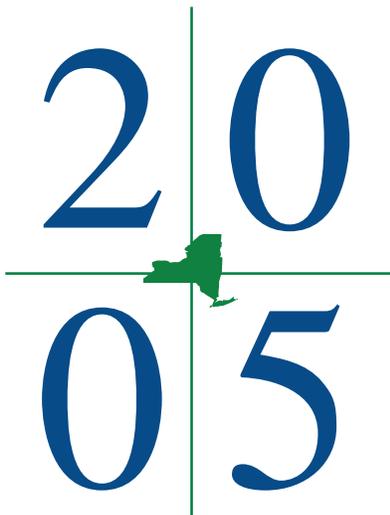


New York State
Workforce Development System

P r o g r a m Y e a r

20
05



A n n u a l R e p o r t

George E. Pataki, Governor
Linda Angello, Commissioner Richard Calo, Chairman

NYS Department of Labor
**Workforce
New York**
Put us to work for you





Linda Angello
Commissioner of Labor

On behalf of the State Workforce Investment Board and the New York State Department of Labor, we are proud to present the Program Year 2005 WIA Title 1-B Annual Report.

We continue to seek innovative solutions to workforce challenges faced within New York State, ever mindful of the challenges the system has been asked to meet by our national funders. This Program Year report answers these provoking questions and sets forth an ambitious agenda as we work to transform our service delivery through Program Year 2006.

Those WIA system challenges include:

- Setting a higher expectation for our workforce system to attain demand-driven outcomes;
- Ensuring that workforce development services are aligned to effectively deliver regional economic solutions;
- Assessing our One-Stop systems' business model to achieve higher efficiencies and lower administrative costs
- Actualizing the state and local boards' visions in a time of tight federal funding.

In support of a national goal to double the number of individuals benefiting from WIA Title 1B training investments, we are proud that more than 55,000 individuals benefited from training or skill upgrades in PY 2005. We continue to expand the depth of our self-service tools, which has also expanded the reach of our locally-driven system. And, ever mindful of our need to free up resources to better serve our customers, we continue to consolidate offices, where practical, including the consolidation/closing of 31 offices since January 2004.

Finally, a multi-year effort to support regional rather than local planning bore fruit this year, with the award of a USDOL WIRED grant to a partnership of nine counties and three workforce boards. The State Board and NYSDOL continue to support investments that will pay regional dividends, with investments in career mapping, strategic planning around sectors, and coordination of foundations and other resources to expand our local systems.

We commend the state and local workforce staff whose achievements are documented each and every day with the success of putting more New Yorkers back to work and helping them improve their skills in those jobs.

Sincerely

Richard Calo,
Chair
NYS Workforce Investment Board

Linda Angello,
Commissioner
NYS Department of Labor



Change means movement. Movement means friction. Only in the frictionless vacuum of a nonexistent abstract world can movement or change occur without that abrasive friction of conflict.

ATTRIBUTION: Saul Alinsky

Program Year 2005 saw much movement, success and change in New York's state and local workforce system.

Summary

The **State Workforce Board** continued its efforts to support business retention and growth through targeted investments of state-level WIA funds to support regional economies; 27,349 incumbent workers have benefited from skill upgrades and training. **Local workforce boards** continued efforts to align their investments in skill development and occupational training to regional economic development priorities, these benefitting 27,462 New Yorkers registered in the WIA Adult & Dislocated Worker programs. **Regional** strategic efforts moved forward for economic, education and workforce systems to support more globally competitive communities. For example, the Finger Lakes Partnership – a collaboration of three workforce boards – secured a federal WIRED grant. And, with virtually level federal WIA funding from PY 2004 to PY 2005, the local workforce system increased the number of New Yorkers who attained economic self-sufficiency through employment and training over the number who were served in PY 2004.

New York's state and local partnership for delivering workforce services continued to embrace the challenge of *implementing the federal Common Measures* in PY 2005. Federal policy guidance issued in February 2006 required state and local staff to design technology and policy changes to meet a deadline of July 1, 2006.

State policy changes enacted in PY 2004 required the *mandatory co-enrollment of Trade Act customers with the WIA Dislocated Worker program*. The results were reflected for the first time in the PY 2005 performance reports. We continue to work on ways to better coordinate service delivery to this special customer base.

While asking front line workforce staff to think strategically about how best to serve more customers, we are also working with local program and budget staff to *categorize operating costs in more business-relevant terms*.

Reducing infrastructure and administrative costs is one way to increase efficiency. By using accounting models and terms common in the private sector, state staff worked with all 33 workforce areas to categorize and

display their use of WIA funds in a way that business board members can understand. This will help better focus future planning and investments.

PY 2005 was a pivotal year as the state and local boards continue efforts to transform service delivery to achieve federal objectives. We are cutting infrastructure costs while increasing service levels, training more individuals and integrating services toward demand-driven economic strategies.

PY 2005 Highlights

State Level WIA Activities

New York continues to be proud of its broad-based investments in incumbent worker training. In PY 2005 we modified our model, reducing the maximum grant award to \$50,000 per applicant and continuing our focus on transferable skill development for trainees. Over **21,980** individuals were trained through the **Building Skills in NYS** program in PY 2005!

In line with the US Department of Labor's High Growth Sectors, 29.2% of all individuals trained in the *Building Skills* program were employed in high growth sectors; 34% of the 403 contracts awarded in PY 2005 were to businesses in the 11 high growth sectors. Of those 11 high growth sectors, health care represented 10% of all awards with 3,482 individuals trained; the advanced manufacturing sector received 8.5% of all awards making training available to 3,255 New Yorkers.

PY 2005 Building Skills Award Snapshot by High Growth Sector

| High Growth Sector | Number of Businesses Awarded Contracts | Percent of All BUSINYS Contracts | Number of Trainees |
|-------------------------------------|--|----------------------------------|--------------------|
| Construction | 9 | 2.23% | 242 |
| Biotechnology | 6 | 1.49% | 234 |
| Advanced Manufacturing | 34 | 8.44% | 3,255 |
| Retail | 2 | 0.50% | 52 |
| Information Technology | 13 | 3.23% | 457 |
| Financial Services | 9 | 2.23% | 834 |
| Geospatial Technology | 16 | 3.97% | 433 |
| Health Care | 42 | 10.42% | 3,482 |
| Hospitality | 3 | 0.74% | 21 |
| Transportation | 0 | 0.00% | 0 |
| Automotive | 3 | 0.74% | 77 |
| Subtotal High Growth Sector Awards | 137 | 34.00% | 9,087 |
| Non-USDOL High Growth Sector Awards | 264 | 64.00% | 12,462 |
| Total PY 05 Awards | 403 | 100.00% | 21,980 |





Businesses continue to select the training providers that best meet their training needs including some of our premier institutions of higher education such as RIT, Alfred, the SUNY Buffalo, SUNY Stony Brook, Syracuse University, and many of our state's 33 community colleges. Community colleges providing training under the *Building Skills* program benefited from an investment of almost \$1 million in WIA state-level funds in PY 2005.

We must evaluate the effectiveness and relevance of worker training initiatives supported by state level WIA funds. Thus we held the first evaluation of previous awards under the grant program during PY 2005. We looked at the geographic distribution of firms receiving grants; training duration cycles and results for workers who took the training. We also compared trends in the employment of firms that participated in the *Building Skills* program, by industry category. Full evaluation can be found at www.workforcenewyork.com/swib.htm

Governor Pataki and the State Board joined to make strategic investments in the Manufacturing sector in PY 2005, with a particular emphasis on supporting process improvement and lean manufacturing principle training for the state's small and medium-sized manufacturers. These investments, through the New York **SMART** program model, trained **5,369** individuals during PY 2005. Significantly, 1,135 of the trainees worked in manufacturing firms with less than 100 employees. Providers with this specific expertise, including community colleges, competed to provide this training. Community colleges received almost \$1 million of WIA state-level funds in PY 2005 as a result of the **SMART** program investments.

State Workforce Investment Board Highlights

Development of a National Work Readiness Credential

In PY 2005 the Board concluded the development phase of the National Work Readiness Credential. The State Board continued to take a lead role in this process through development of the credential and by offering insight and guidance for the successful launch of the assessment nationally. The State Board developed a business model for the implementation of the credential. It also developed a marketing strategy to attract businesses and identify potential early adopters, and broaden connections with education and youth programs.

The State Board, along with its colleagues in the states of R.I., Fla., Wash., N.J., the District of Columbia and Junior Achievement Worldwide, guided the formation of the National Work Readiness Council (NWRC), which has been recently established as a 501c3. The Council will oversee the implementation and administration of the Credential. It will be led by a private sector board with vested interest in the skills of the entry level workforce.

Integrating One-Stop Center Services to Better Serve Persons with Disabilities

The State Board launched a project to improve system integration across all partner programs. It began with potential process improvements in One-Stop system service delivery to the disabled. Teams developed action plans to address "Intake, Eligibility and Referral" and "Communication" issues that identify and select services for persons with disabilities. The two teams, led by an expert content and process facilitator, collected customer data through focus groups, gathered One-Stop staff comments through on-line surveys and compared

best practices. They presented recommendations to the Subcommittee and State Board at the November 2005 meeting and the following recommendations were accepted:

- a. **Communications Team Recommendations:** Create a mechanism to ensure that local partners receive state agency policies and procedures in a timely and efficient manner; and Design and implement a communication method for staff to get questions answered in a consistent and timely fashion.
- b. **Intake/Eligibility/Referral Team Recommendations:** Create and implement a standard method to inform customers of the full range of partner services; Use multi-media approaches to inform and orient customers; Ensure access for all customers and encourage the use of a common method at all One-Stops for all staff to identify functional limits of individuals; and Streamline the VESID (Vocational Education Services for Individuals with Disabilities) intake and eligibility process to reduce both the steps and the time it takes to determine eligibility.

We will implement the recommendations as the customer flow allows along with other service changes resulting from the State Board's integration of Wagner-Peyser and WIA Title 1B services.

