 2011, each Council was required to develop a five-year strategic plan to compete for \$200 million in regional economic development resources. The four regions with the top strategic plans, as ranked by a Strategic Plan Review Committee, received \$40 million in resources; the balance of the funding was distributed among the remaining six regions.

In their various plans, the REDCs listed priority areas specific to their region. Under the various REDC plans, the 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.

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 eight other state agencies collaborated to create the 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.

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.

NYS DOL's part in the CFA was to make State-level WIA funds available to support three types of training initiatives: Worker Skills Upgrading to train incumbent workers; On-the-Job Training to train newly hired workers who came from the ranks of the long-term unemployed; and Unemployed Worker Training to train 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 NYS DOL made 107 awards totaling \$3.7 million to train 5,288 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 second round of Consolidated Funding Applications for Existing Worker and New Hire training programs. Staff is currently reviewing applications and awards should be made in Fall 2012.

Workforce Investment Board Regional Planning

In June 2011, in response to Governor Cuomo's creation of the REDCs, NYSDOL asked local Workforce Investment Boards (LWIBs) to prepare regional plans highlighting their efforts to support the REDCs' goals and strategies.

Examples from some of the 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, 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.

Southern Tier

- The Southern Tier REDC's goal is to become "New York's Leader in Energy Efficiency and Renewable Energy Technology." Through an Energy Workforce Development Initiative, the region will develop a highly qualified and vibrant workforce prepared to respond to the opportunities resulting from the emergence of the energy industry in the Southern Tier for projects such as wind farm construction and maintenance; weatherization of homes, businesses, and public buildings for maximum efficiency; retrofit of residential and commercial facilities for efficiency improvements and installation of biomass heating systems; expanded research and manufacturing of existing and new solar energy technology products; increasing energy efficiency use in buildings through improved weatherization and application of electricity-saving technologies; and natural gas extraction and operations. To help the region achieve its goals, the Southern Tier WIBs, which includes the Broome/Tioga WIB, Chemung/Schuyler/Steuben WIB, Chenango/Delaware/Otsego WIB, and Tompkins WIB, have committed to:
 - Target resources and identify additional resources to train / upgrade the skills of the energy sector workforce.
 - Jointly promote energy sector careers utilizing the Workforce NY Career Centers in the Southern Tier as well as connections with school districts, youth program providers, and other relevant entities.

- The Southern Tier REDC is also committed to undertake a Health Care Workforce Development initiative. Professional workforce resources, together with the integration of new technology, are essential elements of maintaining an effective and efficient delivery of health care services in the region. Southern Tier Health Care 2020 addresses critical workforce training, retention and development issues in public and private health care, education, business, and industry. It also creates targeted public investment opportunities in health care and higher education collaborations that focus on IT professionals, nursing education and other health care related faculty positions. The Southern Tier WIBs have committed to developing a healthcare workforce pipeline conducting activities such as:
 - Reviewing existing career marketing materials and career information.
 - Using business services staff to assist employers with posting their healthcare positions and searching the talent bank for qualified employees.
 - Tompkins WIB will continue to sponsor a yearly healthcare career expo.
 - CDO Workforce will support the Central NY Area Health Education Center through participating on their regional committee, which includes marketing and advancing healthcare career educational projects.

North Country

- The North Country REDC's goal is to further develop the region's higher education cluster and design and implement incentives for collaborative research and entrepreneurial activity among and between them. To achieve this they will 1) create an investment fund designed to provide seed capital and support for group scholarship and research which is undertaken jointly by two or more North Country educational institutions with commercial outcomes; 2) encourage the institutions of higher learning to become mixed-use centers of the North Country knowledge community by underwriting business incubators proximate to the institutions in the region; and 3) dedicate staff and faculty resources for the solving of system problems of regional business issues in such areas of regional strength as supply chain, advanced materials and environmental analysis. The Region's WIBs will serve as proactive partners in these efforts:
 - The Jefferson-Lewis WIB works in close partnership with Jefferson Community College and the Small Business Development Center.
 - The North Country WIB works in close partnership with Clinton Community College, North Country Community College, SUNY Plattsburgh, and a consortium of community organizations.

- The St. Lawrence County WIB works in close partnership with St. Lawrence County's five colleges – especially SUNY Canton and the Small Business Development Center located there.
- The WIBs will create intern listings for college students; increase manufacturing summer youth positions; and participate in STRIVE, a national, innovative employment and training program model.

State Level WIA Activities

Services to Adults and Dislocated Workers

For PY 2011 (July 1, 2011 - June 30, 2012) our preliminary data indicates participant levels for the Adult and DW programs were 367,808 and 335,533 respectively. This reflects a decrease in the Adult participant levels of approximately 3%, and an increase in DW participant levels of approximately 4% from PY 2010, continuing trends experienced in 2009 and 2010 reflecting the downturn in the economy. Under the Youth Program 10,739 have been served, which is a decrease from PY 2010 of approximately 29%. These figures are based on reported participant levels included in the WIA Standard Record Data (WIASRD) Reports.

Revamped One-Stop Operating System

CareerZone/JobZone (www.careerzone.ny.gov, 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. Similarly, JobZone is being adopted in the One-Stop Career centers to reduce the OSOS data entry demands on staff and facilitate the staff-assisted assignment of online resources to customers. 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 upgraded 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.

Services to Youth

Governor Cuomo initiated two key programs to stimulate youth employment under his New York Works agenda: NY Youth Works and a Summer Jobs Program. Both programs were enacted under an extraordinary session of the NYS Legislature in December 2011 in response to high unemployment rates for youth.

- Nationally, the percentage of employed youth aged 16 through 24 was at the lowest level (48.8%) across the 60+ years the Bureau of Labor Statistics (BLS) has tracked youth employment;
- In New York State, the unemployment rate among Hispanic youth (ages 16-19) was over 35%;

- A key predictor of future success in the workforce is early exposure to work experience. Young people who have an opportunity to gain work experience are more likely to stay in school, and avoid crime, gang behavior, drugs, and unwanted pregnancies; and
- Youth wages are “high velocity” dollars in the local economy. Youth are highly likely to spend their wages quickly and locally, on items such as clothes, food and household expenses.

Summer Jobs Express!

NYS DOL dedicated \$5.5 million in WIA funds to pilot the Summer Jobs Express! (SJE) program to support summer employment opportunities for 2,807 low-income, eligible youth ages 14 – 21 in fifteen high-need areas of the state. The program operated from June 13, 2011 through September 30, 2011 and was developed to encourage private sector investment in providing summer jobs for youth.

