



NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM

2009 ANNUAL REPORT



NYS
DEPARTMENT
OF LABOR

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On behalf of the State Workforce Investment Board and the New York State Department of Labor, I am proud to present the Program Year 2009 WIA Title 1-B Annual Report. It was a difficult program year marked by the "Great Recession" and unemployment rates stuck at their highest levels in a generation. Yet, New York State's workforce development system rose to meet these challenges while we continued to find new and creative ways to develop and retain a skilled workforce.

During PY '09, we offered the Skills Matching and Referral Technology (SMART 2010) tool to the State's workforce system. This innovative system sorts through resumes and job descriptions to find common themes and key terms. It generates and emails lists of job leads for job seekers based on the likelihood that they will follow a certain career path based on their work histories, education and skills.

We launched several other initiatives:

- Emerging and Transitional Worker Training for low-income, unemployed adults
- Building Skills in New York State (BUSINYS) that provides training to upgrade workers' skills to avert layoffs
- Disconnected Youth Training that focuses on low-income youth ages 14-24
- State-level On-the-Job Training Program to train long-term dislocated workers

We set up the Career Development and Youth Initiatives Unit to improve services to youth throughout the workforce system. The Labor Department and the NYS Energy Research and Development Authority created Green Careers New York (www.greencareersny.com). This Internet portal helps visitors find information on a variety of "green" topics --jobs and careers, training, and incentives for going green.

The department expanded services to businesses to help avert layoffs and weather the recession. We set up the New York ASSET (Assist, Stabilize, Secure, and Empower Turnaround) program and highlighted the Shared Work program for employers.

In addition, we renewed the eight Regional Economic Transformation Strategies contracts. This will enhance the competitive advantage of awarded regions by improving the supply and quality of the region's talent pipeline. The strategies build on either a sector-based or a cluster-based approach that focuses on attracting, developing or retaining talent.

Lastly, I would like to reaffirm New York State's support for the reauthorization of WIA. Reauthorization, in the form advocated by the State, is vital to the health and well-being of our workforce, business community and economy. It will enable the State and the nation to address critical needs through regional planning, regional collaboration, restored/adequate program funding, simplified eligibility and documentation requirements, focus on sectors, and increased program flexibility. Its importance cannot be overstated.

I am excited to be a part of moving New York State's workforce system forward, in collaboration with our local workforce boards, One-Stop staff and high-level partners, including higher education, economic development, and business and industry.

Sincerely,

Colleen C. Gardner, Commissioner
New York State Department of Labor

New York State Workforce Development System Program Year 2009 Annual Report

Summary

During PY '09, the State's workforce system continued to make progress toward the State Workforce Investment Board's goals:

- 1) emphasizing **regional partnerships and sector strategies**
- 2) streamlining functions for better efficiency through the **integration of business services**
- 3) **improving youth services** and
- 4) developing **initiatives to address the impact of the economy on the state's workforce**

We saw funding increases over the last program year: slightly for WIA Adults and Youth, and significantly for Dislocated Workers. New York's One-Stop System had a 2% decrease in Adult participant levels. However, there was a 32% increase in Dislocated Workers and an 8.75% increase in Youth participant levels, when compared with PY '08. This reflects the downturn in the economy. Overall, in PY '09 our local areas provided staff-assisted service to 8.83% more Adults, Dislocated Workers and Youth than in PY '08.

The state also passed all nine of its performance measures again this program year. We are proud of the efforts of local workforce staff to increase service levels. We are also encouraged by the cooperation between local boards and leaders and regional partners. They will create a pipeline for skilled and talented workers that will retain and attract businesses to their areas.

Program Year '09 Highlights

State Level WIA Activities

New York has developed projects that follow the direction of the Administration, as well as national themes. We are using sector strategies, regional initiatives and innovations to address the needs of special populations.

Sector-Based Initiatives

Emerging and Transitional Worker Training: Beginning with this Request for Proposals (RFP) and continuing in the Disconnected Youth RFP (see next item), the Department used a new approach to solicit proposals. We changed the application, screening and scoring process. In the past, we have issued program-specific solicitations with detailed outlines of required services and target customers. This program sought model and demonstration projects, intended to yield a range of project ideas. We identified our priorities and offered contractors a flexible menu of goals. This allowed them to design their proposals to play to their strengths and focus on the conditions in their area.

The goals include:

- 1) Deliver training in high priority sectors (Construction Trades, Health care, Advanced Manufacturing and Transportation)
- 2) Incorporate work readiness preparation to enable participants to achieve the National Work Readiness Credential
- 3) Foster career planning using the Department's nationally recognized CareerZone and JobZone tools.

We screened the submitted proposals, assigning a score between 0-100, according to how well their plans matched our goals. Then, any proposal that scored over 50 moved ahead to technical review. The technical evaluation assessed the merits of the proposals by assigning a point score based on a program merit and cost.

This RFP provided \$15 million to for-profit and not-for-profit organizations to give new and existing workers the skills, knowledge and ability to get a job and advance their careers. Due to high demand (we received 100 proposals), we raised the award level from \$10 million to \$15 million, which helped us to award 44 proposals to serve 6,335 first job seekers and workers in transition.

Disconnected Youth Training: This initiative provided \$5 million to serve young people who are not likely to continue their education. The program aims to:

- Expand their career awareness
- Provide services that prevent youth from becoming dropouts
- Develop basic skills and competencies that will motivate youth to achieve and succeed as adults and at work.

The program offers career planning, work readiness training, High School Diploma or Equivalent preparation, and basic occupational skills training. Other program aspects that took priority under this solicitation included:

- Education links
- Ties to employers
- “Green” components
- Meaningful collaboration with WIA partners
- Leveraged resources
- Operation within “environmental justice” zones

Due to high demand (we received 80 proposals), we increased the award level from \$2.5 million to \$5 million, which enabled the department to award 24 grants to serve 1,737 disconnected youth.

Planned Program Evaluations: For both the Emerging and Transitional Worker and Disconnected Youth initiatives, contractors must enter data into the One-Stop Operating System (OSOS). This enables New York State to conduct an in-depth evaluation of the participant services and results from these programs. The department’s Research and Statistics Division (R & S) has set up a comprehensive participant data report. We update it monthly and share the results with field-monitoring staff who conduct quarterly reviews of the programs. With the information gathered from these sources, as well as surveys of program operators and participants, the R & S Division will develop an outcome evaluation report in mid to late 2011.

Beyond evaluating results, staff has analyzed other aspects of the roll-out of these new initiatives that may have contributed to the success of the programs. For example, we gave extensive training to help contractors understand the National Work Readiness Credential and the resources they can tap to provide the needed work-readiness training. The OSOS system is complex, so contractors needed multiple training sessions, with follow-up technical assistance from field staff. The ongoing evaluation of this process offers a number of “lessons learned” that we will use to improve future solicitations.

Regional One-Stop Business Service Teams: In June 2010, Local Workforce Investment Boards (LWIBs) and the department’s Business Services’ staff in each of the State’s ten labor market regions collaborated to create Regional One-Stop Business Service Teams. The regional teams help align local One-Stop business services to sector initiatives and strategies in the region. The teams share and/or coordinate workforce intelligence including:

- Initiatives/strategies for stable, emerging and contracting sectors in the region
- Relationships that can help advance workforce strategies in the region’s sectors, such as:
 - State, regional, county and local economic development entities

- Business associations and partnerships (e.g., Manufacturing Extension Partnerships)
- Labor organizations
- Chambers of commerce and
- Businesses investing in economic/workforce development
- Talent pipelines and career pathway opportunities
- Marketing to promote services, and hiring and training incentives to business customers including:
 - Human resource consulting
 - On-the-Job Training (OJT)
 - Work Opportunity Tax Credit (WOTC)
 - Hiring Incentives to Restore Employment (HIRE)
 - Customized training
 - Incumbent worker training
 - Layoff aversion and turn-around solutions (e.g., Shared Work)
- Sharing the One-Stop Operating System (OSOS) database to track business contacts and services

Green Careers: The department and the NYS Energy Research and Development Authority created Green Careers New York (www.greencareersny.com), a portal to present information on a variety of “green” topics:

- Green jobs and careers
- How to get green training and
- Incentives for going green

Each section of the portal is designed to meet the needs of job seekers, businesses or workforce professionals. We launched GreenCareersNY specifically to match job seekers with green jobs and training opportunities.

State Labor Market Information(LMI) Improvement Grants: During the fall of 2009, USDOL issued grants to:

- Collect, analyze and disseminate labor market information and
- Enhance the labor exchange infrastructure for careers within the energy efficiency and renewable energy industries

Awardees were expected to use workforce and labor market information and data as a foundation for building and implementing effective workforce development strategies.

Under this SGA, New York received awards in both the consortium and individual agency categories:

- A \$3,753,000 award to the Nevada Consortium [Nevada (fiscal agent), New York, Colorado, Florida, Illinois, North Carolina, Texas and Utah] to enhance the labor exchange infrastructure and use LMI to:
 - Promote career opportunities within clean energy industries,
 - Determine occupational projections and
 - Develop, test and implement new software to capture clean energy job activity
- A \$3,999,923 award to the New England Consortium [Vermont (fiscal agent), New York, Connecticut, Maine, New Hampshire, Massachusetts, New Jersey and Rhode Island] to:
 - Determine current demand (short-term projections)
 - Classify skills and technologies using the Conference Board’s “Help Wanted Online Database” and Burning Glass
 - Create a green jobs portal, web service tools and a national green jobs bank

- A \$1,112,207 award to the Department to quantify jobs in New York State's clean energy industry.

Workforce Intelligence Goes Green: Since January 2006, the department has maintained contracts with the New York State Association of Counties (NYSAC) and the Workforce Development Institute (WDI) (affiliated with the State's AFL-CIO).

The primary purpose of these contracts is to gather data for:

- 1) Outreach to understand changes in the labor market to avert layoffs and loss of business
- 2) Developing better ways for the department to help dislocated workers move back into jobs
- 3) Promoting industry sector strategies
- 4) Establishing a procedure to design and implement a strategic Workforce Intelligence system that can be adapted for all New York State regions

This work continued during PY '09 with a shift in focus in January 2010. We expanded the scope to include data collection on emerging trends, new technologies, energy efficiency and the green sector. Both contracts end on December 31, 2010.