Integration of WIA Title IB and Wagner-Peyser One-Stop Services

The Systems Integration Subcommittee requires local areas to increase service integration efforts by functional alignment of services and resources. This is both an opportunity and a tool to effectively organize staff and facilities in a way that further streamlines customer service delivery, capitalizing on the strengths of staff, location, and/or technology to deliver services and reduce duplication.

The Board believes service integration leads to system integration and ultimately to higher customer satisfaction. It is not enough to co-locate, to orient customers to partner programs or to refer customers to partner programs. For the One Stop system to succeed, we must look beyond *program* to the concept of *service*, discovering who can most efficiently deliver services and how. Each local board reviewed their current service delivery procedures; identifying the who, what, where, how, and when of the current *program* delivery model, and re-shape it to achieve greater efficiency and effectiveness through organizing staff by function, rather than by program.

Local areas submitted Functional Alignment (FA) Plans as addendums to their LWIA Comprehensive Three-Year Plans, beginning specifically with the WIA Title IB and Wagner-Peyser (W-P) partners. State leaders and a national workforce expert conducted regional technical assistance sessions statewide to address functional alignment implementation issues, listening to the concerns of supervisory staff and giving a consistent message on the overall objectives.

Implementing Functional Alignment/Service Integration required substantial changes to the way we use the State's OSOS case management system, and the way data we enter into OSOS. We want to support the underlying objective of federal Common Measures guidance and the state's objective to increase the time front line staff spend serving customers, rather than collecting data. Thus, technology and policy changes adopted include:





- Eliminating the need for duplicate data entry to co-enroll participants in W-P and WIA by implementing an automated OSOS nightly batch process;
- Reducing the amount of data entry needed to record core, intensive, and supportive services by eliminating the requirement to enter providers, services and offerings associated with those services; and
- Offering a streamlined, common list of services across W-P and WIA programs.

One-Stop Center Quality Standards Project

Over the past two years, State Board recognized the need to standardize evaluation of One-Stop Center quality. The Subcommittee reviewed and adopted standards to benchmark One-Stop Center quality statewide. Standards cover three specific elements of the One-Stop Center: Facilities and Environmental Management, Process Management, and Customer Focus and Satisfaction. The standards are incorporated into the One-Stop Operator Recertification process and will also be checked by State monitoring staff. The standards include indicators to evaluate each standard and include a customer survey for immediate feedback. Each indicator will be rated from 1 (Not Evident) to 5 (Advanced). Any indicator rated less than 4 (Proficient) calls for technical assistance to achieve improvements. Any indicator rated less than 3 (Capable), will require corrective action by the local area.

PY 2005 Local Workforce Board/Area Highlights

During PY 2005 New York's 33 local workforce boards made a tremendous effort **to maintain services** while moving toward a much more integrated delivery model. While WIA PY 2005 funding for Adult and Dislocated Workers saw a modest 3 percent increase, the overall impact was a continued tightening of belts at the local level. One-Stop systems are battling the same pressures being felt in the private sector: increases in the cost of rent, utilities, employee benefits and technology. This, coupled with the uncertainty of funding levels for PY 2006, and increased training provider costs, forced local boards to exercise caution in using their WIA Title 1B resources.

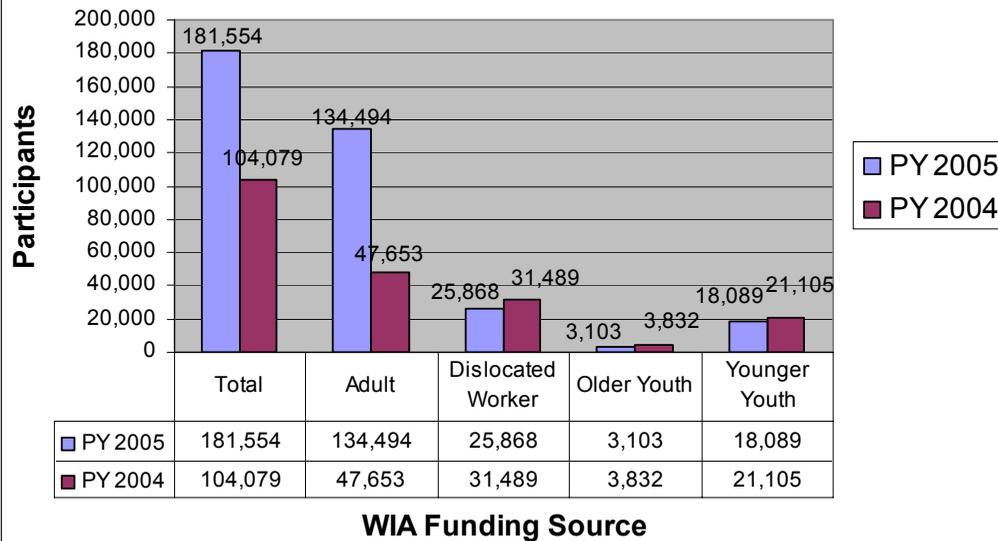
The ability to better track and report on individuals who use self-service tools within our One-Stop centers provides a more accurate picture of the number of New Yorkers benefiting from the depth of services available.

Local boards continue to make strategic investments of their WIA Adult & Dislocated Worker funds into skill development and occupational training benefiting 30% of non-self service Adult and 33% of Dislocated Worker customers during PY 2005.

New York is proud of the achievements attained by front line staff in the delivery of quality employment and training services. The State continues to strive for continuous improvement and places a high emphasis on program performance management. A concerted state and local effort to improve performance outcomes from PY 2004 paid off handsomely as New York State passed all 17 WIA performance measures for PY 2005, with an overall state achievement of 110% of its performance standards, calculated as an average across all measures.



WIA Participant Levels by Funding Source PY 2005 and PY 2004



In addition, the State achieved improvement on 12 measures from PY 2004 outcome levels. At the local level, 14 of New York State's 33 local boards passed all 17 performance measures, compared to 8 areas in PY 2004. Of most significance, 31 of 33 local areas passed the Adult Earnings Change measure in PY 2005, compared to 22 in PY 2004. Similar improvement was attained on the Older Youth Earnings Change measure, where 9 of the 13 local areas which failed this standard in PY 2004, passed the measure in PY 2005.

Technical assistance provided throughout PY 2005 for those areas at risk of or in sanction status focused on identifying local policies and procedures which can improve program performance including recruitment strategies, participant tracking and data quality.

Service Integration

New York moved toward full integration of the *Trade Act* program within the *WIA Dislocated Worker* program in Program Year 2004. PY 2005 saw the

| | FY 2004 | | | FY 2005 | | |
|---------------------------|-----------|---------------|----------|-----------|---------------|----------|
| | GPRA Goal | National Goal | NYS Goal | GPRA Goal | National Goal | NYS Goal |
| Entered Employment | 70% | 74% | 44% | 70% | 70% | 70% |
| Employment Retention Rate | 88% | 63% | 87% | 89% | 81% | 97% |
| Wage Replacement Rate | 90% | 89% | 59% | 80% | 76% | 83% |



first outcome data reported to reflect the impact of this statewide policy and kudos go to our local boards for making such a dramatic turnaround in service standards. This integration of service has increased statewide performance outcomes to meet or exceed the national performance and GPRA goals. In this one year period, Entered Employment outcomes improved by 26 percentage points and the Wage Replacement Rate improved by 24 percentage points. Both of these surpass the national average and the GPRA goals. The Employment Retention Rate was 10 percentage points higher than the previous year and 16 percentage points higher than the national average.

Cost of Doing Business

As with all businesses, local one stop systems are continually challenged to review their business models for effectiveness and efficiency. To assist local boards in answering their return on investment questions, operational costs of the local one stop system were categorized in ways more familiar to business. This display of the data enabled more strategic planning on the part of local boards for WIA fund utilization, and also allowed the system to better understand categories of costs which might warrant opportunity for process improvement. Local boards first completed this exercise during PY 2004 as a pilot project. Program Year 2005 data on *cash expenditures* for the local system is shown below. The WIA Title 1B investment in training Costs increased by \$17,999,651 from PY 2004 to PY 2005 – or 58% from PY 2004. While the use of the tool is still new, one benefit the tool has provided is for more meaningful private sector input and guidance on the development of plans and budgets for services in the one stop system.

*I have always found that plans are useless,
but planning is indispensable.*

ATTRIBUTION: Dwight D. Eisenhower

Summary of Local WIA Title 1B Investments for PY 05, by Cost Category

PY 05
Cash Expenditures
Through
6/30/06

%

ADMINISTRATIVE COST:

| | | |
|---|---------------------|---------------|
| General Office Salaries & Fringe Benefits - (Admin functions not specifically identified on other lines) | \$6,478,316 | |
| General Office: rent, maint., utilities, equip., data collection systems, communications, payroll services supplies, postage, etc. | 4,623,040 | |
| Accounting/Auditing/Financial Monitoring (fees paid to outside agencies as well as applicable in-house staff wages and fringe benefits) | 1,951,065 | |
| Procurement/Purchasing (Identify wages and fringe benefits of persons who perform full-time in this capacity or estimate the wages and fringe benefits of staff who perform these functions on a part-time basis) | 433,229 | |
| Human Resources (Identify wages and fringe benefits of persons who perform full-time in this capacity or estimate the wages and fringe benefits of staff who perform these functions on a part-time basis) | 435,463 | |
| Legal (fees paid to outside agencies as well as applicable in-house staff wages and fringe benefits) | 528,061 | |
| WIB Support - General Office, Grant Writing, etc. | 709,159 | |
| Total Admin. Cost | \$15,158,333 | 11.73% |

PROGRAM COST:

Direct Services:

Those costs, including staffing costs, that CAN be tied directly to an individual customer or to helping an individual customer. These costs generally relate to registered Core, Intensive, Training and Business Services.

| | | |
|---|---------------------|---------------|
| Training: ITA, OJT, W/E, GED, internships, Youth Services Contracts, Customized Training, Incumbent Worker and other training | \$48,850,342 | |
| Supportive Services | 668,603 | |
| Specialized Recruiting | 34,894 | |
| Registered Core Services (Contracted costs should be reflected here - Internal costs to provide these services would be reflected on other appropriate lines) | 9,778,065 | |
| Intensive Services (Contracted costs should be reflected here - Internal costs to provide these services would be reflected on other appropriate lines) | 14,483,266 | |
| Staff: Resource room, business services, trainers, case managers, etc. | 14,904,626 | |
| Total Direct Service Cost | \$88,719,796 | 68.64% |