Priority in awarding funds was given to qualifying LWIAs that:

1. Coordinated with local social services districts that have been awarded State funds to operate a summer youth employment program for youth from households whose income is 200% or less of poverty;
2. Demonstrated existing business commitments for hiring youth; and
3. Leveraged private sector resources to support summer jobs for eligible youth.

SJE grant monies were used to provide at least five weeks of employment with at least 50% of funds spent on wages. Early program activities were dedicated to preparing youth for the summer work experience. Pre-employment activities could include: dressing appropriately, workplace safety, time management, and good communication skills. SJE programs were required to offer a work readiness component throughout the youth’s work experience that aligned with the National Work Readiness Credential (NWRC) competencies.

Of the 2,807 participants, 316 took the NWRC test and 183 passed for a success rate of 58%. The SJE program model also required employers to complete a pre- and post-employee evaluation for each youth employed. Based on pre and post employment evaluations, participants in the Summer Jobs Express! program demonstrated significant improvement in their workplace skills as viewed by their employers. They showed the most improvement in the “solving problems using math” category. Post-employment evaluation scores indicated that businesses would likely rehire 85% of SJE participants if they had an opening available.

Youth served under this program were tracked through the NYS DOL’s One Stop Operating System.

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 NYSEERDA) and exemplifies innovative policy, procedures and procurement to improve business and community engagement and services to youth across New York State.

As of June of this year, 12,693 youth had been certified to participate in the program; 592 businesses had been certified to participate in the program and had offered 8,466 part time positions and 10,049 full time positions. For the same timeframe, 572 youth had been hired as a result of Governor Cuomo's New York Youth Works initiative.

Services to Veterans

Veteran's services in New York are delivered through the One-Stop Career Centers either under priority of service or the Jobs 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 One-Stop Career Centers throughout the state. The One-Stop 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 One-Stop 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 One-Stop Career Centers in New York. New York State issued policy regarding the Gold Card program to the One-Stop 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 One-Stop Career staff are coordinated and complementary.

Services to Returning National Guard Members

One-Stop 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 One-Stop 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 One-Stop 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 one of two ways. They return to New York while on terminal leave from the military and seek out services as a result of the NYSDOL Employment Workshop, provided as a part of the Transition Assistance Program, or they receive services from a DVOP or a LVER at a military installation located in New York State. New York State currently provides services at the Warrior in Transition Units located at West Point and Ft. Drum. Soldiers at these two sites receive assistance in planning their post military careers, developing resumes, interviewing, and job search skills as well as job search assistance. 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 One-Stop services in the state to which they return.

Performance Targets for Jobs for Veterans State Grant Funded Staff	PY 2011 Negotiated Rate	Actual Rate Q4 PY 2011	Goal Met Yes/No
DVOPS			
Disabled Veterans EER	45%	48%	Y
Disabled Veterans ERR	75%	77%	Y
LVER			
Recently Separated Veterans EER	44%	50%	Y
Recently Separated Veterans ERR	75%	77%	Y
DVOPS/LVER Consolidated			
Veterans EER – Weighted	51%	54%	Y
Veterans ERR	75%	79%	Y
Veterans Average Earnings (AE)	\$16,556	\$17,186	Y
One-Stop Services for Veterans			
Veterans Entered Employment Rate (EER)	50%	51%	Y
Veterans Employment Retention Rate (ERR)	74%	78%	Y
Veterans Average Earnings (AE)	\$16,662	\$17,068	Y
Disabled Veterans Entered Employment Rate (EER)	46%	48%	Y
Disabled Veterans Employment Retention Rate (ERR)	74%	78%	Y
Disable Veterans Average Earnings (AE)	\$17,096	\$16,702	N

Services to Businesses

Over the past year, New York State has focused on improving the business climate in the state and restoring New York’s reputation as a world-class place in which to live and do business. Considerable strides have been made in the economic development arena by targeting regional initiatives to drive success. DOL’s efforts have aligned with this mission by continuing to partner with local staff on regional sector initiatives and by utilizing on-the-job training programs to facilitate job creation. By coupling workforce development and economic development, we are better prepared to address the ever-changing needs of business.

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 services 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.

PY2011 Accomplishments include:

- Achieved significantly improved business penetration rates by targeting priority sectors, marketing OJT and other One-Stop services, encouraging businesses to index job openings on JobCentral, and improving business intelligence data entry in the One-Stop Operating System.
- Established Service Indicators to monitor progress, which included services provided to the Top 100 largest businesses in the region and to the Top 50 most frequent users of the state Job Bank. Analysis conducted in July 2012 shows that these teams have made significant improvements in servicing the businesses in their regions. Statewide average for the above mentioned indicators is 89% and 98% attainment respectively. While some regions scored very high on incentive measures, others continue to need improvement. These areas are receiving additional technical assistance and capacity building.
- Increased the number of jobs listed on the New York State Job Bank, DOL's main source for job postings and job seeker resumes. The Job Bank includes over 91,500 job listings from a wide array of industries and a total of more than 119,000 job openings. This is the largest number of openings we've ever had on the Job Bank and is reflective of the outreach effort NYSDOL has made to engage the business community in listing opportunities with us.

On-the-Job Training Programs

In PY 2011 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 - \$3.4 million from USDOL's National Emergency Grant (NEG) program for an On-the-Job Training initiative. This program was aimed at assisting long-term dislocated workers. This program awarded \$3.3 million and put 559 individuals back to work.
- Green Jobs / Green New York OJT – DOL has collaborated with the New York State Energy Research and Development Authority on the Green Jobs / Green New York (GJ-GNY) initiative. The program leverages \$875,000 in clean energy assets under the GJ-GNY Act to assist both new hires and incumbent workers in learning green skills. This program has recently been extended until June 30, 2013. To date, NYSDOL has awarded just over \$606,000 to 28 businesses and placed 77 individuals in training programs.
- Consolidated Funding Application (CFA) – NYSDOL set aside \$3 million in Round One of the Governor's CFA initiative. Businesses could apply for up to two of three programs: Worker Skills Upgrade (Incumbent Workers), On-the-Job Training (New Hires), and Unemployed Worker (Classroom training). This program is ongoing; to date, we have contracts with 107 New York State businesses. Specific to the OJT portion of the program, NYSDOL has awarded \$38,430 to five businesses for a total of nine new hires.