Regional Sector Strategies: The department continued to invest in regional sector strategies during PY '09 through its "Regional Economic Transformation Strategies Through a Sector or Cluster-Based Approach" RFP, originally released in July of 2007.

The RFP solicited regional initiatives that would improve a region's competitive advantage by improving the supply and quality of the region's talent pipeline through transformation strategies. The strategies build on either a sector-based or a cluster-based approach focused on addressing talent attraction, talent development or talent retention. We awarded \$4.25 million in WIA state level funds for:

- five Tier I grants (\$50,000 each) to develop a region's transformation plan and
- eight Tier II grants (\$500,000 each) for regions which had already developed and adopted an operational plan that would guide the transformation strategy

The plans from these regions focus on: Advanced Manufacturing, Health Care and Green Technologies/Renewable Energy/Biotechnology.

The five Tier I planning grant contracts are complete, and we have renewed all eight of the Tier II implementation grant contracts. The department has increased the funding level of the eight Tier II grants by an additional \$4 million (\$500,000.00 each), to raise the award total to \$8.25 million.

New York State's Clean Energy Industry: Labor Market and Workforce Intelligence: This report, issued in May 2009, addresses key aspects of clean energy jobs in New York State to help inform decisions and optimize public investments. The report focuses on three primary objectives of public investment in clean energy jobs:

- 1) Stimulate Job Creation/Job Retention – Provide capital investment in manufacture installation, production and maintenance across the entire supply chain that supports the clean energy industry

- 2) Support Workforce Development – Give workers the knowledge, skills and abilities they need to keep business productivity competitive in a global economy and to assure business output meets quality and efficiency expectations
- 3) Advance Pathways Out of Poverty

The report has 2 key findings and 18 recommendations, which cover these topics:

- Clean Energy Occupations
- State Agency Collaboration and Program Alignment
- Training Inventory
- Barriers to Training
- Labor Market Information
- New York State Green Jobs Portal

The findings continue to provide strong guidance, and the state has made good progress on 17 of the 18 recommendations.

Green Jobs / Green New York: The department has partnered with the New York State Energy Research and Development Authority (NYSERDA) to implement the New York State Green Jobs-Green New York (GJ/GNY) Act, state legislation that was passed in October 2009. This statewide program supports sustainable community development and creates opportunities for green jobs through energy efficiency. The program includes \$8 million for workforce development. The department serves on the Advisory Council and is part of the workforce development and outreach and marketing workgroups. The department and NYSERDA web sites and the green portal (www.greencareersny.com) have information about green initiatives. Marketing and outreach efforts will focus on making target audiences aware of training, education, job placement and certification opportunities. This will increase the number of New Yorkers who get training and green jobs. GJ/GNY supports a combination of classroom and hands-on experience, so participants and employees master the required skills. We emphasize program structure that helps participants attain national certification or accreditation.

Improving Services to Youth

In September 2009, the department formed the Career Development and Youth Initiatives Unit in the Division of Employment and Workforce Solutions. This unit provides leadership and support for the creation of comprehensive and customized workforce services that help young people learn the life/work skills to be competent, confident and connected adults. Youth office staff use career development and career planning to:

- Provide policy guidance
- Offer professional development
- Develop curriculum and tools
- Identify best practices from across the state, nation and the globe

We integrate important principles of youth development into resources and tools that support New York State youth in the transition to adulthood. This guidance can help them make decisions about careers, college and training opportunities.

The Career Development and Youth Initiatives Office has worked this past year to:

- Coordinate limited youth funds effectively to connect, communicate and collaborate in ways that engage youth and the programs that serve them across New York State.
 - Youth Office staff serve as liaisons to several statewide initiatives including the Governor's Children's Cabinet, the Governor's Statewide Youth Organization Group, the New York State Literacy Zones and the Office of Mental Health Promise Zones.
 - We have an MOU with the NYS Higher Education Services Corporation that funds outreach to disconnected youth to re-engage them in education and employment programs. Through this grant, Youth Office staff will train 'youth ambassadors' in Buffalo, Albany and New York City. They will introduce education and career resources through peer-to-peer mentoring. This pilot program will begin with 75 youth and expand as resources become available.
- Share technical assistance with local areas, state agencies and community based organizations that serve youth. We emphasize building literacy and work-readiness skills. This includes extensive support for the department's 44 Emerging and Transitional Worker Grantees and 24 Disconnected Youth Grantees.
- Develop appropriate curricula and tools to prepare youth for 21st Century jobs that meet the demands of business, especially in high-growth industries of the knowledge economy. This involves the continued support and development of CareerZone (www.nycareerzone.org) and JobZone (www.nyjobzone.org). Also, the Youth Office has helped implement the National Work Readiness Credential in youth programs across the state.
- Develop curricula and materials for professionals who work with youth to support the implementation of programs that:
 - Respect the cultural differences of youth
 - Support the development of youth-centered plans
 - Embody a youth development approach

This includes the Educator Academy, a professional development program that helps educators meet with national career development experts to learn new ways to engage youth. They share information and resources to address the social and emotional learning and development of youth, plan for the integration of career plans for all students and develop an implementation plan. We now offer this program as a blended learning experience that mixes traditional in-person workshops with online learning modules hosted on our eLearn Moodle network.

- Identify and share best practices from youth programs. We created a new Youth Portal linked to the department's home page to share resources with youth, built around the theme of "Dream It, Plan it, Make it Happen." It identifies resources for youth ages 14-17 and 18-24. We are developing pages for educators, parents/guardians, workforce professionals and businesses.

Business Services

We also implemented other business-focused initiatives during PY '09.

Building Skills in New York State (BUSINYS): This RFP provided \$4.7 million to private sector, for-profit and not-for-profit New York State businesses with four or more employees. They can use the funds to train their workers in specific occupational skills that lead to potential career growth and increased wages. Out of 283 proposals we received, we funded 150 requests to train 7,395 incumbent workers.

State-level On-the-Job Training (OJT) Initiative: This Request for Applications (RFA) made \$2.8 million available to provide incentives through OJT grants to businesses who hire long term unemployed workers, and to provide these workers with a competitive advantage in the labor market. The entities that qualified for funds:

- Businesses (private sector, for-profits and not-for-profits)
- Intermediaries that represent a business membership (e.g., Chambers of Commerce or labor/trade organizations)
- Local Workforce Investment Area (LWIA) Grant Recipients

A business that hires an eligible dislocated worker is eligible to receive an OJT grant of up to 30% of their wage rate for the time it takes the employee to become proficient in the occupation. The program allows 20% more of the newly hired employee's wage rate if they are long-term unemployed (i.e., exhausted their initial 26 weeks of unemployment insurance benefits or within 5 weeks of exhausting the initial 26 weeks of benefits).

The maximum OJT award for a newly hired employee is \$5,000. A business can have many OJT awards for multiple hires up to a limit of \$50,000 per business. We will accept applications until November 1, 2010 or until the funds are fully committed, whichever comes first.

Layoff Aversion: During PY '09, the department created a layoff aversion program called ASSET (Assist-Secure-Stabilize-Empower-Turnaround). This is an early alert, rapid response system in the New York City/Long Island region. The Regional ASSET team is comprised of state level staff from Business Services, Rapid Response, Regional Research and Statistics. It also uses Reorganization Alternatives Group Ltd of Garden City, NY (an expert Turnaround Management Consultant contracted by the department December 1, 2009).

The ASSET program applies business intelligence systems to identify "at-risk" businesses in the New York City and Long Island regions. We created an Early Warning Dashboard to house data from:

- WARN notices
- Trade Act Petitions
- UI claims data
- Dun and Bradstreet financial stress data
- Referrals from public and private lenders, managers, labor, etc.

For June 2010, Dun and Bradstreet provided statewide data on 1,684 distressed businesses for the Early Warning Dashboard (757 New York City, 338 Long Island and 589 Upstate).

Businesses targeted for assistance under the ASSET program come from these sectors:

- Construction
- Manufacturing
- Wholesale Trade
- Transportation/Warehousing

Our efforts focus primarily on private businesses with 20 and 250 employees. This strategy allows the Downstate ASSET team to work with managers close to the issues for faster and better results. Also, these smaller businesses often are more willing to work with outside turnaround services and government offices, with more prompt decisions.

The Downstate ASSET team has two program goals: to identify and intervene with companies that are at risk of layoffs and to prevent mass layoffs, if possible. To do this the team:

- Maintains a cooperating network of state and local stakeholders to identify firms at risk for layoffs, relocations and/or closure
- Offers diagnostic services to at-risk firms to determine root causes of distress (credit problems, trade, lack of capital, workforce)
- Identifies resources to help stabilize, turn around or attract buyers for troubled companies

The ASSET program was successful enough in 2010 to continue the project into 2011. Results from in 2010 include:

1. Contacted 98 businesses
2. Engaged and assessed over 50 businesses in New York City and Long Island
3. Offered services to 2,626 employees in these businesses
4. Provided comprehensive Turnaround Assistance to 8 businesses (4 are nearly complete)
5. Retained 642 employees through Turnaround Assistance efforts

Services to businesses:

1. Reduced their monthly debt service requirements
2. Helped them return to operating at a profit
3. Re-negotiated payment terms with creditors
4. Settled existing bank debt at a discount
5. Cut operating expenses by reengineering the manufacturing process
6. Negotiated with landlord to reduce lease expenses
7. Reduced the number of employees targeted for layoff
8. Made an aggressive collection effort, to reduce outstanding accounts receivable

Due to the success of the ASSET Program in the Downstate region, the program may expand to the Upstate region. If it does expand, we will develop an RFP for the services of a Turnaround Management Consultant in Upstate to work with a project team during PY 10. The Upstate effort will mirror the Downstate ASSET team.