Program Overhead: (Infrastructure/Indirect Costs)

Those costs, including staffing costs, that CANNOT be tied directly to an individual customer or to helping an individual customer. These costs generally relate to Universal Services.

| | | |
|--|----------------------|---------------|
| Supplies | \$330,024 | |
| Customer Outreach | 135,522 | |
| Testing and Screening Tools | 26,465 | |
| Customer-related software | 405,858 | |
| Staff: Supervision of One Stop Staff, Prog. Monitor Staff, One Stop Clerks & Reception | 14,265,060 | |
| Experimental programs | 87,819 | |
| Facilities: rent, maint., utilities, equip., data collection systems, postage, etc. | 5,969,240 | |
| Job Fairs / Mass Recruiting | 185,866 | |
| Rapid Response | 89,936 | |
| WIB Support-R&D, studies, system integration | 1,166,185 | |
| Program Monitoring & Compliance (Identify wages and fringe benefits of persons who perform full-time in this capacity or estimate the wages and fringe benefits of staff who perform these functions on a part-time basis) | 2,554,283 | |
| Technical Assistance & Training Costs (include travel costs related to regulatory training) | 154,181 | |
| Total Program Overhead Cost | \$25,370,439 | 19.63% |
| Tot. Program Cost (Direct Svc+Overhead) | \$114,090,235 | 88.27% |

| | |
|--|----------------------|
| Total Costs (Admin + Program) (This figure should tie to the LWIA's cumulative reported cash expenditures for Administration, Dislocated Worker, Adult and Youth through the June 2006 reports) | \$129,248,568 |
|--|----------------------|

Table A - Workforce Investment Act Customer Satisfaction Results

| Customer Satisfaction | Negotiated Performance Level | Actual Performance Level - American Customer Satisfaction Index | Number of Surveys Completed | Number of Customers Eligible for the Survey | Number of Customers Included in the Sample | Response Rate |
|------------------------------|-------------------------------------|--|------------------------------------|--|---|----------------------|
| Participants | 75 | 75.8 | 4,061 | 54,050 | 6,000 | 67.7 |
| Employers | 73 | 73.4 | 5,865 | 18,973 | 7,200 | 81.5 |

Table B - Adult Program Results

| Reported Information | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------|------------------------------|--------------------------|--------------|
| Entered Employment Rate | 73 | 73.9 | 20,963 |
| | | | 28,367 |
| Employment Retention Rate | 81 | 81.6 | 21,698 |
| | | | 26,596 |
| Earnings Change in Six Months | \$2,850 | \$3,276 | \$82,749,937 |
| | | | 25,256 |
| Employment and Credential Rate | 70 | 64.7 | 6,932 |
| | | | 10,707 |

Table C - Outcomes for Adult Special Populations

| Reported Information | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals With Disabilities | | Older Individuals | |
|--------------------------------|---|-------------|----------|-------------|-------------------------------|-------------|-------------------|-------------|
| Entered Employment Rate | 76.8 | 590 | 78.7 | 649 | 62.4 | 606 | 65.1 | 1,935 |
| | | 768 | | 825 | | 971 | | 2,972 |
| Employment Retention Rate | 76.1 | 524 | 83.3 | 852 | 71.2 | 565 | 80.4 | 1,781 |
| | | 689 | | 1,023 | | 793 | | 2,215 |
| Earnings Change in Six Months | \$3,471 | \$2,190,206 | \$3,336 | \$3,145,589 | \$3,140 | \$2,220,118 | \$1,021 | \$2,134,285 |
| | | 631 | | 943 | | 707 | | 2,091 |
| Employment and Credential Rate | 56.1 | 157 | 71.2 | 210 | 48.8 | 122 | 58.3 | 504 |
| | | 280 | | 295 | | 250 | | 864 |

Table D - 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 | 73.1 | 6,295 | 74.3 | 14,668 |
| | | 8,617 | | 19,750 |
| Employment Retention Rate | 86.2 | 8,183 | 79.0 | 13,515 |
| | | 9,497 | | 17,099 |
| Earnings Change in Six Months | \$3,545 | \$32,313,301 | \$3,125 | \$50,436,636 |
| | | 9,114 | | 16,142 |

Table E - Dislocated Worker Program Results

| Reported Information | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------|------------------------------|--------------------------|------------|
| Entered Employment Rate | 81 | 77.7 | 13,257 |
| | | | 17,063 |
| Employment Retention Rate | 88 | 84.6 | 12,510 |
| | | | 14,795 |
| Earnings Change in Six Months | -\$1,950 | -\$15 | -\$207,888 |
| | | | 13,778 |
| Employment and Credential Rate | 63 | 67.4 | 4,035 |
| | | | 5,988 |

Table F - Outcomes for Dislocated Worker Special Populations

| Reported Information | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
|--------------------------------|----------|--------------|-------------------------------|----------|-------------------|--------------|----------------------|-------------|
| Entered Employment Rate | 77.9 | 790 | 73.1 | 347 | 68.3 | 1,877 | 68.0 | 496 |
| | | 1,014 | | 475 | | 2,750 | | 729 |
| Employment Retention Rate | 85.3 | 860 | 80.1 | 273 | 82.3 | 1,698 | 81.1 | 467 |
| | | 1,008 | | 341 | | 2,064 | | 576 |
| Earnings Change in Six Months | -\$1,910 | -\$1,766,351 | -\$15 | -\$4,361 | -\$3,088 | -\$5,777,763 | \$3,560 | \$1,808,366 |
| | | 925 | | 300 | | 1,871 | | 508 |
| Employment And Credential Rate | 68.6 | 262 | 60.8 | 62 | 59.5 | 425 | 77.8 | 28 |
| | | 382 | | 102 | | 714 | | 36 |

Table G - 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 | 82.1 | 4,544 | 75.6 | 8,713 |
| | | 5,537 | | 11,526 |
| Employment Retention Rate | 86.7 | 4,445 | 83.4 | 8,065 |
| | | 5,127 | | 9,668 |
| Earnings Change in Six Months | \$513 | \$2,460,869 | -\$297 | -\$2,668,757 |
| | | 4,801 | | 8,977 |

Table H.1 - Youth (14-21) Program Results

| Reported Information | Negotiated Performance Level | Actual Performance Level | |
|--------------------------------------|------------------------------|--------------------------|-------|
| | | | |
| Placement in Employment or Education | NA | 45.6 | 4,514 |
| | | | 9,904 |
| Attainment of Degree or Certificate | NA | 25.7 | 2,300 |
| | | | 8,939 |
| Literacy and Numeracy Gains | NA | NR | NR |
| | | | NR |

Table H.2 - Older Youth (19-21) Program Results

| Reported Information | Negotiated Performance Level | Actual Performance Level | |
|------------------------------|------------------------------|--------------------------|-------------|
| | | | |
| Entered Employment Rate | 65 | 72.3 | 1,374 |
| | | | 1,900 |
| Employment Retention Rate | 77 | 73.1 | 1,106 |
| | | | 1,514 |
| Six Months Earnings Increase | \$2,900 | \$3,153 | \$3,900,348 |
| | | | 1,237 |
| Credential Rate | 51 | 57.2 | 1,166 |
| | | | 2,037 |

Table I - Outcomes for Older Youth Special Populations

| Reported Information | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
|-------------------------------|------------------------------|-----------|----------|---------|-------------------------------|-----------|---------------------|-------------|
| | | | | | | | | |
| Entered Employment Rate | 61.8 | 197 | NA | 0 | 68.9 | 124 | 72.6 | 1,303 |
| | | 319 | | 0 | | 180 | | 1,796 |
| Employment Retention Rate | 71.1 | 135 | 100.0 | 1 | 66.7 | 78 | 72.1 | 1,017 |
| | | 190 | | 1 | | 117 | | 1,411 |
| Earnings Change in Six Months | \$2,869 | \$438,912 | \$5,052 | \$5,052 | \$3,352 | \$281,598 | \$3,159 | \$3,629,630 |
| | | 153 | | 1 | | 84 | | 1,149 |
| Credential Rate | 46.8 | 155 | NA | 0 | 62.0 | 116 | 57.1 | 1,098 |
| | | 331 | | 0 | | 187 | | 1,922 |

Table J - Younger Youth (14-18) Results

| Reported Information | Negotiated Performance Level | Actual Performance Level | |
|----------------------------------|------------------------------|--------------------------|--------|
| | | Rate | Count |
| Skill Attainment Rate | 73 | 74.4 | 11,778 |
| | | | 15,836 |
| Youth Diploma or Equivalent Rate | 52 | 57.0 | 1,619 |
| | | | 2,840 |
| Retention Rate | 52 | 60.0 | 2,078 |
| | | | 3,461 |

Table K - Outcomes for Younger Youth Special Populations

| Reported Information | Public Assistance Recipients | | Individuals With Disabilities | | Out-of-School Youth | |
|---------------------------------------|------------------------------|-------|-------------------------------|-------|---------------------|-------|
| | Rate | Count | Rate | Count | Rate | Count |
| Skill Attainment Rate | 69.6 | 1,140 | 88.4 | 1,569 | 73.0 | 2,391 |
| | | 1,637 | | 1,774 | | 3,276 |
| Diploma or Equivalent Attainment Rate | 43.6 | 139 | 73.0 | 224 | 45.2 | 528 |
| | | 319 | | 307 | | 1,167 |
| Retention Rate | 54.8 | 219 | 63.3 | 238 | 58.5 | 882 |
| | | 400 | | 376 | | 1,507 |