These On-the-Job Training programs proved to be successful vehicles for workforce development and the response from the business community was very positive. Building on this success, NYSDOL set aside an additional \$5 million for a second round of Consolidated Funding Applications for Existing Worker and New Hire training programs. Staff is currently reviewing applications and awards should be made in the fall of 2012. Additionally, as a result of our successful implementation of the first National Emergency Grant, USDOL has recently awarded New York \$6.4 million additional NEG OJT funds – the highest award given out to any state.

Rapid Response

NYSDOL saw an increase concerning the number of affected workers impacted by Worker Adjustment and Retraining Notifications(WARN) as filed during PY 2011. This was due in part to New York's increasing unemployment rate, which was 9.1% by June 2012. During PY 2011, NYSDOL received 451 WARN notices impacting 30,401 affected workers. In comparison, during PY 2010, NYSDOL received 387 WARN notices impacting 28,569 affected workers. Additionally, during PY 2011, NYSDOL conducted workforce intelligence and provided Expeditious Response for 410 (non-WARN) layoff events which impacted 16,212 affected workers. In comparison, during PY 2010, NYSDOL provided Expeditious Response for 420 (non-WARN) layoff events which impacted 15,622 affected workers.

A total of 48 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 One-Stop Career Centers. Additional activities of the Rapid Response Teams include:

- Continued promotion of the Shared Work Program as a layoff aversion option for businesses.
- Customized services: During PY 2011, customized workshops/networking groups were developed for affected school district workers who were provided both onsite and offsite service, in addition to use of the previously released "Job Search Guide for School District Employees."
- Working closely 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.
- Email Coaching Pilot Program: Selected Rapid Response teams are piloting an email coaching program that engages customers throughout their job search and provides tips and activities to keep them motivated and successful. Each emailed 'lesson' includes a link to a feedback survey customers complete so that staff can determine if additional services are needed.

Shared Work

The marketing of Shared Work through presentations to businesses, business organizations, organized labor, and business newsletter articles began in October 2008 and is ongoing. During PY 2011, 934 plans were approved to begin and 11,903 participants were registered in the program. These statistics represent a decline of 0.25% and 14% respectively, when compared on a statewide basis with PY 2010. This experience is illustrated in the following chart:

Region	Plans Approved to Begin		Projected Number of Workers		Number of Participants	
	PY 2011	PY 2010	PY 2011	PY 2010	PY 2011	PY 2010
Statewide	934 -0.25%	1,239	22,236 -10%	24,697	11,903 -14%	13,799
Capital Region	85	117	1,283	1,819	757	990
Central	67	83	1,688	2,110	977	1,108
Finger Lakes	124	156	4,204	3,633	1,880	1,926
Mid-Hudson	95	126	993	1,933	563	799
Long Island	147	191	2,054	2,680	1,134	1,481
Mohawk Valley	45	64	2,146	2,441	819	1,339
New York City	128	204	1,772	2,409	1,104	1,673
North Country	24	27	868	666	256	466
Southern	69	82	4,069	3,016	2,294	1,643
Western	129	160	2,850	3,441	1,661	1,917
OSR	18	25	302	475	438	429
Unknown	3	4	7	74	20	28

Customer Service Indicators

Customer Service Indicators (CSIs) are designed to move the One-Stop 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 (PY11), NYSDOL utilized CSIs that covered the following topics:

- *Serving Business Customer Base*
 - a. NYSDOL's goal was to increase relationships with relevant businesses in each region to facilitate better connections between jobseekers and businesses.
 - b. Two cohorts of businesses were deemed important for this outreach effort: the largest businesses in each region, and the most actively hiring businesses. The 100 largest businesses in each region were determined using the QCEW. Each month the

New York State Job Bank was queried to determine the top 50 businesses with the most job openings in each region.

- c. This measure required that 95% of both of these cohorts received contact from our regional business services teams during the performance period. This resulted in 900 of the largest businesses and 4,500 businesses who were actively hiring during PY11 receiving services from NYSDOL.
- *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 our 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 PY10. 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 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.

WIA Waivers

This section discusses 13 waivers relevant to PY 2011, 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 2011. The State obligated \$1,109,915.79 against its PY 2010 Rapid Response waiver for Incumbent Worker Training during PY 2011. These funds were set aside in the State's PY 2011 spending plan for Rapid Response activities. If these funds were not used for Incumbent Worker Training contracts, the funds would have been available for Rapid Response activities performed by NYS DOL staff or they could have been used to assist Local Workforce Investment Areas to provide additional funding to provide assistance for mass layoffs/plant closings. Regarding the State's PY 2011 Rapid Response waiver, the State has set aside \$5 million for the Round Two 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 October 2012.

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 PY12 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 PY11 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 incumbent workers who will be receiving the training. There will also be a positive impact on the state's businesses, particularly those with 100 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 PY12.

This waiver, where utilized, is having a positive impact on the population of incumbent workers receiving training, and a positive impact on the state's businesses, particularly those with 100 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 PY2011.

This waiver has not affected performance outcomes for Program Year 2011, as it was not utilized or approved. However, this may change in PY 2012, as twelve local areas have expressed interest in having the waiver available for use in PY 2012.

5. 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)).

6. 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.

7. 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)).

8. 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.

9. 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.

10. 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 223 youth in training through the use of ITAs. Twenty local areas used this waiver. 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. Twenty-six local areas are interested in this waiver for PY12.

11. 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. Thirteen local areas took advantage of this waiver in PY11; an additional ten areas have expressed interest in this waiver for PY12.

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 One-Stop 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, 2011 through September 30, 2011

12. 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 2011. 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.

This waiver has been extended, and is also effective May 1, 2012 through September 30, 2012. Eighteen local areas requested this waiver for the summer of 2012. It is too early to report on how the waiver has changed the activities of the local areas for the period of May 1, 2012 through September 30, 2012. Follow up for this period will be completed and submitted in the PY 2012 Annual Report.

13. 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 2011. 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.

This waiver has been extended, and is also effective May 1, 2012 through September 30, 2012. Eighteen local areas requested this waiver for the summer of 2012. It is too early to report on how the waiver has changed the

activities of the local areas for the period of May 1, 2012 through September 30, 2012. Follow up for this period will be completed and submitted in the PY 2012 Annual Report.