New York State Small Business Task Force (SBTF): Convened by Governor Paterson in July 2009, the task force was directed to:

- Develop strategies to expand the role of small businesses
- Provide support for small businesses to expand and flourish

It was comprised of State government officials and private sector business experts appointed by the Governor. The SBTF released its final report and recommendations in December 2009 (available at: http://www.ny.gov/governor/press/pdf/Final_report.pdf). The final report identifies initiatives across four areas to spur growth and make it easier to do business in NYS:

- Increase access to capital
- Reduce red tape and provide regulatory reform
- Strengthen training and technical assistance for business owners, employees and aspiring entrepreneurs
- Improve access to, and awareness of, state resources

It recommends two key initiatives related to Workforce:

- **Layoff Aversion Strategies** – Identifying distressed businesses, and intervening to avoid closure, layoffs or WARN Notices. These strategies include developing an Early Warning Dashboard to identify distressed businesses and providing a menu of services in tandem with State Agencies, Local Workforce Investment Boards (LWIBs) and partners (including Business Turnaround Consultant Services and Employee Stock Ownership Plan Option).
- **On-the-Job Training (OJT) Programs** – Enhancing worker productivity. LWIBs would work with businesses to develop training plans for specific employees and pay up to 50% of their wages up to 26 weeks.

We have begun to implement these initiatives with the ASSET program, State-level OJT program and related efforts.

Shared Work: To complement to the New York ASSET program, the department also focused more efforts to help avert layoffs. In 2008, we began a concerted effort to market and expand use of our Shared Work Program (authorized under State UI Law), as an alternative for businesses considering layoffs. Under the Shared Work program, employers can reduce the hours of full-time employees by 20-60% while maintaining their fringe benefits (for up to 20 weeks). The employees receive partial UI benefits equal to the percentage of the reduction. This allows employers to weather short-term downturns in business or production, while they retain experienced staff for when business conditions and/or sales improve.

Our marketing for Shared Work included presentations for employers/labor unions/business organizations, business newsletter articles and media events. During PY '09, we approved 1,700 plans and registered 37,805 participants in the program statewide. These statistics represent a decline of 7.4% and 18.7% respectively statewide, compared to the previous year. In PY '08, we approved 1,835 plans and registered 46,515 participants in the program. Data from two program years of statewide Shared Work use follow:

Region	Plans Approved to Begin		Projected Number of Workers		Number of Participants	
	July 2009 - June 2010	July 2008 - June 2009	July 2009 - June 2010	July 2008 - June 2009	July 2009 - June 2010	July 2008 - June 2009
Statewide	1,700 (-7.4%)	1,835	37,805 (-18.72%)	46,515	22,675 (-33.68%)	34,190
Capital Region	125	135	2,130	2,845	1,410	1,795
Central	115	145	2,555	3,760	1,840	2,820
Finger Lakes	270	300	7,110	9,300	3,875	6,095
Mid-Hudson	155	140	2,620	2,320	1,410	1,580
Long Island	250	215	4,050	3,900	2,410	2,910
Mohawk Valley	80	85	2,515	2,680	1,570	2,725
New York City	285	285	3,700	4,885	2,485	2,910
North Country	30	30	630	1,155	480	920
Southern	100	135	3,050	4,475	1,905	4,335
Western	235	310	7,555	9,920	4,335	6,785
OSR	55	60	1,850	1,110	915	1,235
Unknown	5	10	40	160	45	100

Note:

- The "Projected Number of Workers" represents the count of employees in employer's approved Shared Work plans.
- The number of participants is the number establishing an unemployment insurance benefit.
- Regional firm counts may not add to the state total because a firm can be located in more than one region, but would only be counted once in the state total.

Other Initiatives

Reemployment and Eligibility Assistance (REA) Grant: On July 30, 2009, New York was among 25 states that received an REA grant. This grant, issued by the U.S. Department of Labor (USDOL), allows staff at One-Stop Career Centers to conduct in-person assessments with people who collect unemployment benefits.

We use these assessments to choose services and/or training that are appropriate for each worker. The workers also develop an individual work-search plan and we give them labor market information that helps focus their job search. At approximately \$3.9 million, New York received the largest of the 25 awards.

In April 2010, USDOL awarded New York State \$7,848,327 more to expand its REA program. The funds are for in-person assessments in One-Stop Career Centers. The assessment includes an eligibility review, labor market information, a re-employment plan for people collecting UI and referral to either re-employment services or training. These funds allow New York State's program to expand into 42 local offices across the state. This is the sixth year that USDOL has awarded an REA grant to New York State.

Pathways Out of Poverty: In January 2010, USDOL announced awards under the Pathways Out of Poverty program, funded under the American Recovery and Reinvestment Act of 2009. This grant funded projects that help people get training and placement services to move into employment in the energy efficiency and renewable energy industries. We awarded \$20.4 million to four New York State groups to serve special populations in Syracuse, Rochester, Manhattan and the Bronx.

Immigrant Workforce Project

In April 2010, the State developed a pilot program to connect immigrant and Limited English Proficiency (LEP) job seekers to the employment services we offer at the One-Stop Career Centers. We have placed seven specially trained Immigrant Workforce Counselors at One-Stop Centers in New York City, Buffalo, Long Island, Syracuse/Utica, and Westchester. They conduct outreach to local immigrant communities and spread information about our employment services at One Stops; implement policy and program changes to improve and expand the services to immigrant/LEP communities; and provide direct counseling to LEP and immigrant customers.

Broadband Technology Opportunities Program (BTOP): In March 2010, we applied for a grant from the National Telecommunications and Information Administration. We received a grant award of \$536,737 in August that will take effect during PY 10. The award, augmented by more than \$230,000 in matching contributions, will help us expand broadband computer access in New York. We will team up with other agencies and organizations to take advantage of their extensive investment in equipment, software and training materials. The project will connect 20 of the state's One-Stop Career Centers to occupational skills training and career planning services from three state organizations. It will expand these services to low-income areas where the training is not available locally. The project will create jobs and build a foundation for economic growth and job creation for the future.

Expansion of Rapid Response Services: The department saw a reduction in the number of WARN Notices filed during the past PY, due in part to New York State's decreasing Unemployment Rate. The rate dropped to 8.2% in June 2010, the lowest level since April 2009, when it was 8.1%. During PY '09, we received 343 WARN notices, affecting 36,605 employees. In comparison, during PY '08, the department received 418 New York State WARN notices, affecting 48,087 employees. Also, the Department learned of and responded to 240 more (non-WARN) layoff events, which affected 15,101 employees (July 1, 2009 – June 30, 2010).

While the totals decreased somewhat from the previous year, they still represent a significantly higher level compared to years before the current economic downturn. To address the additional service-related needs, we added staff to our Rapid Response program. This helps us offer targeted services via 10 regional teams to affected employees across the state. The department has 53 people dedicated to the Rapid Response Program. This staff also provides aid to the One-Stop Career Centers.

National Emergency Grant: After the financial meltdown on Wall Street, New York State (cooperating with New Jersey and Connecticut) submitted a request for National Emergency Grant funds to help the dislocated workers. Across the tri-state region, there were 51 dislocation events, with over 7,400 affected workers. USDOL approved an award for up to \$22 million, initially releasing \$10,928,661. New York's share of the initial disbursement is \$5,522,810. There has been a high demand for the training funding we offered under the NEG. On September 16, 2009, we submitted a modification to the NEG to request a funding increase from \$5.5 million for NYS up to \$11.1 million. This was New York's full share of the original award shared with CT and NJ.

Career Pathways: Working with the Office of Temporary and Disability Assistance (OTDA), the department helped support the Career Pathways Initiative that will expand access to education and occupational training. This will give people on Family Assistance and others with low incomes (age 16 and over) the skills they need to find work in career pathways in high growth or high demand industries. These industries are key to regional economic growth across New York State. This initiative focuses on skill development through targeted job skills training. The trainees will receive industry-recognized credentials, diplomas or certificates that lead to opportunities for career advancement and better salaries. We are using TANF (\$12.5M) and WIA (\$5.0M) funds to support contracts with not-for-profit community-based organizations. They offer a range of program activities and services to people to support training for and entry into various career pathways. The sectors we target include:

- Health care
- Renewable energy
- Building trades
- Construction
- Retail
- Information technology
- Maintenance
- Transportation
- Administrative support
- Security
- Food service

We awarded contracts to 28 organizations that are operating under this initiative. We have served 4,000 people under this program. Participants have received 2,504 credentials and recorded 450 job placements. These contracts will continue through 2011.

Adult Ex-Offender Reemployment Initiative: This RFP supports community-based efforts to integrate ex-offenders back into their communities. It focuses on employment with a set of wrap-around services that include mentoring, training and other supports to help people keep jobs. We made five grants totaling \$1.4 million to serve 575 adult ex-offenders. Grantees must collaborate with other agencies that serve this population, including Parole, Probation and the corrections system. Two of the contracts ended in PY '09 and three will end in PY 10.

Developing and Brokering Student Internship Opportunities: This RFP gave grants to organizations to develop, broker and manage opportunities for paid internships at private sector businesses. The internships were for public or private secondary and post secondary or technical school students. We made awards totaling \$2 million to 19 groups, covering each region in the state. These new internships will allow more young people to experience a substantive internship that engages the student and offers real work experience, as well as benefits the businesses. We expect some 1,800 young people to benefit from internships fostered through this program. Seven of the contracts ended during PY '09 and five will end during PY 10.

Disability Program Navigator (DPN): Since PY 2003, the department has operated the DPN initiative. Funding for this program came from:

- The national DPN grant (over \$9.4 million)
- The NYS WIA Statewide Activity funds (over \$4 million)
- Vocational Rehabilitation funds from the Office of Vocational and Educational Services for Individuals with Disabilities (\$1.2 million)

Through PY '09, funding for this program supported 52 full- and part-time navigators in 32 of the 33 Local Workforce Investment Areas. The navigators develop strategies to increase job opportunities and self-sufficiency of persons with disabilities. We will have to change the structure of the DPN initiative for PY 10, as federal funding is no longer guaranteed. Starting September 2010, we will match at least 25% in funding for local areas that commit to continue the DPN initiative with local funds. Also, the department applied for a competitive Solicitation for Grant Application (SGA) issued by USDOL in August 2010. If we get this grant, it will provide more federal funds to continue specialized services to the disabled community into PY 10 and beyond.