Table L - 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 | 83.1 | 21,630 | \$3,138 | \$77,249,793 | 0.3 | 73 | \$4,739 | \$96,328,204 | 8.6 | 531 |
| | | 26,016 | | 24,620 | | 20,963 | | 20,325 | | 6,200 |
| Dislocated Workers | 86.5 | 12,305 | 100.6 | \$171,936,208 | 1.1 | 147 | \$6,442 | \$81,189,887 | 16.3 | 692 |
| | | 14,222 | | \$170,917,144 | | 13,257 | | 12,603 | | 4,240 |
| Older Youth | 67.7 | 1,054 | \$3,204 | \$4,095,141 | 0.0 | 0 | \$2,297 | \$2,651,069 | | |
| | | 1,557 | | 1,278 | | 1,374 | | 1,154 | | |

Table M - Participation Levels

| Reported Information | Total Participants Served | Total Exiters |
|----------------------------------|---------------------------|---------------|
| Total Adult Customers | 153,957 | 111,931 |
| Total Adults (self-service only) | 79,718 | 70,904 |
| WIA Adults | 134,493 | 99,379 |
| WIA Dislocated Workers | 25,865 | 16,427 |
| Total Youth (14-21) | 21,192 | 9,516 |
| Younger Youth (14-18) | 18,089 | 7,519 |
| Older Youth (19-21) | 3,103 | 1,997 |
| Out-of-School Youth | 5,331 | 3,325 |
| In-School Youth | 15,861 | 6,191 |

Table N - Cost of Program Activities

| Program Activity | | Total Federal Spending |
|---|--|-------------------------------|
| Local Adults | | \$64,706,910 |
| Local Dislocated Workers | | \$45,950,597 |
| Local Youth | | \$57,257,835 |
| Rapid Response (up to 25%) WIA Section 134(a)(2)(B) | | \$8,523,032 |
| Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B) | | \$9,849,878 |
| Statewide Allowable Activities WIA Section 134(a)(2)(B) | Program Activity Description | |
| | Miscellaneous | \$2,690,848 |
| | INCUMBENT WORKER TRAINING INITIATIVES (to upgrade the skills of workers to continue to meet the needs of business) | \$16,234,181 |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Total of All Federal Spending Listed Above | | \$205,213,281 |

Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Albany/Rensselaer/Schenectady Counties | Total Participants Served | Adults | 5,687 |
| | | Dislocated Workers | 1,189 |
| | | Older Youth (19 - 21) | 59 |
| | | Younger Youth (14 - 18) | 307 |
| 36005 | Total Exiters | Adults | 5,376 |
| | | Dislocated Workers | 915 |
| | | Older Youth (19 - 21) | 22 |
| | | Younger Youth (14 - 18) | 172 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 71.8 |
| | Employers | 73 | 73.8 |
| Entered Employment Rate | Adults | 73 | 81.2 |
| | Dislocated Workers | 81 | 81.7 |
| | Older Youth | 65 | 33.3 |
| Retention Rates | Adults | 81 | 83.0 |
| | Dislocated Workers | 88 | 82.7 |
| | Older Youth | 77 | 81.8 |
| | Younger Youth | 52 | 63.3 |
| Average Earnings (<i>Adults/DWs</i>) Six Months Earnings Increase (<i>Older Youth</i>) | Adults | \$2,850 | \$2,472 |
| | Dislocated Workers | -\$1,950 | \$42 |
| | Older Youth | \$2,900 | \$3,829 |
| Credential/Diploma Rates | Adults | 70 | 63.4 |
| | Dislocated Workers | 63 | 64.8 |
| | Older Youth | 51 | 27.3 |
| | Younger Youth | 52 | 40.4 |
| Skill Attainment Rate | Younger Youth | 73 | 89.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 40.1 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 67.1 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 3 | 0 | 14 |



Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| New York City | Total Participants Served | Adults | 61,670 |
| | | Dislocated Workers | 9,202 |
| | | Older Youth (19 - 21) | 1,504 |
| | | Younger Youth (14 - 18) | 11,302 |
| 36015 | Total Exitors | Adults | 38,951 |
| | | Dislocated Workers | 5,211 |
| | | Older Youth (19 - 21) | 1,119 |
| | | Younger Youth (14 - 18) | 3,796 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 69.2 |
| | Employers | 73 | 72.8 |
| Entered Employment Rate | Adults | 73 | 70.0 |
| | Dislocated Workers | 81 | 72.9 |
| | Older Youth | 65 | 72.2 |
| Retention Rates | Adults | 81 | 79.6 |
| | Dislocated Workers | 88 | 81.8 |
| | Older Youth | 77 | 67.7 |
| | Younger Youth | 52 | 54.4 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,458 |
| | Dislocated Workers | -\$1,950 | \$1,419 |
| | Older Youth | \$2,900 | \$3,264 |
| Credential/Diploma Rates | Adults | 70 | 60.2 |
| | Dislocated Workers | 63 | 65.2 |
| | Older Youth | 51 | 58.9 |
| | Younger Youth | 52 | 54.8 |
| Skill Attainment Rate | Younger Youth | 73 | 59.7 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 39.7 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 14.0 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 0 | 0 | 17 |

Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| City of Yonkers | Total Participants Served | Adults | 1,401 |
| | | Dislocated Workers | 144 |
| | | Older Youth (19 - 21) | 54 |
| | | Younger Youth (14 - 18) | 143 |
| 36030 | Total Exiters | Adults | 309 |
| | | Dislocated Workers | 116 |
| | | Older Youth (19 - 21) | 33 |
| | | Younger Youth (14 - 18) | 49 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 77.8 |
| | Employers | 73 | 64.0 |
| Entered Employment Rate | Adults | 73 | 74.8 |
| | Dislocated Workers | 81 | 72.6 |
| | Older Youth | 65 | 40.6 |
| Retention Rates | Adults | 81 | 79.2 |
| | Dislocated Workers | 88 | 82.5 |
| | Older Youth | 77 | 100.0 |
| | Younger Youth | 52 | 47.5 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,590 |
| | Dislocated Workers | -\$1,950 | -\$302 |
| | Older Youth | \$2,900 | \$4,083 |
| Credential/Diploma Rates | Adults | 70 | 15.0 |
| | Dislocated Workers | 63 | 40.9 |
| | Older Youth | 51 | 9.4 |
| | Younger Youth | 52 | 6.7 |
| Skill Attainment Rate | Younger Youth | 73 | 55.0 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 40.4 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 70.4 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 6 | 0 | 11 |



Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Chemung/Schuyler/Steuben Counties | Total Participants Served | Adults | 5,502 |
| | | Dislocated Workers | 524 |
| | | Older Youth (19 - 21) | 88 |
| | | Younger Youth (14 - 18) | 146 |
| 36045 | Total Exiters | Adults | 4,854 |
| | | Dislocated Workers | 325 |
| | | Older Youth (19 - 21) | 49 |
| | | Younger Youth (14 - 18) | 53 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 77.8 |
| | Employers | 73 | 76.6 |
| Entered Employment Rate | Adults | 73 | 87.3 |
| | Dislocated Workers | 81 | 84.4 |
| | Older Youth | 65 | 73.7 |
| Retention Rates | Adults | 81 | 88.9 |
| | Dislocated Workers | 88 | 90.4 |
| | Older Youth | 77 | 86.7 |
| | Younger Youth | 52 | 74.4 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$5,560 |
| | Dislocated Workers | -\$1,950 | \$1,283 |
| | Older Youth | \$2,900 | \$3,807 |
| Credential/Diploma Rates | Adults | 70 | 82.7 |
| | Dislocated Workers | 63 | 71.7 |
| | Older Youth | 51 | 73.1 |
| | Younger Youth | 52 | 69.2 |
| Skill Attainment Rate | Younger Youth | 73 | 84.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 74.2 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 57.1 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 0 | 0 | 17 |

Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Hempstead/Long Beach | Total Participants Served | Adults | 3,199 |
| | | Dislocated Workers | 1,714 |
| | | Older Youth (19 - 21) | 47 |
| | | Younger Youth (14 - 18) | 118 |
| 36060 | Total Exiters | Adults | 1,933 |
| | | Dislocated Workers | 613 |
| | | Older Youth (19 - 21) | 17 |
| | | Younger Youth (14 - 18) | 23 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 72.1 |
| | Employers | 73 | 66.0 |
| Entered Employment Rate | Adults | 73 | 80.2 |
| | Dislocated Workers | 81 | 76.1 |
| | Older Youth | 65 | 77.8 |
| Retention Rates | Adults | 81 | 79.0 |
| | Dislocated Workers | 88 | 79.1 |
| | Older Youth | 77 | 62.5 |
| | Younger Youth | 52 | 46.3 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,199 |
| | Dislocated Workers | -\$1,950 | \$330 |
| | Older Youth | \$2,900 | \$1,642 |
| Credential/Diploma Rates | Adults | 70 | 85.8 |
| | Dislocated Workers | 63 | 64.8 |
| | Older Youth | 51 | 68.4 |
| | Younger Youth | 52 | 85.7 |
| Skill Attainment Rate | Younger Youth | 73 | 98.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 69.1 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 41.2 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | Exceeded |
| | 1 | 0 | 16 |



Table O - Local Performance

| | | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| Jefferson/Lewis Counties | Total Participants Served | Adults | 1,669 | |
| | | Dislocated Workers | 138 | |
| | | Older Youth (19 - 21) | 33 | |
| | | Younger Youth (14 - 18) | 247 | |
| 36065 | Total Exiters | Adults | 1,940 | |
| | | Dislocated Workers | 112 | |
| | | Older Youth (19 - 21) | 22 | |
| | | Younger Youth (14 - 18) | 216 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 75 | 73.8 | |
| | Employers | 73 | 72.7 | |
| Entered Employment Rate | Adults | 73 | 95.3 | |
| | Dislocated Workers | 81 | 93.4 | |
| | Older Youth | 65 | 100.0 | |
| Retention Rates | Adults | 81 | 88.0 | |
| | Dislocated Workers | 88 | 93.2 | |
| | Older Youth | 77 | 88.5 | |
| | Younger Youth | 52 | 79.2 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$5,094 | |
| | Dislocated Workers | -\$1,950 | -\$183 | |
| | Older Youth | \$2,900 | \$3,044 | |
| Credential/Diploma Rates | Adults | 70 | 78.0 | |
| | Dislocated Workers | 63 | 79.3 | |
| | Older Youth | 51 | 77.8 | |
| | Younger Youth | 52 | 68.1 | |
| Skill Attainment Rate | Younger Youth | 73 | 81.3 | |
| Placement in Employment and Education | Youth (14 - 21) | NA | 57.1 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 34.6 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | | 0 | 0 | 17 |



Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Oyster Bay/North Hempstead/Glen Cove | Total Participants Served | Adults | 1,094 |
| | | Dislocated Workers | 1,007 |
| | | Older Youth (19 - 21) | 31 |
| | | Younger Youth (14 - 18) | 69 |
| 36075 | Total Exiters | Adults | 992 |
| | | Dislocated Workers | 432 |
| | | Older Youth (19 - 21) | 16 |
| | | Younger Youth (14 - 18) | 44 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 80.3 |
| | Employers | 73 | 67.7 |
| Entered Employment Rate | Adults | 73 | 74.3 |
| | Dislocated Workers | 81 | 81.7 |
| | Older Youth | 65 | 88.9 |
| Retention Rates | Adults | 81 | 78.6 |
| | Dislocated Workers | 88 | 85.5 |
| | Older Youth | 77 | 75.0 |
| | Younger Youth | 52 | 50.0 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$4,072 |
| | Dislocated Workers | -\$1,950 | -\$976 |
| | Older Youth | \$2,900 | \$3,576 |
| Credential/Diploma Rates | Adults | 70 | 88.2 |
| | Dislocated Workers | 63 | 61.7 |
| | Older Youth | 51 | 90.9 |
| | Younger Youth | 52 | 78.9 |
| Skill Attainment Rate | Younger Youth | 73 | 95.5 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 43.5 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 36.4 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 0 | 0 | 17 |

Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Niagara County | Total Participants Served | Adults | 1,018 |
| | | Dislocated Workers | 209 |
| | | Older Youth (19 - 21) | 48 |
| | | Younger Youth (14 - 18) | 157 |
| 36080 | Total Exiters | Adults | 1,212 |
| | | Dislocated Workers | 158 |
| | | Older Youth (19 - 21) | 31 |
| | | Younger Youth (14 - 18) | 72 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 80.8 |
| | Employers | 73 | 76.5 |
| Entered Employment Rate | Adults | 73 | 87.5 |
| | Dislocated Workers | 81 | 76.3 |
| | Older Youth | 65 | 66.7 |
| Retention Rates | Adults | 81 | 88.5 |
| | Dislocated Workers | 88 | 86.3 |
| | Older Youth | 77 | 93.3 |
| | Younger Youth | 52 | 55.7 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,043 |
| | Dislocated Workers | -\$1,950 | -\$72 |
| | Older Youth | \$2,900 | \$2,399 |
| Credential/Diploma Rates | Adults | 70 | 73.4 |
| | Dislocated Workers | 63 | 81.4 |
| | Older Youth | 51 | 60.0 |
| | Younger Youth | 52 | 60.4 |
| Skill Attainment Rate | Younger Youth | 73 | 86.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 63.8 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 57.9 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 1 | 0 | 16 |



Table O - Local Performance

| | | | |
|---|---------------------------|-------------------------------------|---------------------------------|
| Oneida/Herkimer/Madison Counties | Total Participants Served | Adults | 4,144 |
| | | Dislocated Workers | 869 |
| | | Older Youth (19 - 21) | 46 |
| | | Younger Youth (14 - 18) | 714 |
| 36090 | Total Exiters | Adults | 4,742 |
| | | Dislocated Workers | 717 |
| | | Older Youth (19 - 21) | 17 |
| | | Younger Youth (14 - 18) | 236 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 76.7 |
| | Employers | 73 | 76.9 |
| Entered Employment Rate | Adults | 73 | 82.7 |
| | Dislocated Workers | 81 | 85.1 |
| | Older Youth | 65 | 92.3 |
| Retention Rates | Adults | 81 | 86.1 |
| | Dislocated Workers | 88 | 87.7 |
| | Older Youth | 77 | 80.0 |
| | Younger Youth | 52 | 69.3 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$4,367 |
| | Dislocated Workers | -\$1,950 | \$247 |
| | Older Youth | \$2,900 | \$2,255 |
| Credential/Diploma Rates | Adults | 70 | 74.4 |
| | Dislocated Workers | 63 | 73.0 |
| | Older Youth | 51 | 50.0 |
| | Younger Youth | 52 | 88.1 |
| Skill Attainment Rate | Younger Youth | 73 | 92.8 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 84.6 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 90.1 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 1 | 0 | 16 |



Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Orange County | Total Participants Served | Adults | 1,709 |
| | | Dislocated Workers | 707 |
| | | Older Youth (19 - 21) | 20 |
| | | Younger Youth (14 - 18) | 126 |
| 36095 | Total Exiters | Adults | 414 |
| | | Dislocated Workers | 638 |
| | | Older Youth (19 - 21) | 15 |
| | | Younger Youth (14 - 18) | 44 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 74.8 |
| | Employers | 73 | 70.4 |
| Entered Employment Rate | Adults | 73 | 94.7 |
| | Dislocated Workers | 81 | 73.5 |
| | Older Youth | 65 | 80.0 |
| Retention Rates | Adults | 81 | 71.9 |
| | Dislocated Workers | 88 | 85.7 |
| | Older Youth | 77 | 76.9 |
| | Younger Youth | 52 | 60.0 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,071 |
| | Dislocated Workers | -\$1,950 | -\$636 |
| | Older Youth | \$2,900 | \$3,180 |
| Credential/Diploma Rates | Adults | 70 | 64.7 |
| | Dislocated Workers | 63 | 71.0 |
| | Older Youth | 51 | 41.7 |
| | Younger Youth | 52 | 53.3 |
| Skill Attainment Rate | Younger Youth | 73 | 76.1 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 82.1 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 33.3 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 0 | 0 | 17 |

Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Oswego County | Total Participants Served | Adults | 1,666 |
| | | Dislocated Workers | 234 |
| | | Older Youth (19 - 21) | 29 |
| | | Younger Youth (14 - 18) | 162 |
| 36100 | Total Exiters | Adults | 1,345 |
| | | Dislocated Workers | 155 |
| | | Older Youth (19 - 21) | 10 |
| | | Younger Youth (14 - 18) | 59 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 81.9 |
| | Employers | 73 | 76.7 |
| Entered Employment Rate | Adults | 73 | 93.9 |
| | Dislocated Workers | 81 | 85.6 |
| | Older Youth | 65 | 85.7 |
| Retention Rates | Adults | 81 | 91.9 |
| | Dislocated Workers | 88 | 94.6 |
| | Older Youth | 77 | 100.0 |
| | Younger Youth | 52 | 77.8 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,740 |
| | Dislocated Workers | -\$1,950 | -\$4,751 |
| | Older Youth | \$2,900 | \$6,803 |
| Credential/Diploma Rates | Adults | 70 | 91.2 |
| | Dislocated Workers | 63 | 77.8 |
| | Older Youth | 51 | 80.0 |
| | Younger Youth | 52 | 78.0 |
| Skill Attainment Rate | Younger Youth | 73 | 85.0 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 77.1 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 65.9 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 1 | 0 | 16 |



Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Rockland County | Total Participants Served | Adults | 579 |
| | | Dislocated Workers | 329 |
| | | Older Youth (19 - 21) | 22 |
| | | Younger Youth (14 - 18) | 120 |
| 36105 | Total Exitors | Adults | 444 |
| | | Dislocated Workers | 258 |
| | | Older Youth (19 - 21) | 19 |
| | | Younger Youth (14 - 18) | 31 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 74.4 |
| | Employers | 73 | 69.1 |
| Entered Employment Rate | Adults | 73 | 64.1 |
| | Dislocated Workers | 81 | 68.3 |
| | Older Youth | 65 | 75.0 |
| Retention Rates | Adults | 81 | 88.9 |
| | Dislocated Workers | 88 | 83.5 |
| | Older Youth | 77 | 100.0 |
| | Younger Youth | 52 | 57.1 |
| Average Earnings (<i>Adults/DWs</i>) Six Months Earnings Increase (<i>Older Youth</i>) | Adults | \$2,850 | \$6,051 |
| | Dislocated Workers | -\$1,950 | \$4,939 |
| | Older Youth | \$2,900 | \$2,993 |
| Credential/Diploma Rates | Adults | 70 | 75.0 |
| | Dislocated Workers | 63 | 64.7 |
| | Older Youth | 51 | 58.3 |
| | Younger Youth | 52 | 100.0 |
| Skill Attainment Rate | Younger Youth | 73 | 95.2 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 28.1 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 1.8 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 0 | 0 | 17 |



Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| St. Lawrence County | Total Participants Served | Adults | 465 |
| | | Dislocated Workers | 88 |
| | | Older Youth (19 - 21) | 29 |
| | | Younger Youth (14 - 18) | 108 |
| 36110 | Total Exiters | Adults | 207 |
| | | Dislocated Workers | 65 |
| | | Older Youth (19 - 21) | 19 |
| | | Younger Youth (14 - 18) | 99 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 79.4 |
| | Employers | 73 | 76.1 |
| Entered Employment Rate | Adults | 73 | 95.8 |
| | Dislocated Workers | 81 | 100.0 |
| | Older Youth | 65 | 64.3 |
| Retention Rates | Adults | 81 | 85.0 |
| | Dislocated Workers | 88 | 88.9 |
| | Older Youth | 77 | 70.6 |
| | Younger Youth | 52 | 71.1 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,901 |
| | Dislocated Workers | -\$1,950 | \$1,390 |
| | Older Youth | \$2,900 | \$1,985 |
| Credential/Diploma Rates | Adults | 70 | 84.9 |
| | Dislocated Workers | 63 | 79.4 |
| | Older Youth | 51 | 62.5 |
| | Younger Youth | 52 | 47.8 |
| Skill Attainment Rate | Younger Youth | 73 | 85.8 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 46.0 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 41.0 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 1 | 0 | 16 |