Other Initiatives / Grant Activities

Reemployment Eligibility Assessment (REA)

The Reemployment Services program in NYS develops and maintains strong linkages between the UI program and One-Stop systems. NYSDOL has developed the Reemployment Operating System (REOS), which facilitates the communication of information related to UI claimants between UI and One-Stop systems and staff. REOS provides One-Stop 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 One-Stop staffs to more effectively manage reemployment service customers. For example, most recently we have modified REOS as needed to enable One-Stop Center 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 additional federal REA grant funding and now receives the largest share of REA federal grant dollars in the country. NYS operates REA in 23 of its 33 Local Workforce Investment Areas (LWIAs) and is in the process of expanding REA into an additional two LWIAs based on increased funds received in the FY 2012 REA award. In addition, NYS has also requested funding through the FY 2012 UI Supplemental Funding Request process to expand REA statewide in Calendar Year 2013 and is hopeful for a positive response to this recent supplemental grant request.

New York Employment Services System (NYESS)

NYESS revolutionizes employment supports for New Yorkers with disabilities and generates millions of dollars 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. Phase 2 provides additional features and functions as well as brings on additional agencies and service providers.

In February, 2012, the federal Social Security Administration (SSA) announced that NYESS (www.nyess.ny.gov) was designated as the first statewide Employment Network (EN) in the United States. ENs are designated by the SSA to assist people with disabilities in finding competitive jobs. The statewide EN designation allows SSA the ability to collaborate directly with New York to document

employment outcomes for individuals with disabilities holding a Ticket to Work and demonstrate the effectiveness of the Ticket to Work program. As a statewide EN, NYESS creates a real time network of providers working with multiple state agencies using a single, real-time employment data / case management system. This statewide effort will also generate millions of dollars in incentive payments to be reinvested in expanded job supports for people with disabilities.

Unemployment Insurance (UI) Connectivity Grant

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 One-Stop 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 and 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.

Real time job matching will be accomplished using the State's Skills Matching and Referral Technology (SMART) system. SMART uses skills matching instead of key word matching 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. 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 localized labor market information, targeted wage information, and customized UI information. 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 One-Stop 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 include: an expansion of virtual career services within the One-Stop Center (video counseling, email based job coaching, social media based job finding clubs, etc.), surveying customers to determine which technology tools and social media sites are predominantly used to improve communication with job seekers,

and making One-Stop Center services available on mobile devices through providing services via mobile friendly websites.

UI Connectivity aligns with State policy of calling in all UI customers to have an in-person appointment at the One-Stop 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. In addition, the process of an online Workforce registration as well as customized landing page will allow a level of virtual services to be provided that, until now, has not been possible. *H-1B Technical Skills Training Grant*

In November 2011, New York State applied for and 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. Our proposal focused on two distinct career pathways, Advanced Manufacturing and Registered Nursing.

The Advanced Manufacturing Pathway Project, to be implemented in the Finger Lakes Region, would focus on developing a talent pipeline for the existing and emerging advanced manufacturing industries in the region. The purpose of the program would be to provide funding for certain types of advanced manufacturing training for participants who are unemployed, enrolled in the WIA Adult and/or Dislocated Worker Program, and have a high school diploma or GED.

The Department began drafting a Request for Proposals for the Registered Nurse Upgrade Project, a statewide incumbent worker training initiative. The purpose of the project would be 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.

Healthcare Workforce Development Subcommittee

The Healthcare Workforce Development Subcommittee, created under the auspices of the State Workforce Investment Board, applied for and received a \$150,000, one year, State Healthcare Workforce Development Planning Grant in 2010. Throughout 2011, State agencies, stakeholders, and partners, collaborated through five workgroups, to effectively review the primary care healthcare workforce in New York State. The Subcommittee's overview, findings, and recommendations for next steps were developed to set the stage for an implementation plan that would expand the primary care Full Time Equivalent healthcare workforce by 10 to 25 percent over the next 10 years. This target will be required to meet the expected demand for healthcare services due to new healthcare delivery models, an aging population, and the provisions of the federal Patient Protection and Affordable Care Act.

STATE WORKFORCE INVESTMENT BOARD HIGHLIGHTS

The federal Workforce Investment Act requires each state to establish a State Workforce Investment Board (SWIB) to assist the Governor in carrying out the duties required in Section 111(d) of WIA including: designation of local workforce

investment areas, review of local plans, development of the State Plan, and development and continuous improvement of a statewide system of activities funded under WIA Title IB and carried out through the one stop delivery system. The SWIB has been in transition over the past year. With the launching of Governor Cuomo's Regional Economic Development Council initiative and the SAGE (Spending and Government Efficiency) Commission review of state agencies and boards, there has been recommendation that the SWIB be reconstituted and its responsibilities broadened to more closely align with the Regional Council work. A final recommendation is expected sometime this fall.

Building System Capacity

The Department has made a serious commitment in staff and resources to support the Governor's "New York Open for Business" Regional Council initiative. DOL staff collaborated on the development of the overall Consolidated Funding Application parameters and review process, development of the Regional Council strategic plan review and analysis process, and coordinated staffing and support for each of the Regional Councils. DOL has also been instrumental in coordinating Regional Council events including: the Governor's Regional Council Statewide Conference in September 2011, the Strategic Plan Review events held in November 2011 and the Awards Ceremony held in December 2011.

The Department continues to provide training and capacity-building activities to the State's workforce development and one-stop system. Utilizing WIA Title IB statewide activities funds, 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 one-stop centers, program providers and stakeholders. Overseen by the Division of Employment and Workforce Solutions (DEWS) staff, capacity-building activities will continue to be delivered through Department staff to workforce professionals statewide through a variety of methods.

During program year 2011, the Department hosted, developed, delivered, facilitated, coordinated, or otherwise supported activities which included:

- Over 120 webinars;
- 48 workforce system weekly conference calls;
- 2 major State conferences (Fall Conference and Youth Academy);
- 3 Regional Economic Development Council events;
- 1 Regional Economic Development Council Statewide Conference;
- 1 veterans training conference;
- 8 One Stop Operator/Manager meetings;
- 15 Youth Issues Calls;
- 2 Presentation Skills training series; and
- 1 Apprenticeship Training Council Meeting.

Information System Training and Technical Assistance:

- Staff provides a multitude of training throughout the year to local workforce staff on the State's One-Stop Operating System (OSOS), and the Re-employment Operating System (REOS).