Limited English Proficiency and Contextualized Learning in the

Workplace: This RFP used WIA statewide funds to support projects that demonstrate the advantages offered by Vocational English as a Second Language (VESL) programs in the workplace. We expect that the grants will show good results and document gains in English literacy, better job retention, higher wages and increased promotion potential. We will share successful curriculum and training models with other LWIBs and businesses throughout the State. We made four awards totaling \$1.96 million to serve 772 people. We expect these grants to remove a barrier to occupational skills training needed to fill positions in high growth industries in New York State. Three of these multi-year contracts ended during PY '09 and one will end during PY 10.

Memoranda of Understanding: The Department has entered into Memoranda of Understanding with these state agencies to conduct projects that target special populations:

- **Office of Mental Health** - An initiative to provide credentialed classroom training, through the State's community college system, to prepare people with mental health disabilities to take jobs in the mental health field. This program had 84 participants and 24 completions.

- **Office of Alcoholism and Substance Abuse Services** - An initiative to train unemployed OASAS clients through the state's community college system. It will prepare them to be "Credentialed Alcoholism and Substance Abuse Counselors." This program had 127 participants and 38 completions.
- **Office of Parks, Recreation and Historic Preservation** – An initiative that created a State Parks Conservation Corps program, consisting of both a Summer Youth Employment Program (which ran from May 1 through September 30, 2009) and a Green Job Skills Training Program (which ran from October 1 through January 31, 2010), that offered summer employment, training and work experiences to hundreds of youth (aged 16 to 24) at 30 state parks and historic sites. This program had 172 participants and 109 completions.
- **Office of Children and Family Services** – An initiative to support a pilot weatherization-training program for disconnected youth. It includes those involved with Juvenile Justice, at the OCFS juvenile justice youth facility at the Allen Center and Youth Leadership Academy (YLA) in Delaware County. There are two phases to the program, each with a separate MOU:
 - Phase 1(from 12/1/09 to 10/30/10) funds three cycles of weatherization training and the purchase of necessary training equipment (23 students completed training).
 - Phase 2 (from 6/1/10 to 12/31/10) supports an "Exploration in Green Careers" pilot project, providing hands-on learning to WIA-eligible youth ages 16 to 21. The Phase 2 MOU is still under development.

State Workforce Investment Board Highlights

Board Strategies

Membership: The State Workforce Investment Board has experienced significant change over the past two program years. While mid-term changes in leadership at the Governor's Office briefly slowed the ability to fill membership slots, appointments have significantly increased during the last several months. In May 2010, the Board Chairman, who led the Board since its inception in 2000, announced his retirement from IBM Global Industries and his subsequent resignation from the Board. We expect the appointment of a new Chair within the next few months. Despite these challenges, the Board sees renewed commitment from current Board members and fresh enthusiasm from those recently appointed. At the September 2010 meeting, the Board will develop its the strategic direction for the next program year, re-establish a committee structure, and enhance communication with the local workforce boards.

State Workforce Development System Strategy: The State Board has continued its focus on improving One-Stop service delivery and system performance during the past program year by matching Customer Service measures to the Federal priorities, as well as the realities of the economic climate in New York State.

On October 19, 2009, the department, in consultation with the Governor and the State Board, issued Technical Advisory #09-23 – the incentive and sanction policy for PY '09. This policy directive established a basis for assessing PY '09 system and program performance. The base for performance is nine Common Measures. The Board added three Customer Service Indicators to evaluations:

- Training services
- Number of participants who exit while still certifying for unemployment insurance benefits
- Number of youth individual training accounts

PY 2009 was the fifth year of the State Board's policy on awarding Incentive Grant Funds. The Board tied incentive awards to Customer Service Indicators intended to change program behavior to align with Common Measures performance goals. During PY 2009, the State Board authorized allocation of \$638,939.98 in Incentive Grants from the WIA Statewide Activities and Wagner-Peyser funds.

New York State qualified for a WIA incentive grant of \$1,405,909 for PY 2008 based on its performance across the WIA Title I-B, WIA Title II and Perkins programs. DOL and SED jointly developed a plan to use the incentive funds, which was rapidly approved by USDOL and USED. This partnership will implement the following key initiatives:

- Improving the pass rate of GED candidates by offering unlimited Official Practice Tests (OPT) at 50 sites across New York State
- Increasing the pass rate of the National Work Readiness Credential (NWRC) by evaluating the viability of the OPT as a predictor and diagnostic of NWRC math and reading subtests
- Increasing the availability of NWRC testing by providing funds to pay for site certification and proctor training fees at each of the 50 sites included in the OPT project
- Encouraging the use of the NWRC in both DOL and SED programs by providing test vouchers for customers and participants in validity studies (as appropriate)
- Evaluating the effectiveness of NWRC Curriculum models compared to the Champlain Valley-Technical Education Center (TEC) model
- Conducting small scale pilots of the General Assessment of Instructional Need (GAIN)
- Conducting small scale pilots of the College Board Accuplacer Assessment
- Developing Career Development Curriculum to support youth and adults
- Expanding the use of Learner Web virtual learning plan to all 35 Literacy Zones in New York State.

Building System Capacity

As in the past and in keeping with our mandate under the Workforce Investment Act of 1998 (WIA), the department continues to provide training and capacity-building activities to the State's workforce development and One-Stop system. Using WIA Title IB statewide activities funds, we provide training opportunities to all levels of workforce professionals including:

- State and Local Board members
- front-line direct service delivery staff in the One-Stop Centers
- program providers
- stakeholders

During the past program year, increased customer loads, travel and budget restrictions, and staffing resources have made it very challenging to deliver needed training and capacity building in an effective and cost-efficient way. However, the challenges have also led us to develop creative training delivery methods and communication with the One-Stop system. We conducted the following training and capacity-building activities over the past program year (July 2009—June 2010).

System Leadership

- The State Workforce Investment Board (SWIB) met in December 2009, March 2010 and June 2010. As noted above, new member appointments continue. We plan Board meetings for September and December 2010, and March and June 2011.
- The One-Stop Operator Leadership group and the Local Workforce Investment Board (LWIB) Directors met five times during the past program year in the following months: September, November 2009, January, March and June 2010. Each of these guided meetings promotes learning, sharing of promising practices, and input into the development of state-level policies and strategies.
- We hold weekly conference calls with the One-Stop system to discuss critical issues and increase capacity of managers and staff in the One-Stop system. Topics covered include:
 - Limited English Proficiency Services and Cultural Competency
 - ARRA Reporting Requirements
 - Process for Handling 599 Applications
 - OSOS/REOS
 - WOTC Tax Credits
 - Federal Bond Program Overview
 - Labor Market Information
 - SMART 2010 (our automated resume/job lead matching system)
 - Careers in STEM
 - System Improvement Indicators and Common Measures
- The Director of the Division of Employment and Workforce Solutions continues to hold bi-weekly calls with the LWIB Directors. These calls were established to discuss WIA stimulus related issues such as the Summer Youth Employment Program (SYEP). Now they include policy guidance and sharing of best practices.

Conferences

- Two annual Workforce New York conferences sponsored by the Department and its capacity-building contractor, the New York Association of Training and Employment Professionals (NYATEP), took place in October 2009 and May 2010. These conferences provide learning and technical assistance opportunities for workforce professionals and a chance to network with colleagues from across the state. Over 200 participants from partner agencies, program providers and stakeholders attended each conference.
- New York State hosted the 73rd Annual National Association of State Workforce Agencies (NASWA) Conference. NYSDOL coordinated the event, held at the Conference Center in Niagara Falls, New York in September 2009. The conference drew approximately 300 attendees from across the country to discuss key workforce development issues facing states. At the event, New York's Labor Commissioner joined with leaders of more than a dozen other states in a press conference. They called on Congress to pass legislation to extend unemployment insurance benefits for people whose benefits would otherwise end. NASWA was very grateful for the department's work to make the event one of NASWA's most successful and well attended, especially in a tough economy.

Business Services Staff Capacity Building Efforts

The department concentrated several efforts this past program year to help business services staff better serve New York's employers:

- In August 2009, NYSDOL's Office of Legal Affairs and Counsel reviewed New York State WARN Regulations with Business Services and Rapid Response units.
- In February 2010, the Ohio Employee Ownership Center of Kent State University delivered training to the NYSDOL Business Services and Rapid Response Units on Business Succession Planning. The training focused on Employee Stock Ownership Plans and Employee Owned Cooperatives. It covered how to recognize good candidate companies for potential sale to employees.
- In April 2010, business services staff were trained in on-the-job training (OJT) programs. Training covered development of OJT contracts, due diligence, and working with businesses to develop training plans for OJT candidates.
- We procured training from Cornell University, New York State School of Industrial and Labor Relations, to give NYSDOL's Associate Employment Services Representatives and Occupational Analysts expert instruction in Job Analysis and Design, Developing Your Employee Handbook, and Human Resources and the Law. We held this training in Albany in May 2010.
- Department Occupational Analysts, Rapid Response Specialists, Associate Employment Services Representatives and Central Office staff from Apprenticeship and Business Services Units attended a training session on the Occupational Information Network (O*NET). This May 2010 training given by department staff, provided an overview of the O*NET database, the NAICS coding system, the Industry-Occupation Matrix, and covered performing job analysis, performing skills gap analysis, recognizing

business staffing patterns, and writing job descriptions/work processes.

- We held regional forums in June 2010 in four areas of the state to launch the new Regional Business Services Teams. These sessions provided operational guidance to the teams.