Table O - Local Performance

| | | | | |
|---|---------------------------|------------------------------|--------------------------|----------|
| Saratoga/Warren/Washington Counties | Total Participants Served | Adults | 2,267 | |
| | | Dislocated Workers | 189 | |
| | | Older Youth (19 - 21) | 33 | |
| | | Younger Youth (14 - 18) | 106 | |
| 36115 | Total Exiters | Adults | 2,101 | |
| | | Dislocated Workers | 120 | |
| | | Older Youth (19 - 21) | 13 | |
| | | Younger Youth (14 - 18) | 88 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 75 | 80.8 | |
| | Employers | 73 | 76.5 | |
| Entered Employment Rate | Adults | 73 | 86.5 | |
| | Dislocated Workers | 81 | 84.0 | |
| | Older Youth | 65 | 76.9 | |
| Retention Rates | Adults | 81 | 86.2 | |
| | Dislocated Workers | 88 | 91.3 | |
| | Older Youth | 77 | 81.8 | |
| | Younger Youth | 52 | 69.4 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,888 | |
| | Dislocated Workers | -\$1,950 | \$71 | |
| | Older Youth | \$2,900 | \$1,221 | |
| Credential/Diploma Rates | Adults | 70 | 71.4 | |
| | Dislocated Workers | 63 | 68.2 | |
| | Older Youth | 51 | 66.7 | |
| | Younger Youth | 52 | 63.3 | |
| Skill Attainment Rate | Younger Youth | 73 | 71.5 | |
| Placement in Employment and Education | Youth (14 - 21) | NA | 64.0 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 36.8 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | 1 | | 0 | 16 |

Table O - Local Performance

| Suffolk County | Total Participants Served | Adults | 3,789 | |
|---|---------------------------|------------------------------|--------------------------|----|
| | | Dislocated Workers | 2,139 | |
| 36120 | Total Exiters | Older Youth (19 - 21) | 70 | |
| | | Younger Youth (14 - 18) | 360 | |
| | | Adults | 2,661 | |
| | | Dislocated Workers | 1,245 | |
| Reported Information | | Older Youth (19 - 21) | 40 | |
| | | Younger Youth (14 - 18) | 175 | |
| | | Negotiated Performance Level | Actual Performance Level | |
| | | Customer Satisfaction | Program Participants | 75 |
| Entered Employment Rate | Employers | 73 | 66.6 | |
| | Adults | 73 | 74.3 | |
| | Dislocated Workers | 81 | 74.4 | |
| Retention Rates | Older Youth | 65 | 72.3 | |
| | Adults | 81 | 76.1 | |
| | Dislocated Workers | 88 | 84.0 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Older Youth | 77 | 92.3 | |
| | Adults | 52 | 59.0 | |
| | Dislocated Workers | \$2,850 | \$2,725 | |
| Credential/Diploma Rates | Older Youth | -\$1,950 | -\$1,728 | |
| | Adults | \$2,900 | \$2,673 | |
| | Dislocated Workers | 70 | 62.8 | |
| Skill Attainment Rate | Older Youth | 63 | 60.5 | |
| | Adults | 51 | 55.3 | |
| | Younger Youth | 52 | 89.0 | |
| Placement in Employment and Education | Younger Youth | 73 | 83.1 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 56.9 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | 57.6 | |
| Overall Status of Local Performance | Youth (14 - 21) | NA | NR | |
| | Not Met | Met | Exceeded | |
| | | 0 | 0 | 17 |

Table O - Local Performance



Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Ulster County | Total Participants Served | Adults | 1,027 |
| | | Dislocated Workers | 67 |
| | | Older Youth (19 - 21) | 17 |
| | | Younger Youth (14 - 18) | 72 |
| 36125 | Total Exiters | Adults | 1,123 |
| | | Dislocated Workers | 70 |
| | | Older Youth (19 - 21) | 6 |
| | | Younger Youth (14 - 18) | 58 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 81.7 |
| | Employers | 73 | 71.2 |
| Entered Employment Rate | Adults | 73 | 77.4 |
| | Dislocated Workers | 81 | 85.0 |
| | Older Youth | 65 | 100.0 |
| Retention Rates | Adults | 81 | 81.0 |
| | Dislocated Workers | 88 | 90.3 |
| | Older Youth | 77 | 50.0 |
| | Younger Youth | 52 | 76.9 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,648 |
| | Dislocated Workers | -\$1,950 | -\$1,797 |
| | Older Youth | \$2,900 | \$5,306 |
| Credential/Diploma Rates | Adults | 70 | 66.0 |
| | Dislocated Workers | 63 | 83.3 |
| | Older Youth | 51 | 100.0 |
| | Younger Youth | 52 | 50.0 |
| Skill Attainment Rate | Younger Youth | 73 | 86.4 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 30.2 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 84.6 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 1 | 0 | 16 |

Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Columbia/Greene Counties | Total Participants Served | Adults | 661 |
| | | Dislocated Workers | 94 |
| | | Older Youth (19 - 21) | 24 |
| | | Younger Youth (14 - 18) | 110 |
| 36135 | Total Exiters | Adults | 636 |
| | | Dislocated Workers | 53 |
| | | Older Youth (19 - 21) | 14 |
| | | Younger Youth (14 - 18) | 85 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 78.5 |
| | Employers | 73 | 72.2 |
| Entered Employment Rate | Adults | 73 | 79.4 |
| | Dislocated Workers | 81 | 87.0 |
| | Older Youth | 65 | 100.0 |
| Retention Rates | Adults | 81 | 87.9 |
| | Dislocated Workers | 88 | 87.8 |
| | Older Youth | 77 | 100.0 |
| | Younger Youth | 52 | 69.1 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,374 |
| | Dislocated Workers | -\$1,950 | \$268 |
| | Older Youth | \$2,900 | \$4,622 |
| Credential/Diploma Rates | Adults | 70 | 66.7 |
| | Dislocated Workers | 63 | 87.5 |
| | Older Youth | 51 | 62.5 |
| | Younger Youth | 52 | 82.1 |
| Skill Attainment Rate | Younger Youth | 73 | 82.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 70.7 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 50.0 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 0 | 0 | 17 |



Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Sullivan County | Total Participants Served | Adults | 995 |
| | | Dislocated Workers | 83 |
| | | Older Youth (19 - 21) | 17 |
| | | Younger Youth (14 - 18) | 42 |
| 36140 | Total Exiters | Adults | 1,001 |
| | | Dislocated Workers | 29 |
| | | Older Youth (19 - 21) | 4 |
| | | Younger Youth (14 - 18) | 21 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 78.2 |
| | Employers | 73 | 67.7 |
| Entered Employment Rate | Adults | 73 | 86.7 |
| | Dislocated Workers | 81 | 95.7 |
| | Older Youth | 65 | 50.0 |
| Retention Rates | Adults | 81 | 89.1 |
| | Dislocated Workers | 88 | 82.9 |
| | Older Youth | 77 | 75.0 |
| | Younger Youth | 52 | 63.6 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,836 |
| | Dislocated Workers | -\$1,950 | \$2,223 |
| | Older Youth | \$2,900 | \$4,585 |
| Credential/Diploma Rates | Adults | 70 | 63.2 |
| | Dislocated Workers | 63 | 75.0 |
| | Older Youth | 51 | 50.0 |
| | Younger Youth | 52 | 60.0 |
| Skill Attainment Rate | Younger Youth | 73 | 82.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 38.9 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 18.8 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 1 | 0 | 16 |



Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Fulton/Montgomery/Schoharie Counties | Total Participants Served | Adults | 2,356 |
| | | Dislocated Workers | 274 |
| | | Older Youth (19 - 21) | 32 |
| | | Younger Youth (14 - 18) | 86 |
| 36145 | Total Exiters | Adults | 2,208 |
| | | Dislocated Workers | 162 |
| | | Older Youth (19 - 21) | 17 |
| | | Younger Youth (14 - 18) | 53 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 79.4 |
| | Employers | 73 | 75.4 |
| Entered Employment Rate | Adults | 73 | 90.9 |
| | Dislocated Workers | 81 | 86.6 |
| | Older Youth | 65 | 66.7 |
| Retention Rates | Adults | 81 | 88.8 |
| | Dislocated Workers | 88 | 89.4 |
| | Older Youth | 77 | 90.0 |
| | Younger Youth | 52 | 62.7 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,015 |
| | Dislocated Workers | -\$1,950 | \$1,129 |
| | Older Youth | \$2,900 | \$2,591 |
| Credential/Diploma Rates | Adults | 70 | 67.6 |
| | Dislocated Workers | 63 | 75.0 |
| | Older Youth | 51 | 58.8 |
| | Younger Youth | 52 | 70.5 |
| Skill Attainment Rate | Younger Youth | 73 | 97.2 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 64.5 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 83.3 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 0 | 0 | 17 |



ONEWORKSOURCE
BUSINESS & EMPLOYMENT CENTER

Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| North Country | Total Participants Served | Adults | 8,228 |
| | | Dislocated Workers | 202 |
| | | Older Youth (19 - 21) | 41 |
| | | Younger Youth (14 - 18) | 65 |
| 36150 | Total Exiters | Adults | 5,312 |
| | | Dislocated Workers | 128 |
| | | Older Youth (19 - 21) | 10 |
| | | Younger Youth (14 - 18) | 64 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 80.3 |
| | Employers | 73 | 78.0 |
| Entered Employment Rate | Adults | 73 | 93.3 |
| | Dislocated Workers | 81 | 97.9 |
| | Older Youth | 65 | 100.0 |
| Retention Rates | Adults | 81 | 86.3 |
| | Dislocated Workers | 88 | 90.5 |
| | Older Youth | 77 | 83.3 |
| | Younger Youth | 52 | 91.2 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,437 |
| | Dislocated Workers | -\$1,950 | -\$2,003 |
| | Older Youth | \$2,900 | \$5,962 |
| Credential/Diploma Rates | Adults | 70 | 84.5 |
| | Dislocated Workers | 63 | 87.2 |
| | Older Youth | 51 | 55.6 |
| | Younger Youth | 52 | 83.3 |
| Skill Attainment Rate | Younger Youth | 73 | 86.0 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 30.0 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 16.3 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 0 | 0 | 17 |