- The Department was part of an interagency team that developed and delivered training for approximately 250 service providers and Office of Mental Health state agency staff for The New York Employment Services System (NYESS) computer case management system. NYESS helps all of a customer's service providers work together to help the customer find, get and keep a job. Several state agencies are participating in this joint case management system that will serve as a single point of access for all New Yorkers seeking employment and employment supports, regardless of an individual's (dis)abilities and regardless of the state agency system for which they receive employment services/supports.
- As part of the Governor's Experience Counts Initiative, which helps returning Veterans get jobs in NYS, DOL 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. The standard security guard curriculum created by DCJS consists of an eight hour pre-assignment training and a 16 hour on-the-job training, both given in person. As a result of their training, experience, and knowledge, most of this training could be waived for some veterans. Eligible Veterans include those that were Infantry, Marine Rifleman, Military Police, Air Force Security and Navy Master of Arms.
- In lieu of the eight hour pre-assignment training and the 16 hour on-the-job training, an on-line training video was created by DOL that will last approximately 2 ½ hours. Each section contains clearly identified objectives, and includes an interactive portion at the end of each section. Veterans with the required military experience can complete our 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. With the launch of the online security training for Veterans, which will be administered in One-Stop Career Center statewide, we expect to fill several thousand job openings across the state for security guard positions.
- Adobe Captivate tutorial training modules are being developed for the workforce system in lieu of in-person training due to the current travel restrictions.
- DOL staff provided training and guidance to local workforce investment areas to encourage greater use of videoconferencing as a delivery method for One-Stop Career Center workshops for job seeking customers.
- DOL staff developed "The Uniform Curriculum Project", which will result in workshop content consistency, affording customers the same quality job seeking information regardless of the One-Stop Center location. The workshop topics that were developed include: Career Exploration, Skills Identification, Transferable Skills, Resume Writing, Cover Letters, Networking, Interviewing, and Job Search.
- Social media is an essential tool for helping the unemployed find jobs. A Social Media Community of Practice group was established among the One-Stop centers in New York State; approximately 80 One-Stop managers and staff will meet monthly via videoconference/conference call to discuss social media as it applies to job seeking customers.
- The Department will be continuing/supplementing many of these activities through PY 2012.

Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	57	57.2	134,210
			234,817
Employment Retention Rate	82	79.6	132,969
			167,093
Average Earnings	\$12,625	\$13,556	\$1,800,987,478
			132,852

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	53.7	37.2	45.8	4,679	9,341	5,405	15,202
					8,995	17,409	14,539	33,159
Employment Retention Rate	72.8	78.3	72.8	78.3	3,468	9,447	4,984	14,438
					4,765	12,066	6,845	18,451
Average Earnings	\$8,791	\$16,127	\$10,254	\$14,612	\$30,389,967	\$152,125,963	\$51,063,971	\$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	65.5	56.7	7,174	127,036
			10,957	223,860
Employment Retention Rate	83.1	79.3	9,388	123,581
			11,303	155,790
Average Earnings	\$14,751	\$13,466	\$137,475,665	\$1,663,511,813
			9,320	123,532

Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	51	54.5	116,901
			214,614
Employment Retention Rate	82	81.5	96,513
			118,394
Average Earnings	\$15,980	\$19,389	\$1,870,535,228
			96,473

Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	48.7	6,673	43.6	2,932	43.5	17,755	49.2	560
		13,697		6,721		40,817		1,139
Employment Retention Rate	78.1	5,681	77.2	2,357	76.8	13,664	72.5	543
		7,277		3,055		17,801		749
Average Earnings	\$19,047	\$108,131,806	\$13,115	\$30,898,439	\$19,246	\$262,791,568	\$8,643	\$4,693,144
		5,677		2,356		13,654		543

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	68.9	5,640	53.9	111,261
		8,187		206,427
Employment Retention Rate	85.5	5,915	81.3	90,598
		6,917		111,477
Average Earnings	\$17,742	\$104,392,474	\$19,496	\$1,766,142,754
		5,884		90,589

Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	62	63.6	3,803
			5,975
Attainment of Degree or Certificate	50	59.9	3,236
			5,400
Literacy and Numeracy Gains	45	48.6	1,288
			2,652

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	80.3	141,137	\$769	\$134,847,878	0.0	47	\$5,400	\$723,611,084	10.9	784
		175,718		175,311		134,210		134,013		7,174
Dislocated Workers	82.1	93,638	86.9	\$1,847,758,118	0.0	21	\$8,012	\$935,924,801	11.3	638
		114,075		\$2,126,242,604		116,901		116,819		5,640

Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	681,677	514,615
Total Adults (self-service only)	29,649	25,414
WIA Adults	367,808	287,788
WIA Dislocated Workers	335,533	238,514
Total Youth (14-21)	10,739	5,380
Out-of-School Youth	6,045	3,262
In-School Youth	4,694	2,118

Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$33,212,702
Local Dislocated Workers		\$36,229,854
Local Youth		\$41,658,603
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$11,633,316
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$9,503,191
Statewide Allowable Activities WIA Section 134(a)(2)(B)	Program Activity Description	
	Miscellaneous	\$5,828,866
	Supplemental Adult (training services for adults)	\$3,000,000
	Summer Jobs (training services for youth)	\$4,575,028
Total of All Federal Spending Listed Above		\$145,641,560

Local Performance

Albany/Rensselaer/Schenectady Counties	Total Participants Served	Adults	18,764	
		Dislocated Workers	8,826	
		Youth (14-21)	298	
36005	Total Exiters	Adults	12,737	
		Dislocated Workers	4,811	
		Youth (14-21)	85	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	57	64.9
		Dislocated Workers	51	70.7
Retention Rates	Adults	82	79.8	
	Dislocated Workers	82	83.6	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,456	
	Dislocated Workers	\$15,980	\$18,339	
Placement in Employment and Education	Youth (14 - 21)	62	59.1	
Attainment of Degree or Certificate	Youth (14 - 21)	50	79.8	
Literacy or Numeracy Gains	Youth (14 - 21)	45	46.3	
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).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	2	7

Local Performance

New York City	Total Participants Served	Adults	
		Dislocated Workers	122,477
36015	Total Exiters	Youth (14-21)	
		Dislocated Workers	134,607
Reported Information		Youth (14-21)	
		Dislocated Workers	4,301
Entered Employment Rate	Adults	Total Exiters	
		Dislocated Workers	105,348
Retention Rates	Adults	Negotiated Performance Level	
		Dislocated Workers	118,324
Average Earnings (Adults/DWs)	Adults	Actual Performance Level	
		Dislocated Workers	1,914
Placement in Employment and Education	Youth (14 - 21)		
		Attainment of Degree or Certificate	
Literacy or Numeracy Gains	Youth (14 - 21)		
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	5
			Exceeded
			4