Youth Related Events

- During July and August 2009, staff ran a custom Educator Academy for teachers who work with at-risk students in alternative high schools and BOCES. The New York State Department of Education helped recruit participants from the Buffalo, Rochester, Binghamton and Syracuse areas. This targeted program, entitled the PACE (Personalized Academic and Career Engagement) Summer 2009 Educator Academy, used a multi-media approach, including on-site and on-line learning and live webinars.
- The program helps participants learn ways to integrate career planning and exploration into their classroom curricula and help students focus on their future work identity. Participants learned about NYSDOL services and products that can help youth explore career options, jobs and skills that are in demand in their local area. The knowledge helps them make informed decisions about further training and education that leads to employment. Twenty Session 1 participants began June 30; another 20 Session 2 participants began on July 14, 2009.
- Division staff, working with NYATEP, documented New York State's Summer Youth Employment program through videos and taped interviews. In July and August of 2009, staff visited 22 summer youth program worksites and conducted more than 80 interviews with program participants and worksite supervisors. The video was shown at the Fall Workforce New York Conference in Rochester, the NASWA Conference in Niagara Falls, the US Conference of Mayors Workforce Development Council in Washington, DC, and was distributed to local workforce areas. New York State was able to serve approximately 23,000 youth through the 2009 ARRA Summer Youth Employment Program.
- The State's Annual Youth Academy, co-sponsored by NYSDOL and NYATEP, was held in March 2010. This event highlights innovative programs and best practices for delivering services to youth. Approximately 200 participants attended from around the state. We held a special pre-conference session for youth where they demonstrated NYSDOL's career exploration tool, CareerZone. Later they took part in workshop presentations during the main conference.

NYSDOL and Partner Staff Training

- We held Advanced Case Management Training for Disabled Veterans Outreach Program/Local Veterans Employment Representative (DVOP/LVER) staff from June 30 to July 2, 2009, in Albany. This training included comprehensive assessments, setting goals and creating a plan that includes effective case notes. Participants identified problems experienced on an everyday basis and brainstormed solutions.
- US DOL/VETS sponsored a two-day Veterans Training Conference in August 2009 in Albany. This event trained 82 DVOP/LVER staff. The conference gave vet staff tools to improve service delivery, as well as

hands-on opportunities to practice presentation skills, serve veterans with barriers to employment, and help veterans with federal and civilian résumés.

- We held a webinar by national WIA expert, Greg Newton in August 2009, to give front-line staff a chance to learn more about effective practices in connecting customers to training and skills upgrading. Some 300 individuals participated in 62 locations across the state. The webinar went over the *“Technical Assistance Guide for Improving Center Processes to Increase Training Access and Enrollments.”* Later we followed up with regional training sessions held in Saratoga Springs, Syracuse, Buffalo, Huntington and Newburgh for One-Stop staff who work directly with unemployed and underemployed customers.
- We held Career Counseling and Advising Training Academies in July, August, September, and October 2009 for new NYSDOL Employment Counselors, WIA partner staff and other One-Stop staff who do counseling. This academy provided professional development to One-Stop staff who were hired in response to, or have taken on new duties because of, the increased number of customers. The training included instruction on Career Development, Assessment, Individual Employment Plans and Individual Training Accounts, and Interviewing Skills. We had separate sessions in each regional on labor market information, provided by our Labor Market Analysts.
- We held Workforce Incentives Information Network (WIIN) training for Disability Program Navigators during October and November 2009. The WIIN credentialed training is a way to structure benefits and work incentives planning with assistance services available in New York State for people with disabilities.
- We held training in November and December 2009 throughout New York State on the Trade and Globalization Adjustment Assistance Act of 2009 for local Trade Act coordinators and One-Stop staff who work with trade-affected customers.
- Due to the increase in Reemployment Eligibility and Assessment (REA) grant funds from USDOL, we were able to expand the REA grant model and hire hourly employees to provide enhanced services to individuals who receive unemployment insurance benefits. We held training for the first group of new staff in December 2009 and again in June 2010. Training consisted of a statewide webinar on unemployment issues and on-site training. It included: Initial Assessment, Desk Interviewing, Labor Market Information, Job Search Tools, and Employability Skills. We also gave an overview of the REA process and training on REOS and OSOS.
- We gave training in Syracuse and New York City for awardees of the Disconnected Youth and Emerging and Transitional Worker Training grants in January, March and April 2010. This training was designed to help contractors successfully complete program requirements and achieve program outcomes. Instruction included the National Work Readiness Credential, CareerZone and JobZone, Career Planning and the One-Stop Operating System.
- We held a Manager’s Academy for both DOL and WIA-funded One-Stop operators and managers in Syracuse in April 2010. Some 100 managers attended this two-day management development event. It included workshops and discussions on the role of the One-Stop career system manager, principles of customer service, managing communication style, identifying and analyzing problems using data, and leadership and management skills.

- The Immigrant Workforce Project aims to offer more and better job-related services to immigrant and limited English proficient (LEP) workers at New York State's One-Stop Career Centers. In May 2010, the department began a series of training sessions using video conferencing equipment to orient seven new Employment Counselors hired for this pilot program.

Webinars

- Technical Advisory Webinars

It is our policy to hold a webinar, for both department and partner staff, after we issue a Workforce Development System Technical Advisory (TA). We present TA webinars twice to enable greater participation. Within this reporting period, we held the following TA webinars:

- TA 09-7 Workforce Investment Act (WIA) Title IB Adult and Dislocated Worker Transfer Requests and Administration to Program Funds Transfer Requests
 - TA 09-12 Policy on the Recapture and Redistribution of LWIA WIA Formula Funds and Recovery Act Funds
 - TA 09-11.1 Revised Policy on Awarding Program Year 2009 Supplemental Funds
 - TA 09-14.1 Veteran's Priority of Service
 - TA 09-21 Reporting Requirements under Section 1512 of ARRA
 - TA 09-17 Individual Employment Plans/Training Plans for WIA Participants
 - TA 08-4.1 Effective Use of Initial Assessment
 - TA 10-1 Language Interpretation Services Available at One-Stops
 - TA 10-4 Elevate America
 - TA 10-3 Demographic Data Collection
 - TA 10-7 Federal Bonding Program
- Staff provides much training throughout the year to local workforce staff on the State's workforce case management system, One-Stop Operating System (OSOS). We hold OSOS webinars monthly on various topics as needed. Webinars are held on additional subjects to support the capacity of DOL staff and workforce professionals in the One-Stop system. Examples during the 2009 program year include:
 - Green Jobs Training Grants
 - Grief and Job Loss
 - Healthcare SGA
 - Probation and Evaluation Training for Supervisors
 - Résumé Tips for Using SMART 2010
 - Management Strategies for Using SMART 2010
 - SMART 2010 Résumé Tool Pilot
 - Careers in STEM: Preparing Youth for the Future
 - Elevate America (Microsoft program for free computer training vouchers)
 - Monitoring and Reporting Disconnected Youth and Emerging & Transitional Worker Contracts
 - Disconnected Youth Training and Emerging and Transitional Worker Training Initiatives

- Establishing Public Library/One-Stop Center Partnerships
- Healthcare Tax Credit
- National Work Readiness Credential
- Web 2.0 Tools Webinar Series – How Jobseekers and Businesses can use LinkedIn, Facebook, Blogs, Twitter, Google Tools, and Slideshare

Our staff also participate in Workforce3One webinars throughout the year. By taking advantage of this knowledge-sharing web space, staff can learn better ways to assist individuals and businesses in today's economy.

WIA Waiver Requests

On May 6, 2009, USDOL ETA granted the following waivers to New York State:

1. Waiver of WIA Section 123 that requires that providers of Youth program elements be selected on a competitive basis
2. Waiver of the performance measures at WIA section 136 (b) for out of school youth ages 18 to 24, who participate in work experience that occurs outside of the summer months (work experience only)
3. Waiver of certain provisions under WIA section 129 and 20 CFR 664, requiring the design framework of youth local programs to include 10 elements for improving the educational and skill competencies of its participants. Specifically: waiver of the requirement to provide a minimum of 12 months of follow up services; waiver of the requirement to provide an objective assessment; and, waiver of the requirement to develop an Individual Service Strategy (ISS).

Waiver #1 was granted through September 30, 2009. Waivers #2 and #3 were both granted for October 1, 2009 through March 31, 2010.

On June 18, 2009, USDOL ETA granted the following two waivers to New York State through June 30, 2010:

4. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth
5. Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.

The June 18, 2009 letter granted temporary extensions of the remainder of New York State's waiver requests.

On November 12, 2009, USDOL ETA granted the following waiver to New York State through June 30, 2010:

6. 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).

The November 12, 2009 letter terminated the temporary extensions of the remaining waivers for New York State. These six all remained in effect and waiver #1 above was further extended through June 30, 2010.

How the waivers have changed the activities of the State and local areas:

- **Waiver # 1** - This waiver increased the number of neediest youth served by 763 from PY '08. It enabled the State to expedite Recovery Act fund expenditures and implementation of enhanced 2010 summer youth employment program services. The waiver also allowed local workforce boards to expand their existing contracts, which enabled contractors to design comprehensive program models to provide continuity of service for youth.
- **Waiver # 2** – This waiver provided older youth with more time, information and ability to develop their work readiness skills and to participate in additional workforce development activities that helped them to transition to post-secondary education or occupational training activities. It also allowed local areas to focus on work readiness and to transition a portion of their older youth participants into workforce development activities that extended beyond 3/31/10.
- **Waiver # 3** - This waiver gave local areas program design flexibility. The flexibility helped the local areas to focus on the needs of the older youth, and to keep the older disconnected youth engaged during the non-summer months (9/1/09 – 3/31/10). The additional time gave them the opportunity to make more informed career/education decisions.
- **Waiver # 4** - This waiver allowed the State to put 256 youth in training through the use of Individual Training Accounts.
- **Waiver # 5** – This waiver helped us streamline our efforts in Adult/DW and align our programs – the Common Measures align better with our programs. The use of this waiver also allowed us to focus on our State-developed Customer Service Indicators. Finally, this waiver helped with functional alignment and helped us to provide better customer service.
- **Waiver # 6** – This waiver allowed the State to increase the number of incumbent workers who were not otherwise able to receive training. The waiver was used, and the incumbent worker training programs that received funding were the BUSINYS Contracts.

How activities carried out under the waivers have affected State and local area performance outcomes:

The effects of these waivers on the local and State performance outcomes have yet to be determined, as we are still examining the data. We have a plan to ensure that in the future we can survey the LWIBs at the end of the Program Year to promptly analyze the impact that the waivers have had on the local areas and their performance outcomes.

- **Waiver # 1** - Expanded existing contracts with competitively procured youth service providers. Expedited limited competitions among providers with proven records of success. We have expended funds more quickly and guaranteed that robust, high-quality summer employment services were available. The expansion of these contracts allowed the contractors more time to work with youth, which we expect will positively affect performance measures.