Table O - Local Performance

| | | | |
|---|---------------------------|-------------------------------------|---------------------------------|
| Chenango/Delaware/Otsego Counties | Total Participants Served | Adults | 1,997 |
| | | Dislocated Workers | 296 |
| | | Older Youth (19 - 21) | 51 |
| | | Younger Youth (14 - 18) | 251 |
| 36155 | Total Exiters | Adults | 1,641 |
| | | Dislocated Workers | 286 |
| | | Older Youth (19 - 21) | 24 |
| | | Younger Youth (14 - 18) | 93 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 78.9 |
| | Employers | 73 | 76.4 |
| Entered Employment Rate | Adults | 73 | 85.4 |
| | Dislocated Workers | 81 | 88.5 |
| | Older Youth | 65 | 66.7 |
| Retention Rates | Adults | 81 | 83.7 |
| | Dislocated Workers | 88 | 83.3 |
| | Older Youth | 77 | 79.2 |
| | Younger Youth | 52 | 64.4 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,328 |
| | Dislocated Workers | -\$1,950 | \$1,937 |
| | Older Youth | \$2,900 | \$3,983 |
| Credential/Diploma Rates | Adults | 70 | 46.2 |
| | Dislocated Workers | 63 | 46.5 |
| | Older Youth | 51 | 43.8 |
| | Younger Youth | 52 | 62.5 |
| Skill Attainment Rate | Younger Youth | 73 | 81.4 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 73.4 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 68.1 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 2 | 0 | 15 |



Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Finger Lakes | Total Participants Served | Adults | 2,884 |
| | | Dislocated Workers | 541 |
| | | Older Youth (19 - 21) | 90 |
| | | Younger Youth (14 - 18) | 237 |
| 36165 | Total Exiters | Adults | 2,551 |
| | | Dislocated Workers | 381 |
| | | Older Youth (19 - 21) | 37 |
| | | Younger Youth (14 - 18) | 123 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 75.1 |
| | Employers | 73 | 77.5 |
| Entered Employment Rate | Adults | 73 | 88.3 |
| | Dislocated Workers | 81 | 91.9 |
| | Older Youth | 65 | 81.0 |
| Retention Rates | Adults | 81 | 82.4 |
| | Dislocated Workers | 88 | 89.3 |
| | Older Youth | 77 | 96.0 |
| | Younger Youth | 52 | 70.7 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,519 |
| | Dislocated Workers | -\$1,950 | -\$458 |
| | Older Youth | \$2,900 | \$2,203 |
| Credential/Diploma Rates | Adults | 70 | 71.1 |
| | Dislocated Workers | 63 | 86.1 |
| | Older Youth | 51 | 59.1 |
| | Younger Youth | 52 | 52.2 |
| Skill Attainment Rate | Younger Youth | 73 | 88.6 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 75.8 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 57.6 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 1 | 0 | 16 |

Table O - Local Performance

| | | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| GLOW | Total Participants Served | Adults | 2,345 | |
| | | Dislocated Workers | 153 | |
| | | Older Youth (19 - 21) | 36 | |
| | | Younger Youth (14 - 18) | 241 | |
| 36170 | Total Exiters | Adults | 2,112 | |
| | | Dislocated Workers | 79 | |
| | | Older Youth (19 - 21) | 24 | |
| | | Younger Youth (14 - 18) | 117 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 75 | 74.3 | |
| | Employers | 73 | 75.3 | |
| Entered Employment Rate | Adults | 73 | 86.1 | |
| | Dislocated Workers | 81 | 85.7 | |
| | Older Youth | 65 | 75.0 | |
| Retention Rates | Adults | 81 | 92.0 | |
| | Dislocated Workers | 88 | 84.6 | |
| | Older Youth | 77 | 78.3 | |
| | Younger Youth | 52 | 67.1 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,520 | |
| | Dislocated Workers | -\$1,950 | -\$1,644 | |
| | Older Youth | \$2,900 | \$4,406 | |
| Credential/Diploma Rates | Adults | 70 | 88.3 | |
| | Dislocated Workers | 63 | 76.6 | |
| | Older Youth | 51 | 60.0 | |
| | Younger Youth | 52 | 80.4 | |
| Skill Attainment Rate | Younger Youth | 73 | 92.5 | |
| Placement in Employment and Education | Youth (14 - 21) | NA | 61.2 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 51.0 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | | 0 | 0 | 17 |

Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Erie County | Total Participants Served | Adults | 4,503 |
| | | Dislocated Workers | 1,279 |
| | | Older Youth (19 - 21) | 96 |
| | | Younger Youth (14 - 18) | 798 |
| 36175 | Total Exiters | Adults | 3,470 |
| | | Dislocated Workers | 938 |
| | | Older Youth (19 - 21) | 46 |
| | | Younger Youth (14 - 18) | 544 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 75.5 |
| | Employers | 73 | 69.6 |
| Entered Employment Rate | Adults | 73 | 88.8 |
| | Dislocated Workers | 81 | 82.1 |
| | Older Youth | 65 | 65.3 |
| Retention Rates | Adults | 81 | 85.2 |
| | Dislocated Workers | 88 | 87.7 |
| | Older Youth | 77 | 78.3 |
| | Younger Youth | 52 | 54.7 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,300 |
| | Dislocated Workers | -\$1,950 | \$282 |
| | Older Youth | \$2,900 | \$2,098 |
| Credential/Diploma Rates | Adults | 70 | 66.2 |
| | Dislocated Workers | 63 | 62.3 |
| | Older Youth | 51 | 44.6 |
| | Younger Youth | 52 | 41.4 |
| Skill Attainment Rate | Younger Youth | 73 | 78.3 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 35.0 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 31.8 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 2 | 0 | 15 |

Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Onondaga County | Total Participants Served | Adults | 1,611 |
| | | Dislocated Workers | 741 |
| | | Older Youth (19 - 21) | 27 |
| | | Younger Youth (14 - 18) | 209 |
| 36185 | Total Exiters | Adults | 1,445 |
| | | Dislocated Workers | 726 |
| | | Older Youth (19 - 21) | 29 |
| | | Younger Youth (14 - 18) | 106 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 73.1 |
| | Employers | 73 | 73.3 |
| Entered Employment Rate | Adults | 73 | 72.9 |
| | Dislocated Workers | 81 | 69.5 |
| | Older Youth | 65 | 47.5 |
| Retention Rates | Adults | 81 | 88.1 |
| | Dislocated Workers | 88 | 84.3 |
| | Older Youth | 77 | 80.0 |
| | Younger Youth | 52 | 54.9 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,775 |
| | Dislocated Workers | -\$1,950 | -\$9,271 |
| | Older Youth | \$2,900 | \$2,047 |
| Credential/Diploma Rates | Adults | 70 | 80.8 |
| | Dislocated Workers | 63 | 64.9 |
| | Older Youth | 51 | 17.1 |
| | Younger Youth | 52 | 45.7 |
| Skill Attainment Rate | Younger Youth | 73 | 96.4 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 56.1 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 56.9 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 4 | 0 | 13 |



Cayuga-Cortland

Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Cayuga/Cortland Counties | Total Participants Served | Adults | 505 |
| | | Dislocated Workers | 141 |
| | | Older Youth (19 - 21) | 21 |
| | | Younger Youth (14 - 18) | 147 |
| 36195 | Total Exitters | Adults | 595 |
| | | Dislocated Workers | 119 |
| | | Older Youth (19 - 21) | 16 |
| | | Younger Youth (14 - 18) | 83 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 75.0 |
| | Employers | 73 | 73.8 |
| Entered Employment Rate | Adults | 73 | 97.7 |
| | Dislocated Workers | 81 | 93.4 |
| | Older Youth | 65 | 100.0 |
| Retention Rates | Adults | 81 | 80.2 |
| | Dislocated Workers | 88 | 92.2 |
| | Older Youth | 77 | 87.5 |
| | Younger Youth | 52 | 74.3 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$4,314 |
| | Dislocated Workers | -\$1,950 | -\$2,369 |
| | Older Youth | \$2,900 | \$2,895 |
| Credential/Diploma Rates | Adults | 70 | 85.4 |
| | Dislocated Workers | 63 | 86.4 |
| | Older Youth | 51 | 61.5 |
| | Younger Youth | 52 | 67.5 |
| Skill Attainment Rate | Younger Youth | 73 | 86.8 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 56.6 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 69.7 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 0 | 1 | 16 |

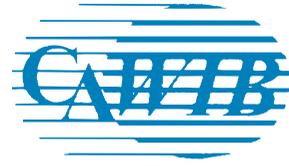


Table O - Local Performance

| | | | | |
|---|---------------------------|------------------------------|--------------------------|----------|
| Allegany/Cattaraugus Counties | Total Participants Served | Adults | 2,406 | |
| | | Dislocated Workers | 146 | |
| | | Older Youth (19 - 21) | 46 | |
| | | Younger Youth (14 - 18) | 175 | |
| 36210 | Total Exiters | Adults | 1,840 | |
| | | Dislocated Workers | 92 | |
| | | Older Youth (19 - 21) | 27 | |
| | | Younger Youth (14 - 18) | 81 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 75 | 75.4 | |
| | Employers | 73 | 73.7 | |
| Entered Employment Rate | Adults | 73 | 90.1 | |
| | Dislocated Workers | 81 | 84.8 | |
| | Older Youth | 65 | 93.8 | |
| Retention Rates | Adults | 81 | 82.9 | |
| | Dislocated Workers | 88 | 84.0 | |
| | Older Youth | 77 | 73.3 | |
| | Younger Youth | 52 | 65.9 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,768 | |
| | Dislocated Workers | -\$1,950 | \$265 | |
| | Older Youth | \$2,900 | \$2,681 | |
| Credential/Diploma Rates | Adults | 70 | 76.5 | |
| | Dislocated Workers | 63 | 81.1 | |
| | Older Youth | 51 | 77.3 | |
| | Younger Youth | 52 | 50.0 | |
| Skill Attainment Rate | Younger Youth | 73 | 80.0 | |
| Placement in Employment and Education | Youth (14 - 21) | NA | 68.8 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 61.0 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | 0 | | 0 | 17 |

Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Chautauqua County | Total Participants Served | Adults | 1,311 |
| | | Dislocated Workers | 381 |
| | | Older Youth (19 - 21) | 75 |
| | | Younger Youth (14 - 18) | 108 |
| 36215 | Total Exiters | Adults | 1,335 |
| | | Dislocated Workers | 283 |
| | | Older Youth (19 - 21) | 29 |
| | | Younger Youth (14 - 18) | 57 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 77.1 |
| | Employers | 73 | 71.5 |
| Entered Employment Rate | Adults | 73 | 87.0 |
| | Dislocated Workers | 81 | 91.1 |
| | Older Youth | 65 | 75.0 |
| Retention Rates | Adults | 81 | 88.5 |
| | Dislocated Workers | 88 | 89.4 |
| | Older Youth | 77 | 92.9 |
| | Younger Youth | 52 | 60.9 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,695 |
| | Dislocated Workers | -\$1,950 | \$876 |
| | Older Youth | \$2,900 | \$3,738 |
| Credential/Diploma Rates | Adults | 70 | 85.8 |
| | Dislocated Workers | 63 | 77.6 |
| | Older Youth | 51 | 88.9 |
| | Younger Youth | 52 | 48.5 |
| Skill Attainment Rate | Younger Youth | 73 | 78.9 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 60.6 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 32.0 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 0 | 0 | 17 |

Table O - Local Performance

| | | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|-----------------|
| Broome/Tioga Counties | Total Participants Served | Adults | 3,951 | |
| | | Dislocated Workers | 566 | |
| | | Older Youth (19 - 21) | 100 | |
| | | Younger Youth (14 - 18) | 142 | |
| 36220 | Total Exiters | Adults | 2,994 | |
| | | Dislocated Workers | 392 | |
| | | Older Youth (19 - 21) | 112 | |
| | | Younger Youth (14 - 18) | 159 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| | Customer Satisfaction | Program Participants | 75 | 73.5 |
| | | Employers | 73 | 78.3 |
| Entered Employment Rate | | Adults | 73 | 91.5 |
| | | Dislocated Workers | 81 | 93.9 |
| | | Older Youth | 65 | 82.4 |
| Retention Rates | | Adults | 81 | 82.7 |
| | | Dislocated Workers | 88 | 92.4 |
| | | Older Youth | 77 | 52.4 |
| | | Younger Youth | 52 | 53.1 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | | Adults | \$2,850 | \$3,401 |
| | | Dislocated Workers | -\$1,950 | \$653 |
| | | Older Youth | \$2,900 | \$1,199 |
| Credential/Diploma Rates | | Adults | 70 | 70.8 |
| | | Dislocated Workers | 63 | 79.5 |
| | | Older Youth | 51 | 69.1 |
| | | Younger Youth | 52 | 72.5 |
| Skill Attainment Rate | | Younger Youth | 73 | 60.1 |
| Placement in Employment and Education | | Youth (14 - 21) | NA | 50.5 |
| Attainment of Degree or Certificate | | Youth (14 - 21) | NA | 85.7 |
| Literacy or Numeracy Gains | | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | | Not Met | Met | Exceeded |
| | | 2 | 0 | 15 |



Table O - Local Performance

| | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|
| Tompkins County | Total Participants Served | Adults | 351 |
| | | Dislocated Workers | 147 |
| | | Older Youth (19 - 21) | 26 |
| | | Younger Youth (14 - 18) | 100 |
| 36225 | Total Exiters | Adults | 326 |
| | | Dislocated Workers | 137 |
| | | Older Youth (19 - 21) | 14 |
| | | Younger Youth (14 - 18) | 47 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 73.4 |
| | Employers | 73 | 76.8 |
| Entered Employment Rate | Adults | 73 | 66.5 |
| | Dislocated Workers | 81 | 71.9 |
| | Older Youth | 65 | 60.0 |
| Retention Rates | Adults | 81 | 86.6 |
| | Dislocated Workers | 88 | 87.8 |
| | Older Youth | 77 | 0.0 |
| | Younger Youth | 52 | 100.0 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$3,353 |
| | Dislocated Workers | -\$1,950 | \$2,387 |
| | Older Youth | \$2,900 | \$107 |
| Credential/Diploma Rates | Adults | 70 | 54.5 |
| | Dislocated Workers | 63 | 54.5 |
| | Older Youth | 51 | 40.0 |
| | Younger Youth | 52 | 40.0 |
| Skill Attainment Rate | Younger Youth | 73 | 92.1 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 47.8 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 18.8 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | | |
| | 5 | 0 | 12 |

Table O - Local Performance

| | | | | |
|---|----------------------------------|-------------------------------------|---------------------------------|------|
| Dutchess County | Total Participants Served | Adults | 1,394 | |
| | | Dislocated Workers | 140 | |
| | | Older Youth (19 - 21) | 22 | |
| | | Younger Youth (14 - 18) | 138 | |
| 36230 | Total Exiters | Adults | 1,374 | |
| | | Dislocated Workers | 62 | |
| | | Older Youth (19 - 21) | 16 | |
| | | Younger Youth (14 - 18) | 122 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| | Customer Satisfaction | Program Participants | 75 | 74.4 |
| | | Employers | 73 | 73.4 |
| Entered Employment Rate | Adults | 73 | 87.0 | |
| | Dislocated Workers | 81 | 91.2 | |
| | Older Youth | 65 | 66.7 | |
| Retention Rates | Adults | 81 | 77.3 | |
| | Dislocated Workers | 88 | 83.3 | |
| | Older Youth | 77 | 70.0 | |
| | Younger Youth | 52 | 85.0 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,292 | |
| | Dislocated Workers | -\$1,950 | \$675 | |
| | Older Youth | \$2,900 | \$1,819 | |
| Credential/Diploma Rates | Adults | 70 | 55.0 | |
| | Dislocated Workers | 63 | 73.3 | |
| | Older Youth | 51 | 45.5 | |
| | Younger Youth | 52 | 34.1 | |
| Skill Attainment Rate | Younger Youth | 73 | 60.2 | |
| Placement in Employment and Education | Youth (14 - 21) | NA | 48.5 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 12.2 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR | |
| Overall Status of Local Performance | Not Met | | | |
| | 3 | Met | 0 | |
| | | Exceeded | 14 | |



Table O - Local Performance

| | | | | |
|---|----------------------------------|---|---|-----------------|
| Putnam County/ Balance of Westchester County | Total Participants Served | Adults | 5,252 | |
| | | Dislocated Workers | 669 | |
| | | Older Youth (19 - 21) | 98 | |
| | | Younger Youth (14 - 18) | 97 | |
| 36235 | Total Exitors | Adults | 4,081 | |
| | | Dislocated Workers | 474 | |
| | | Older Youth (19 - 21) | 39 | |
| | | Younger Youth (14 - 18) | 130 | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level | |
| Customer Satisfaction | Program Participants | 75 | 69.8 | |
| | Employers | 73 | 71.4 | |
| Entered Employment Rate | Adults | 73 | 67.3 | |
| | Dislocated Workers | 81 | 75.5 | |
| | Older Youth | 65 | 89.5 | |
| Retention Rates | Adults | 81 | 76.8 | |
| | Dislocated Workers | 88 | 84.6 | |
| | Older Youth | 77 | 96.2 | |
| | Younger Youth | 52 | 91.9 | |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$4,422 | |
| | Dislocated Workers | -\$1,950 | \$552 | |
| | Older Youth | \$2,900 | \$7,779 | |
| Credential/Diploma Rates | Adults | 70 | 64.3 | |
| | Dislocated Workers | 63 | 61.3 | |
| | Older Youth | 51 | 81.8 | |
| | Younger Youth | 52 | 82.0 | |
| Skill Attainment Rate | Younger Youth | 73 | 77.9 | |
| Placement in Employment and Education | Youth (14 - 21) | NA | 66.3 | |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 49.3 | |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR | |
| Overall Status of Local Performance | Not Met | | Met | Exceeded |
| | | 0 | 0 | 17 |

Table O - Local Performance

| | | | |
|---|---------------------------|------------------------------|--------------------------|
| Monroe County | Total Participants Served | Adults | 4,746 |
| | | Dislocated Workers | 1,269 |
| | | Older Youth (19 - 21) | 171 |
| | | Younger Youth (14 - 18) | 887 |
| 36240 | Total Exiters | Adults | 3,700 |
| | | Dislocated Workers | 940 |
| | | Older Youth (19 - 21) | 91 |
| | | Younger Youth (14 - 18) | 420 |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Customer Satisfaction | Program Participants | 75 | 75.4 |
| | Employers | 73 | 70.6 |
| Entered Employment Rate | Adults | 73 | 73.7 |
| | Dislocated Workers | 81 | 81.3 |
| | Older Youth | 65 | 69.7 |
| Retention Rates | Adults | 81 | 84.9 |
| | Dislocated Workers | 88 | 86.6 |
| | Older Youth | 77 | 90.3 |
| | Younger Youth | 52 | 54.6 |
| Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth) | Adults | \$2,850 | \$2,249 |
| | Dislocated Workers | -\$1,950 | -\$208 |
| | Older Youth | \$2,900 | \$2,462 |
| Credential/Diploma Rates | Adults | 70 | 62.4 |
| | Dislocated Workers | 63 | 63.4 |
| | Older Youth | 51 | 40.7 |
| | Younger Youth | 52 | 34.4 |
| Skill Attainment Rate | Younger Youth | 73 | 85.5 |
| Placement in Employment and Education | Youth (14 - 21) | NA | 51.9 |
| Attainment of Degree or Certificate | Youth (14 - 21) | NA | 35.5 |
| Literacy or Numeracy Gains | Youth (14 - 21) | NA | NR |
| Overall Status of Local Performance | Not Met | Met | Exceeded |
| | 3 | 0 | 14 |