Local Performance

Chemung/Schuyler/Steuben Counties	Total Participants Served	Adults	
		Dislocated Workers	Youth (14-21)
		9,368	200
		4,619	126
36045	Total Exiters	Adults	
		Dislocated Workers	Youth (14-21)
		6,717	126
		2,802	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	60.5
	Dislocated Workers	51	72.1
Retention Rates	Adults	82	82.9
	Dislocated Workers	82	84.8
Average Earnings (Adults/DWs)	Adults	\$12,625	\$14,029
	Dislocated Workers	\$15,980	\$15,061
Placement in Employment and Education	Youth (14 - 21)	62	63.9
Attainment of Degree or Certificate	Youth (14 - 21)	50	41.7
Literacy or Numeracy Gains	Youth (14 - 21)	45	36.8
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).			
		Not Met	Met
Overall Status of Local Performance		0	3
		Exceeded	6

Local Performance

Hempstead/Long Beach	Total Participants Served	Adults	
		Dislocated Workers	9,901
36060	Total Exitters	Youth (14-21)	17,957
		Adults	152
		Dislocated Workers	6,376
Reported Information		Youth (14-21)	10,103
		Negotiated Performance Level	40
Entered Employment Rate	Actual Performance Level	Actual Performance Level	
		Adults	57
Retention Rates	Adults	Dislocated Workers	52.6
		Dislocated Workers	58
Average Earnings (Adults/DWs)	Adults	Adults	80.2
		Dislocated Workers	82.7
Placement in Employment and Education	Youth (14 - 21)	Adults	\$12,625
		Dislocated Workers	\$17,704
Attainment of Degree or Certificate	Youth (14 - 21)	Youth (14 - 21)	\$15,980
Literacy or Numeracy Gains	Youth (14 - 21)	Youth (14 - 21)	\$23,957
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Jefferson/Lewis Counties	Total Participants Served	Adults		
		Dislocated Workers	Youth (14-21)	
		4,745	96	
36065	Total Exiters	Adults		
		Dislocated Workers	Youth (14-21)	
		3,917	69	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	65.3	
	Dislocated Workers	51	67.3	
Retention Rates	Adults	81	77.8	
	Dislocated Workers	77	76.8	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,891	
	Dislocated Workers	\$15,980	\$13,946	
Placement in Employment and Education	Youth (14 - 21)	62	88.9	
Attainment of Degree or Certificate	Youth (14 - 21)	50	83.7	
Literacy or Numeracy Gains	Youth (14 - 21)	45	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

Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults 57 Dislocated Workers 51
Retention Rates	Adults 82 Dislocated Workers 82	82.1 83.7	
Average Earnings (Adults/DWs)	Adults \$12,625 Dislocated Workers \$15,980	\$12,809 \$16,461	
Placement in Employment and Education	Youth (14 - 21) 62	68.9	
Attainment of Degree or Certificate	Youth (14 - 21) 50	67.8	
Literacy or Numeracy Gains	Youth (14 - 21) 45	30.9	
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 1	Met 0
			Exceeded 8

Local Performance

Oneida/Herkimer/Madison Counties	Total Participants Served	Adults		
		Dislocated Workers	Youth (14-21)	
		12,308	5,032	
		333		
36090	Total Exiters	Adults		
		Dislocated Workers	Youth (14-21)	
		9,590	2,734	
		204		
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	62	
	Dislocated Workers	51	68.8	
Retention Rates	Adults	82	81.9	
	Dislocated Workers	82	82.5	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,893	
	Dislocated Workers	\$15,980	\$14,502	
Placement in Employment and Education	Youth (14 - 21)	62	70.1	
Attainment of Degree or Certificate	Youth (14 - 21)	50	63.5	
Literacy or Numeracy Gains	Youth (14 - 21)	45	53.3	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	3	6

Local Performance

Reported Information		Negotiated Performance Level	Actual Performance Level
		Orange County	Total Participants Served
	36095	Total Exitters	Adults 4,839 Dislocated Workers 3,664 Youth (14-21) 42
Entered Employment Rate	Adults	57	67.3
	Dislocated Workers	51	65.1
Retention Rates	Adults	82	82.6
	Dislocated Workers	82	81.3
Average Earnings (Adults/DWs)	Adults	\$12,625	\$17,106
	Dislocated Workers	\$15,980	\$19,812
Placement in Employment and Education	Youth (14 - 21)	62	75.5
Attainment of Degree or Certificate	Youth (14 - 21)	50	50
Literacy or Numeracy Gains	Youth (14 - 21)	45	37.9
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
		0	2
			Exceeded
			7

Local Performance

Oswego County	Total Participants Served	Adults		
		Dislocated Workers	4,026	
		Youth (14-21)		
			132	
36100	Total Exiters	Adults		
		Dislocated Workers	2,810	
		Youth (14-21)		
			52	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	65.5	
	Dislocated Workers	51	70.6	
Retention Rates	Adults	82	80.5	
	Dislocated Workers	82	83.3	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,065	
	Dislocated Workers	\$15,980	\$15,032	
Placement in Employment and Education	Youth (14 - 21)	62	73.7	
Attainment of Degree or Certificate	Youth (14 - 21)	50	52.2	
Literacy or Numeracy Gains	Youth (14 - 21)	45	90.9	
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		0	2	7

Local Performance

Rockland County	Total Participants Served	Adults		
		Dislocated Workers	Youth (14-21)	
36105	Total Exitters	Adults		
		Dislocated Workers	Youth (14-21)	
Reported Information		Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	Adults	57
Retention Rates	Dislocated Workers	51	61.6	
	Adults	82	83	
Average Earnings (Adults/DWs)	Dislocated Workers	82	86.7	
	Adults	\$12,625	\$22,297	
Dislocated Workers	\$15,980	\$34,568		
Placement in Employment and Education	Youth (14 - 21)	62	66.7	
Attainment of Degree or Certificate	Youth (14 - 21)	50	79.1	
Literacy or Numeracy Gains	Youth (14 - 21)	45	61.7	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	8

Local Performance

St. Lawrence County	Total Participants Served	Adults		
		Dislocated Workers	4,806	
36110	Total Exitters	Youth (14-21)		
		Adults	3,253	
		Dislocated Workers	755	
Reported Information		Youth (14-21)		
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	64.1	
	Dislocated Workers	51	69.9	
Retention Rates	Adults	82	73.6	
	Dislocated Workers	82	71.6	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$12,398	
	Dislocated Workers	\$15,980	\$14,390	
Placement in Employment and Education	Youth (14 - 21)	62	73.5	
Attainment of Degree or Certificate	Youth (14 - 21)	50	74.2	
Literacy or Numeracy Gains	Youth (14 - 21)	45	100.0	
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