- **Waiver # 2** - With more focus on work readiness, we expect a larger number of youth will get the chance to increase their work readiness. This should also increase the pass rate of the National Work Readiness Credential (NWRC).
- **Waiver # 3** - By keeping the older disconnected youth engaged, we expect that a portion of these older youth who remain in workforce development activities will decide to pursue more WIA programs.
- **Waiver # 4** - By enrolling youth in training through ITAs, the State's Placement in Employment/Education Common Measures indicator rose.
- **Waiver # 5** - Better program alignment, helped us focus more on customer service indicators and functional alignment. This improvement in focus enabled the State to provide better customer service, which ultimately improved customer outcomes.
- **Waiver # 6** - This waiver allowed us to fund awarded BUSINYS Contracts with a portion of Rapid Response funds. Information is not yet available on outcomes, as most of the customers/incumbent workers have not yet completed training or have only completed training last quarter. We need nine months to have wage information available for reporting.

PY 2009 Local Workforce Board/Area Highlights

During PY 2009, New York's 33 local workforce investment boards made a tremendous effort and again moved forward in service delivery across workforce programs. For PY 2009, NYSDOL Workforce Development System served 476,523 Adults and 305,924 Dislocated Workers, in comparison to the 487,073 Adult and 231,853 Dislocated Worker participants served in PY 2008. Youth participants increased to 17,927 from the 16,484 in the prior Program Year.

New York saw little change in Adult (+ 2.00%) and Youth (+1.79%) funding levels from PY 2008 to PY 2009. Dislocated Worker funding did show an increase of 25% in the face of a 32% rise in the number of Dislocated Workers served. The One-Stop system continues to feel the effects of funding levels, especially with the rising cost of utilities, rent, employee benefits and technology. Any decreases in funding in the coming years will further stress the State's workforce system.

Overall, we expect that the number of individuals receiving training will begin to decrease as the economy improves.

New York is proud of the achievements of One-Stop staff in the delivery of quality employment and training services. The State continues to strive for constant improvement and places a high emphasis on program performance management. New York State passed all nine (Common Measures) WIA performance measures for PY 2009, with an overall state achievement of 121% of its performance standards, calculated as an average across all measures.

At the local level:

All 33 Areas passed the following (CM) measures -

- Adult Entered Employment Rate
- Adult Employment Retention Rate
- Adult Average Earnings
- Dislocated Worker Employment Retention Rate
- Youth Placement in Employment or Education

32 of the 33 Areas passed the following (CM) measures -

- Dislocated Worker Entered Employment Rate
- Youth Attainment of Degree or Certificates

More than one Area failed the following (CM) measures -

Dislocated Worker Average Earnings – Chautauqua, GLOW, St. Lawrence and Sullivan
Youth Literacy and Numeracy Gain – Albany/Rensselaer/Schenectady, Cayuga/Cortland, Dutchess, Rockland, Sullivan and Yonkers

Customer Service Indicators

New York State provided incentives for improvement along with a series of measures to gauge success to move the reorganized workforce system toward these goals:

- Timely services
- Earlier initial assessments
- Engagement of more out of school youth
- Increased skills development and training services
- Continued delivery of services to UI customers throughout their claim

In each case, we gave local areas both reports and technical assistance to address their specific situation.

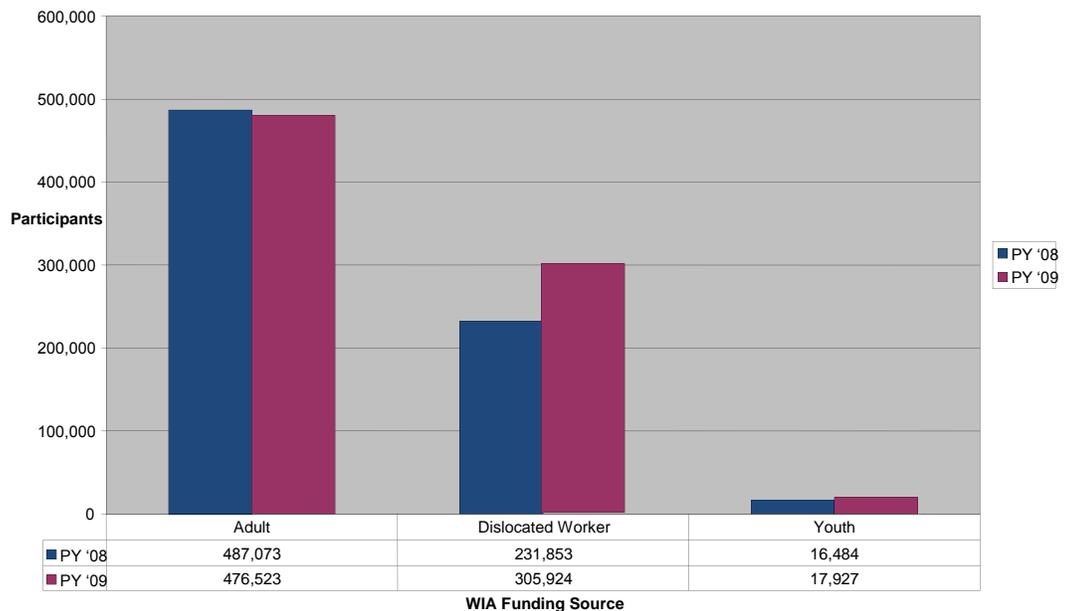
Training Services: The State’s goal is a 50% increase in the number of participants who receive training services over PY 2008 levels. To meet the Incentive Eligibility Standard for this measure, the LWIA must achieve the LWIA Goal and meet the following two conditions:

- 1) 95% of those in training must have received an Initial Assessment
- 2) The LWIA must have a training expenditure rate of 50% or greater for ARRA Adult and DW funds. We do not include needs-related payments in the calculation of this expenditure rate.

Number of Participants Who Exit While Still Certifying for UI Benefits: To see if reemployment customers continue to receive services throughout their claim, we created a series of reports to determine the *number of exiters who were certifying for benefits at the time of their last service*, and also certifying 90 days after their last service. We provided these reports to LWIAs on a monthly basis. We also gave lists of customers who were certifying for benefits 90 days after their last service to local offices, along with technical assistance. The goal was to reduce the percentage of exiters certifying for UI benefits to 5% or get a 50% reduction in the PY 2008 rate, whichever was greater.

Number of Youth Individual Training Accounts (ITAs): The State goal is a number equal to 5% of the Out of School Youth participants who will receive training funded through an ITA. The Incentive Eligibility Standard is that the LWIA achieves 100% or greater of their LWIA goal.

WIA Participant Levels by Funding Source
PY 2008 and PY 2009



Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	57	55.0	167,085
			303,683
Employment Retention Rate	82	76.5	154,114
			201,338
Average Earnings	\$12,625	\$15,344	\$2,363,968,702
			154,063

Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals With Disabilities	Older Individuals
Entered Employment Rate	48.5	55.6	41.3	49.9
	1,865 3,849	11,630 20,925	6,067 14,681	19,756 39,582
Employment Retention Rate	68.7	75.3	70.1	75.1
	1,239 1,804	11,025 14,633	5,218 7,443	18,111 24,131
Average Earnings	\$7,557	\$16,209	\$10,547	\$15,295
	\$9,347,802 1,237	\$178,675,514 11,023	\$55,014,355 5,216	\$276,824,229 18,099

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	65.2	54.8
	4,842 7,431	162,243 296,252
Employment Retention Rate	85.8	76.3
	5,246 6,114	148,868 195,224
Average Earnings	\$15,220	\$15,349
	\$79,539,795 5,226	\$2,284,428,907 148,837

Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	50	42.5	79,560
			187,106
Employment Retention Rate	82	74.6	52,258
			70,073
Average Earnings	\$15,980	\$19,935	\$1,041,299,895
			52,236

Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	41.3	4,307	36.3	1,958	36.0	12,495	46.5	708
		10,420		5,394		34,683		1,523
Employment Retention Rate	73.0	3,284	70.4	1,381	69.7	7,724	67.2	453
		4,500		1,961		11,082		674
Average Earnings	\$17,127	\$56,228,230	\$12,292	\$16,975,521	\$18,503	\$142,825,266	\$8,111	\$3,674,451
		3,283		1,381		7,719		453

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	63.3	3,143	42.0	76,417
		4,968		182,138
Employment Retention Rate	84.4	2,410	74.2	49,848
		2,855		67,218
Average Earnings	\$15,804	\$37,802,745	\$20,133	\$1,003,497,150
		2,392		49,844

Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	62	66.9	4,352
			6,506
Attainment of Degree or Certificate	50	61.3	3,821
			6,235
Literacy and Numeracy Gains	45	42.7	1,073
			2,512

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	75.5	181,667	-\$3,081	-\$740,796,554	0.0	5	\$6,335	\$1,057,838,249	3.3	162
		240,541		240,445		167,085		166,981		4,842
Dislocated Workers	73.9	51,767	66.3	\$983,348,887	0.0	3	\$8,857	\$704,247,081	3.9	123
		70,010		\$1,482,193,380		79,560		79,510		3,143

Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	755,956	586,002
Total Adults (self-service only)	42,921	41,864
WIA Adults	476,430	382,131
WIA Dislocated Workers	305,924	216,207
Total Youth (14-21)	17,929	7,218
Out-of-School Youth	6,789	3,165
In-School Youth	11,140	4,053

Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$63,611,136
Local Dislocated Workers		\$65,024,077
Local Youth		\$93,171,242
Rapid Response (up to 25%) WIA Section 134(a)(2)(A)		\$16,332,410
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$15,522,788
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Miscellaneous	\$19,603,597
	Occupational Training	\$4,918,699
Total of All Federal Spending Listed Above		\$278,183,949

Local Performance

Albany/Rensselaer/Schenectady Counties	Total Participants Served	Adults	
		19,221	
		Dislocated Workers 7,071	
		Youth (14-21) 349	
36005	Total Exiters	Adults 14,152	
		Dislocated Workers 3,522	
		Youth (14-21) 81	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	60.2
	Dislocated Workers	50	58.3
Retention Rates	Adults	82	74.5
	Dislocated Workers	82	78.9
Average Earnings (Adults/DWs)	Adults	\$12,625	\$14,051
	Dislocated Workers	\$15,980	\$18,118
Placement in Employment and Education	Youth (14 - 21)	52	42.9
Attainment of Degree or Certificate	Youth (14 - 21)	40	44.6
Literacy or Numeracy Gains	Youth (14 - 21)	35	3.5
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).			
	Not Met	Met	Exceeded
Overall Status of Local Performance	1	3	5

Local Performance

New York City	Total Participants Served	Adults		
			130,040	
36015	Total Exiters	Dislocated Workers		146,084
		Youth (14-21)		8,630
		Adults		112,370
Reported Information		Dislocated Workers		138,805
		Youth (14-21)		3,456
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	57	45.8	
	Dislocated Workers	50	37.7	
Retention Rates	Adults	82	75.2	
	Dislocated Workers	82	72.6	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$16,698	
	Dislocated Workers	\$15,980	\$19,956	
Placement in Employment and Education	Youth (14 - 21)	52	71.5	
Attainment of Degree or Certificate	Youth (14 - 21)	40	64.0	
Literacy or Numeracy Gains	Youth (14 - 21)	35	55.3	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance	Not Met	Met	Exceeded	
	1	3	5	

Local Performance

City of Yonkers	Total Participants Served	Adults	
			7,062
		Dislocated Workers 3,393	
		Youth (14-21) 176	
36030	Total Exitters	Adults	
			6,076
		Dislocated Workers 1,860	
		Youth (14-21) 98	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	66.9
	Dislocated Workers	50	52.8
Retention Rates	Adults	82	78.4
	Dislocated Workers	82	79.7
Average Earnings (Adults/DWs)	Adults	\$12,625	\$17,877
	Dislocated Workers	\$15,980	\$23,681
Placement in Employment and Education	Youth (14 - 21)	52	66.7
Attainment of Degree or Certificate	Youth (14 - 21)	40	88.6
Literacy or Numeracy Gains	Youth (14 - 21)	35	22.0
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	2	6

Local Performance

Chemung/Schuylers/Steuben Counties	Total Participants Served	Adults	
		Dislocated Workers	Youth (14-21)
		13,986	4,100
		309	
36045	Total Exiters	Adults	
		Dislocated Workers	Youth (14-21)
		10,400	1,897
		184	
Reported Information		Negotiated Performance Level	Actual Performance Level
		Adults	Dislocated Workers
Entered Employment Rate		57	62.9
		50	57.5
Retention Rates		82	78.7
		82	80.6
Average Earnings (Adults/DWs)		\$12,625	\$12,705
		\$13,000	\$11,878
Placement in Employment and Education	Youth (14 - 21)	52	59.2
Attainment of Degree or Certificate	Youth (14 - 21)	40	50.4
Literacy or Numeracy Gains	Youth (14 - 21)	35	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
	0	4	5

Local Performance

Jefferson/Lewis Counties	Total Participants Served	Adults		
		5,988		
		Dislocated Workers	1,347	
		Youth (14-21)	180	
36065	Total Exitters	Adults	4,638	
		Dislocated Workers	605	
		Youth (14-21)	89	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	57	65.6
		Dislocated Workers	50	56.0
Retention Rates		Adults	82	77.6
		Dislocated Workers	76	69.8
Average Earnings (Adults/DWs)		Adults	\$12,625	\$11,630
		Dislocated Workers	\$15,980	\$13,933
Placement in Employment and Education		Youth (14 - 21)	52	75.7
Attainment of Degree or Certificate		Youth (14 - 21)	40	66.7
Literacy or Numeracy Gains		Youth (14 - 21)	35	40.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	5

Local Performance

Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Adults	
		6,043	
36075	Total Exiters	Dislocated Workers	
		12,768	
		Youth (14-21)	145
Reported Information		Adults	
		4,958	
		Dislocated Workers	
		7,853	
Entered Employment Rate	Adults	Negotiated Performance Level	Actual Performance Level
		57	59.8
Retention Rates	Dislocated Workers	50	54.5
	Adults	82	80.3
Average Earnings (Adults/DWs)	Dislocated Workers	82	81.0
	Adults	\$12,625	\$19,509
Placement in Employment and Education	Dislocated Workers	\$15,980	\$30,973
Attainment of Degree or Certificate	Youth (14 - 21)	52	70.3
Literacy or Numeracy Gains	Youth (14 - 21)	40	81.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Oneida/Herkimer/Madison Counties	Total Participants Served	Adults	
		Dislocated Workers	14,555
		Youth (14-21)	3,094
36090	Total Exiters	Youth (14-21)	
		Adults	600
		Dislocated Workers	13,274
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	58.4
	Dislocated Workers	50	53.8
Retention Rates	Adults	82	77.2
	Dislocated Workers	82	80.2
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,687
	Dislocated Workers	\$15,980	\$13,378
Placement in Employment and Education	Youth (14 - 21)	52	56.0
Attainment of Degree or Certificate	Youth (14 - 21)	40	51.5
Literacy or Numeracy Gains	Youth (14 - 21)	35	39.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Orange County	Total Participants Served	Adults		
			10,101	
		Dislocated Workers	4,050	
		Youth (14-21)	192	
36095	Total Exiters	Adults	10,172	
		Dislocated Workers	2,558	
		Youth (14-21)	80	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	57	47.9
		Dislocated Workers	50	48.3
Retention Rates	Adults	82	76.8	
	Dislocated Workers	82	71.9	
Average Earnings (Adults/DWs)	Adults	\$12,625	\$16,409	
	Dislocated Workers	\$15,980	\$18,898	
Placement in Employment and Education	Youth (14 - 21)	52	63.6	
Attainment of Degree or Certificate	Youth (14 - 21)	40	41.2	
Literacy or Numeracy Gains	Youth (14 - 21)	35	32.4	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	5	4

Local Performance

Oswego County	Total Participants Served	Adults	
		5,127	
		Dislocated Workers	
		1,781	
		Youth (14-21)	
		179	
36100	Total Exiters	Adults	
		3,524	
		Dislocated Workers	
		651	
		Youth (14-21)	
		91	
Reported Information		Negotiated	Actual
		Performance Level	Performance Level
Entered Employment Rate	Adults	57	69.2
	Dislocated Workers	50	69.2
Retention Rates	Adults	82	74.6
	Dislocated Workers	82	75.4
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,484
	Dislocated Workers	\$15,980	\$15,148
Placement in Employment and Education	Youth (14 - 21)	52	70.1
Attainment of Degree or Certificate	Youth (14 - 21)	40	68.5
Literacy or Numeracy Gains	Youth (14 - 21)	35	59.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Rockland County	Total Participants Served	Adults	
		Dislocated Workers	9,248
		Youth (14-21)	120
36105	Total Exiters	Adults	
		Dislocated Workers	4,558
		Youth (14-21)	44
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	59.7
	Dislocated Workers	50	58.5
Retention Rates	Adults	82	76.6
	Dislocated Workers	82	75.1
Average Earnings (Adults/DWs)	Adults	\$12,625	\$25,844
	Dislocated Workers	\$15,980	\$35,279
Placement in Employment and Education	Youth (14 - 21)	52	50.0
Attainment of Degree or Certificate	Youth (14 - 21)	40	27.8
Literacy or Numeracy Gains	Youth (14 - 21)	35	11.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	3	4

Local Performance

St. Lawrence County	Total Participants Served	Adults		
		4,797		
36110	Total Exitters	Dislocated Workers		
		1,181		
		Youth (14-21)		
Reported Information		Youth (14-21)		
		92		
Entered Employment Rate	Adults	Negotiated Performance Level	Actual Performance Level	
		57	57.3	
Retention Rates	Dislocated Workers	50	58.0	
	Adults	82	78.6	
Average Earnings (Adults/DWs)	Dislocated Workers	82	81.5	
	Adults	\$12,625	\$13,325	
Placement in Employment and Education	Dislocated Workers	\$15,980	\$11,551	
	Youth (14 - 21)	52	68.9	
Attainment of Degree or Certificate	Youth (14 - 21)	40	69.0	
Literacy or Numeracy Gains	Youth (14 - 21)	35	47.2	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance	Not Met		Met	
	1		2	
		Exceeded		
		6		

Local Performance

Saratoga/Warren/Washington Counties	Total Participants Served	Performance Level	
		Negotiated Performance Level	Actual Performance Level
		Adults	9,197
		Dislocated Workers	2,238
		Youth (14-21)	109
36115	Total Exiters	Adults	9,140
		Dislocated Workers	1,510
		Youth (14-21)	31
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	56.5
	Dislocated Workers	50	51.1
Retention Rates	Adults	82	78.9
	Dislocated Workers	82	74.2
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,722
	Dislocated Workers	\$15,980	\$13,858
Placement in Employment and Education	Youth (14 - 21)	52	65.2
Attainment of Degree or Certificate	Youth (14 - 21)	40	52.4
Literacy or Numeracy Gains	Youth (14 - 21)	35	24.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	4

Local Performance

Suffolk County	Total Participants Served	Adults	
		28,272	
36120	Total Exitters	Dislocated Workers	
		20,374	
		Youth (14-21)	
Reported Information		Negotiated Performance Level	Actual Performance Level
		Entered Employment Rate	Adults
Dislocated Workers	50		51.4
Retention Rates	Adults	82	79.0
	Dislocated Workers	82	78.9
Average Earnings (Adults/DWs)	Adults	\$12,625	\$19,286
	Dislocated Workers	\$15,980	\$24,223
Placement in Employment and Education	Youth (14 - 21)	52	54.9
Attainment of Degree or Certificate	Youth (14 - 21)	40	56.4
Literacy or Numeracy Gains	Youth (14 - 21)	35	51.7
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	2	7