Saratoga/Warren/Washington Counties	Total Participants Served	Adults		
		Dislocated Workers	8,518	
		Youth (14-21)		
		135		
36115	Total Exiters	Adults		
		Dislocated Workers	6,341	
		2,226	42	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	66.1	
	Dislocated Workers	51	64.6	
Retention Rates	Adults	82	81.5	
	Dislocated Workers	82	78.9	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,433	
	Dislocated Workers	\$15,980	\$16,734	
Placement in Employment and Education	Youth (14 - 21)	62	60.5	
Attainment of Degree or Certificate	Youth (14 - 21)	50	60	
Literacy or Numeracy Gains	Youth (14 - 21)	45	34.1	
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		1	3	5

Local Performance

Reported Information		Negotiated Performance Level		Actual Performance Level	
Suffolk County	Total Participants Served	Adults		14,854	
		Dislocated Workers		30,243	
		Youth (14-21)		314	
36120	Total Exitors	Adults		10,631	
		Dislocated Workers		16,460	
		Youth (14-21)		235	
Entered Employment Rate	Adults	57		53.4	
	Dislocated Workers	51		63.8	
Retention Rates	Adults	82		81.4	
	Dislocated Workers	82		84.9	
Average Earnings (Adults/DWs)	Adults	\$12,625		\$17,325	
	Dislocated Workers	\$15,980		\$22,521	
Placement in Employment and Education	Youth (14 - 21)	62		57.6	
Attainment of Degree or Certificate	Youth (14 - 21)	50		44.2	
Literacy or Numeracy Gains	Youth (14 - 21)	45		66.9	
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		0	4	5	

Local Performance

Ulster County	Total Participants Served	Adults Dislocated Workers		
		4,124	1,956	
36125	Total Exiters	Youth (14-21)		
		114	2,666	
Reported Information		Negotiated Performance Level		
		Actual Performance Level		
Entered Employment Rate	Adults	57	62	
	Dislocated Workers	51	73	
Retention Rates	Adults	82	78.8	
	Dislocated Workers	82	79.2	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,672	
	Dislocated Workers	\$15,980	\$16,211	
Placement in Employment and Education	Youth (14 - 21)	62	78.7	
Attainment of Degree or Certificate	Youth (14 - 21)	50	79.5	
Literacy or Numeracy Gains	Youth (14 - 21)	45	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

Columbia/Greene Counties	Total Participants Served	Adults	
		Dislocated Workers	2,130
		Youth (14-21)	
		124	
36135	Total Exiters	Adults	
		Dislocated Workers	1,578
		878	
		Youth (14-21)	
		81	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	58.2
	Dislocated Workers	51	56.6
Retention Rates	Adults	82	80.5
	Dislocated Workers	82	83.7
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,462
	Dislocated Workers	\$15,980	\$16,792
Placement in Employment and Education	Youth (14 - 21)	62	63.5
Attainment of Degree or Certificate	Youth (14 - 21)	50	62.9
Literacy or Numeracy Gains	Youth (14 - 21)	45	45.9
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	0	
	Met	1	
	Exceeded		8

Local Performance

Reported Information		Negotiated Performance Level		Actual Performance Level	
Fulton/Montgomery/Schoharie Counties	Total Participants Served	Adults		4,109	
		Dislocated Workers		3,490	
		Youth (14-21)		128	
36145	Total Exiters	Adults		3,651	
		Dislocated Workers		2,632	
		Youth (14-21)		72	
Entered Employment Rate	Adults	57		54.4	
	Dislocated Workers	51		56.4	
Retention Rates	Adults	82		77	
	Dislocated Workers	82		78.7	
Average Earnings (Adults/DWs)	Adults	\$12,625		\$11,401	
	Dislocated Workers	\$14,250		\$12,832	
Placement in Employment and Education	Youth (14 - 21)	62		63.2	
Attainment of Degree or Certificate	Youth (14 - 21)	50		50.7	
Literacy or Numeracy Gains	Youth (14 - 21)	45		70.4	
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).					
		Not Met	Met	Exceeded	
Overall Status of Local Performance		0	5	4	

Local Performance

Reported Information		Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	Adults	57
	Dislocated Workers	51	66.4	
Retention Rates	Adults	82	78.3	
	Dislocated Workers	82	76	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,180	
	Dislocated Workers	\$15,980	\$15,097	
Placement in Employment and Education	Youth (14 - 21)	62	76.6	
Attainment of Degree or Certificate	Youth (14 - 21)	50	83.1	
Literacy or Numeracy Gains	Youth (14 - 21)	45	58.3	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	4	5

Local Performance

Chenango/Delaware/Otsego Counties	Total Participants Served	Adults		
		Dislocated Workers	4,044	
36155	Total Exitters	Youth (14-21)		
		Adults	3,232	
		Dislocated Workers	1,521	
Reported Information		Youth (14-21)		
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	63	
	Dislocated Workers	51	70.9	
Retention Rates	Adults	82	79.6	
	Dislocated Workers	82	84.7	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,841	
	Dislocated Workers	\$15,980	\$14,688	
Placement in Employment and Education	Youth (14 - 21)	62	72.9	
Attainment of Degree or Certificate	Youth (14 - 21)	50	58.1	
Literacy or Numeracy Gains	Youth (14 - 21)	45	62.2	
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
Overall Status of Local Performance		0	3	6

Local Performance

Finger Lakes	Total Participants Served	Adults		
		Dislocated Workers	5,954	
36165	Total Exiters	Youth (14-21)		
		Adults	3,959	
		Dislocated Workers	1,671	
Reported Information		Youth (14-21)		
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	68.5	
	Dislocated Workers	51	74.3	
Retention Rates	Adults	82	80.7	
	Dislocated Workers	82	84.3	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,365	
	Dislocated Workers	\$15,980	\$17,383	
Placement in Employment and Education	Youth (14 - 21)	62	68.2	
Attainment of Degree or Certificate	Youth (14 - 21)	50	60.5	
Literacy or Numeracy Gains	Youth (14 - 21)	45	37.5	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	7