Local Performance

Ulster County	Total Participants Served	Adults	
		6,360	
36125	Total Exitters	Dislocated Workers	
		1,305	
		Youth (14-21)	
Reported Information		Youth (14-21)	
		71	
Entered Employment Rate	Adults	Negotiated Performance Level	Actual Performance Level
		57	51.6
Retention Rates	Dislocated Workers	50	48.6
		82	77.0
Average Earnings (Adults/DWs)	Adults	82	77.8
		\$12,625	\$13,738
Placement in Employment and Education	Dislocated Workers	\$15,980	\$14,636
		Youth (14 - 21)	52
Attainment of Degree or Certificate	Youth (14 - 21)	40	77.1
Literacy or Numeracy Gains	Youth (14 - 21)	35	55.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Columbia/Greene Counties	Total Participants Served	Adults	
		2,343	
		Dislocated Workers 1,201	
		Youth (14-21) 123	
36135	Total Exiters	Adults 1,432	
		Dislocated Workers 515	
		Youth (14-21) 72	
Reported Information		Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	Adults 57	65.7
		Dislocated Workers 50	57.9
Retention Rates		Adults 82	68.8
		Dislocated Workers 82	71.5
Average Earnings (Adults/DWs)		Adults \$12,625	\$13,491
		Dislocated Workers \$15,980	\$15,399
Placement in Employment and Education		Youth (14 - 21) 52	54.2
Attainment of Degree or Certificate		Youth (14 - 21) 40	60.8
Literacy or Numeracy Gains		Youth (14 - 21) 35	45.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Met
		0	3
		Exceeded	6

Local Performance

Fulton/Montgomery/Schoharie Counties	Total Participants Served	Adults		
			5,984	
		Dislocated Workers		3,319
		Youth (14-21)		165
36145	Total Exitters	Adults		5,470
		Dislocated Workers		2,211
		Youth (14-21)		65
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	57	60.4
		Dislocated Workers	50	52.4
Retention Rates		Adults	82	74.7
		Dislocated Workers	82	69.0
Average Earnings (Adults/DWs)		Adults	\$12,625	\$11,617
		Dislocated Workers	\$12,810	\$11,574
Placement in Employment and Education		Youth (14 - 21)	52	54.7
Attainment of Degree or Certificate		Youth (14 - 21)	40	60.0
Literacy or Numeracy Gains		Youth (14 - 21)	35	62.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	4	5

Local Performance

Chenango/Delaware/Otsego Counties	Total Participants Served	Adults	
		4,501	
		Dislocated Workers 2,167	
		Youth (14-21) 174	
36155	Total Exiters	Adults 3,069	
		Dislocated Workers 1,033	
		Youth (14-21) 105	
Reported Information		Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	Adults 57	62.6
		Dislocated Workers 50	68.7
Retention Rates		Adults 82	70.8
		Dislocated Workers 82	78.0
Average Earnings (Adults/DWs)		Adults \$12,625	\$10,946
		Dislocated Workers \$12,300	\$11,950
Placement in Employment and Education		Youth (14 - 21) 52	59.7
Attainment of Degree or Certificate		Youth (14 - 21) 40	58.1
Literacy or Numeracy Gains		Youth (14 - 21) 35	52.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Met
		0	4
		Exceeded	5

Local Performance

GLOW	Total Participants Served	Adults	
			9,650
36170	Total Exitters	Dislocated Workers	3,050
		Youth (14-21)	265
		Adults	4,306
Reported Information		Dislocated Workers	984
		Youth (14-21)	99
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	69.6
	Dislocated Workers	50	56.0
Retention Rates	Adults	82	80.1
	Dislocated Workers	82	78.6
Average Earnings (Adults/DWs)	Adults	\$12,625	\$12,672
	Dislocated Workers	\$15,980	\$12,315
Placement in Employment and Education	Youth (14 - 21)	52	60.9
Attainment of Degree or Certificate	Youth (14 - 21)	40	54.5
Literacy or Numeracy Gains	Youth (14 - 21)	35	34.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	5

Local Performance

Onondaga County	Total Participants Served	Adults	
			15,710
		Dislocated Workers 6,562	
		Youth (14-21) 685	
36185	Total Exiters	Adults	
			11,292
		Dislocated Workers 2,541	
		Youth (14-21) 289	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	62.0
	Dislocated Workers	50	58.7
Retention Rates	Adults	82	78.4
	Dislocated Workers	82	81.0
Average Earnings (Adults/DWs)	Adults	\$12,625	\$13,946
	Dislocated Workers	\$15,980	\$16,577
Placement in Employment and Education	Youth (14 - 21)	52	59.5
Attainment of Degree or Certificate	Youth (14 - 21)	40	70.0
Literacy or Numeracy Gains	Youth (14 - 21)	35	48.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met		Met
	0	2	7

Local Performance

Cayuga/Cortland Counties	Total Participants Served	Adults	
		6,451	
		Dislocated Workers	1,762
		Youth (14-21)	
		99	
36195	Total Exiters	Adults	
		4,561	
		Dislocated Workers	690
		Youth (14-21)	
		54	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	66.9
	Dislocated Workers	50	61.0
Retention Rates	Adults	82	74.0
	Dislocated Workers	82	74.0
Average Earnings (Adults/DWs)	Adults	\$12,625	\$11,863
	Dislocated Workers	\$14,118	\$13,942
Placement in Employment and Education	Youth (14 - 21)	52	71.0
Attainment of Degree or Certificate	Youth (14 - 21)	40	46.2
Literacy or Numeracy Gains	Youth (14 - 21)	35	26.7
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
	1	4	4

Local Performance

Allegany/Cattaraugus Counties	Total Participants Served	Adults	
		7,081	
		Dislocated Workers	
		1,387	
		Youth (14-21)	
		196	
36210	Total Exitters	Adults	
		5,882	
		Dislocated Workers	
		732	
		Youth (14-21)	
		101	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	67.1
	Dislocated Workers	50	57.2
Retention Rates	Adults	82	78.6
	Dislocated Workers	82	79.6
Average Earnings (Adults/DWs)	Adults	\$12,300	\$10,585
	Dislocated Workers	\$13,265	\$11,695
Placement in Employment and Education	Youth (14 - 21)	52	62.9
Attainment of Degree or Certificate	Youth (14 - 21)	40	61.2
Literacy or Numeracy Gains	Youth (14 - 21)	35	60.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Broome/Tioga Counties	Total Participants Served	Adults	
		6,053	
		Dislocated Workers 6,285	
		Youth (14-21) 149	
36220	Total Exitters	Adults 5,078	
		Dislocated Workers 3,676	
		Youth (14-21) 108	
Reported Information		Negotiated Performance Level	Actual Performance Level
	Entered Employment Rate	Adults 57	54.5
		Dislocated Workers 50	56.4
Retention Rates		Adults 82	76.9
		Dislocated Workers 82	79.4
Average Earnings (Adults/DWs)		Adults \$12,625	\$12,238
		Dislocated Workers \$15,980	\$14,885
Placement in Employment and Education		Youth (14 - 21) 52	70.9
Attainment of Degree or Certificate		Youth (14 - 21) 40	65.0
Literacy or Numeracy Gains		Youth (14 - 21) 35	64.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Met
		0	5
		Exceeded	4

Local Performance

Tompkins County	Total Participants Served	Adults	
			2,115
		Dislocated Workers 755	
		Youth (14-21) 128	
36225	Total Exiters	Adults	
			1,529
		Dislocated Workers 434	
		Youth (14-21) 62	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	60.5
	Dislocated Workers	50	63.7
Retention Rates	Adults	82	78.8
	Dislocated Workers	82	77.0
Average Earnings (Adults/DWs)	Adults	\$12,625	\$12,997
	Dislocated Workers	\$15,980	\$15,130
Placement in Employment and Education	Youth (14 - 21)	52	72.3
Attainment of Degree or Certificate	Youth (14 - 21)	40	58.3
Literacy or Numeracy Gains	Youth (14 - 21)	35	28.6
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance		Not Met	Met
		0	4
			Exceeded
			5

Local Performance

Dutchess County	Total Participants Served	Adults	
		9,851	
36230	Total Exitters	Dislocated Workers	
		3,144	
		Youth (14-21)	
Reported Information		Youth (14-21)	
		38	
Entered Employment Rate	Adults	Negotiated Performance Level	Actual Performance Level
		57	56.4
Retention Rates	Dislocated Workers		
		50	48.3
Average Earnings (Adults/DWs)	Adults		
		82	77.7
Placement in Employment and Education	Dislocated Workers		
		82	72.0
Attainment of Degree or Certificate	Adults		
		\$12,625	\$15,815
Literacy or Numeracy Gains	Dislocated Workers		
		\$15,980	\$16,722
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	4

Local Performance

Putnam County/Balance of Westchester County	Total Participants Served	Adults	19,061	
		Dislocated Workers	11,060	
		Youth (14-21)	480	
36235	Total Exitters	Adults	17,976	
		Dislocated Workers	6,373	
		Youth (14-21)	172	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	57	67.9
		Dislocated Workers	50	55.0
Retention Rates		Adults	82	79.0
		Dislocated Workers	82	77.5
Average Earnings (Adults/DWs)		Adults	\$12,625	\$23,888
		Dislocated Workers	\$15,980	\$38,916
Placement in Employment and Education		Youth (14 - 21)	52	73.0
Attainment of Degree or Certificate		Youth (14 - 21)	40	44.2
Literacy or Numeracy Gains		Youth (14 - 21)	35	29.7
Description of Other State Indicators of Performance (WIA Section 136(d) (1) - Insert additional rows if there are more than two other state indicators of performance).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	6

Local Performance

Monroe County	Total Participants Served	Adults	
			19,862
		Dislocated Workers	16,279
		Youth (14-21)	857
36240	Total Exitters	Adults	
			15,247
		Dislocated Workers	7,066
		Youth (14-21)	292
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	57	61.9
	Dislocated Workers	50	62.2
Retention Rates	Adults	82	80.1
	Dislocated Workers	82	81.6
Average Earnings (Adults/DWs)	Adults	\$12,625	\$12,153
	Dislocated Workers	\$15,980	\$15,759
Placement in Employment and Education	Youth (14 - 21)	52	65.5
Attainment of Degree or Certificate	Youth (14 - 21)	40	59.4
Literacy or Numeracy Gains	Youth (14 - 21)	35	37.8
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

New York State Workforce Investment Act Annual Report for Program Year 2009



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