Local Performance

GLOW	Total Participants Served	Adults	
		Dislocated Workers	Youth (14-21)
		6,996	2,891
		221	
36170	Total Exiters	Adults	
		Dislocated Workers	Youth (14-21)
		5,672	149
		1,782	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	68.5
	Dislocated Workers	51	68.8
Retention Rates	Adults	82	80.8
	Dislocated Workers	82	82.6
Average Earnings (Adults/DWs)	Adults	\$12,625	\$12,929
	Dislocated Workers	\$15,980	\$14,854
Placement in Employment and Education	Youth (14 - 21)	62	61.3
Attainment of Degree or Certificate	Youth (14 - 21)	50	54.3
Literacy or Numeracy Gains	Youth (14 - 21)	45	56.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	0	3
	Met		6
Exceeded			

Local Performance

Reported Information		Performance Level		
		Negotiated Performance Level	Actual Performance Level	
Allegany/Cattaraugus Counties	Total Participants Served	Adults	5,097	
		Dislocated Workers	1,392	
		Youth (14-21)	118	
36210	Total Exiters	Adults	3,377	
		Dislocated Workers	704	
		Youth (14-21)	73	
Entered Employment Rate	Adults	57	59.9	
	Dislocated Workers	51	69.7	
Retention Rates	Adults	82	76.9	
	Dislocated Workers	82	80.7	
Average Earnings (Adults/DWs)	Adults	\$12,100	\$10,763	
	Dislocated Workers	\$14,000	\$13,478	
Placement in Employment and Education	Youth (14 - 21)	62	62.9	
Attainment of Degree or Certificate	Youth (14 - 21)	50	50.8	
Literacy or Numeracy Gains	Youth (14 - 21)	45	37.0	
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	Exceeded
Overall Status of Local Performance		0	5	4

Local Performance

Chautauqua County	Total Participants Served	Adults		
		Dislocated Workers	5,771	
		Youth (14-21)		
			109	
36215	Total Exiters	Adults		
		Dislocated Workers	4,809	
		Youth (14-21)		
			46	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	66.4	
	Dislocated Workers	51	68.1	
Retention Rates	Adults	82	82.7	
	Dislocated Workers	82	84.2	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,818	
	Dislocated Workers	\$15,980	\$13,739	
Placement in Employment and Education	Youth (14 - 21)	62	63.6	
Attainment of Degree or Certificate	Youth (14 - 21)	50	75	
Literacy or Numeracy Gains	Youth (14 - 21)	45	41.4	
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).				
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	3	6

Local Performance

Reported Information		Negotiated Performance Level		Actual Performance Level	
Broome/Tioga Counties	Total Participants Served	Adults		4,938	
		Dislocated Workers		6,408	
		Youth (14-21)		131	
36220	Total Exiters	Adults		3,803	
		Dislocated Workers		4,031	
		Youth (14-21)		91	
Entered Employment Rate	Adults	57		66	
	Dislocated Workers	51		70.7	
Retention Rates	Adults	82		81.9	
	Dislocated Workers	82		86.7	
Average Earnings (Adults/DWs)	Adults	\$12,625		\$12,454	
	Dislocated Workers	\$15,980		\$15,683	
Placement in Employment and Education	Youth (14 - 21)	62		79.3	
Attainment of Degree or Certificate	Youth (14 - 21)	50		72.2	
Literacy or Numeracy Gains	Youth (14 - 21)	45		67.2	
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	
Overall Status of Local Performance		0	3	6	

Local Performance

Tompkins County	Total Participants Served	Adults	
		Dislocated Workers	1,789
		Youth (14-21)	
			119
36225	Total Exiters	Adults	
		Dislocated Workers	1,350
		Youth (14-21)	
			46
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	67.4
	Dislocated Workers	51	69
Retention Rates	Adults	82	81.9
	Dislocated Workers	82	80.9
Average Earnings (Adults/DWs)	Adults	\$12,625	\$12,970
	Dislocated Workers	\$15,980	\$16,549
Placement in Employment and Education	Youth (14 - 21)	62	75.6
Attainment of Degree or Certificate	Youth (14 - 21)	50	46.7
Literacy or Numeracy Gains	Youth (14 - 21)	45	44.4
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).			
		Not Met	Met
Overall Status of Local Performance		0	4
			Exceeded
			5

Local Performance

Dutchess County	Total Participants Served	Adults 7,019	
		Dislocated Workers 3,877	
		Youth (14-21) 69	
36230	Total Exiters	Adults 4,905	
		Dislocated Workers 1,947	
		Youth (14-21) 49	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	60
	Dislocated Workers	51	66.1
Retention Rates	Adults	82	81.1
	Dislocated Workers	82	83.4
Average Earnings (Adults/DWs)	Adults	\$12,625	\$16,661
	Dislocated Workers	\$15,980	\$22,558
Placement in Employment and Education	Youth (14 - 21)	62	89.5
Attainment of Degree or Certificate	Youth (14 - 21)	50	71.4
Literacy or Numeracy Gains	Youth (14 - 21)	45	76.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

Local Performance

Putnam County/Balance of Westchester County	Total Participants Served	Adults Dislocated Workers		
		10,154	16,087	
36235	Total Exiters	Youth (14-21)		
		603	7,256	
Reported Information		Total Exiters		
		8,532	146	
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	61.5	
	Dislocated Workers	51	69.3	
Retention Rates	Adults	82	82.5	
	Dislocated Workers	82	84.8	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$21,424	
	Dislocated Workers	\$15,980	\$29,315	
Placement in Employment and Education	Youth (14 - 21)	62	77.8	
Attainment of Degree or Certificate	Youth (14 - 21)	50	71.2	
Literacy or Numeracy Gains	Youth (14 - 21)	45	47.0	
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	Exceeded
Overall Status of Local Performance		0	0	9

Local Performance

Monroe County	Total Participants Served	Adults		
		Dislocated Workers	Youth (14-21)	
		14,480	468	
36240	Total Exiters	Adults		
		Dislocated Workers	Youth (14-21)	
		12,032	387	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	57	56
		Dislocated Workers	51	64.4
Retention Rates		Adults	82	80.9
		Dislocated Workers	82	84.9
Average Earnings (Adults/DWs)		Adults	\$12,625	\$12,256
		Dislocated Workers	\$15,980	\$17,163
Placement in Employment and Education	Youth (14 - 21)	62	65.9	
Attainment of Degree or Certificate	Youth (14 - 21)	50	72.8	
Literacy or Numeracy Gains	Youth (14 - 21)	45	31.0	
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
		1	3	5

New York State Workforce Investment Act Annual Report for Program Year 2011



The New York State Department of Labor is an Equal Opportunity Employer/Program.
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