



City of New York
**Workforce
Development**
QUARTERLY REPORT

April 1, 2012 - June 30, 2012

NYC[™]
Michael R Bloomberg
Mayor

Introduction

After the most recent economic downturn, New York City’s workforce development system is more important than ever in assisting in the recovery and helping the city emerge from economic hard times in a stronger position. The goal of the public workforce system is to help businesses meet their labor market needs and to help jobseekers find stable jobs with advancement potential. By investing in these areas, New York City can sharpen its own competitiveness in the global economy while improving the quality of life for its most important resources – our residents.

Cross-agency communication, data-driven programming and high levels of accountability are key to ensuring that the workforce development system is performing to meet the needs of New Yorkers. To this end, the *City of New York Workforce Development Quarterly Report* provides timely data on the performance of the City’s public workforce system. By reporting on a common set of performance indicators, the report reflects the diverse work of each agency, while also providing an overview of the city’s workforce system as a whole.

The New York City agencies included in the *Workforce Development Quarterly Report* are:

- Center for Economic Opportunity (CEO)
- City University of New York (CUNY)
- NYC Department for the Aging (DFTA)
- NYC Economic Development Corporation (NYCEDC)
- NYC Department of Education, Office of Adult and Continuing Education (DOE OACE)
- NYC Department of Health and Mental Hygiene (DOHMH)
- NYC Housing Authority (NYCHA)
- NYC Human Resources Administration (HRA)
- NYC Department of Small Business Services (SBS)
- NYC Department of Youth and Community Development (DYCD)
- NYC Office of Human Capital Development (OHCD)

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The *City of New York Workforce Development Quarterly Report* is an initiative of the NYC Office of Human Capital Development (OHCD) which is supported by Deputy Mayors Linda Gibbs and Robert K. Steel, and Chancellor Dennis Walcott. Recognition is given to the NYC Human Resources Administration (HRA) for design support.

Quarter Highlights

System Highlights

150,131 New Yorkers were served by the New York City public workforce agencies included in this dashboard during April 1 - June 30, 2012¹.

77% of those served do not have more than a high school diploma or GED.

55% of those served are between the ages of 25 and 49.

25,236 New Yorkers were placed in jobs during April 1 - June 30, 2012.

54,858 individuals received training, job readiness and/or skills development.

1,912 New Yorkers participated in subsidized employment opportunities.

11 New York City public organizations included in this report.

¹Numbers aggregated across agencies likely include some duplication of customers who receive services from more than one agency.

Quarter Highlights

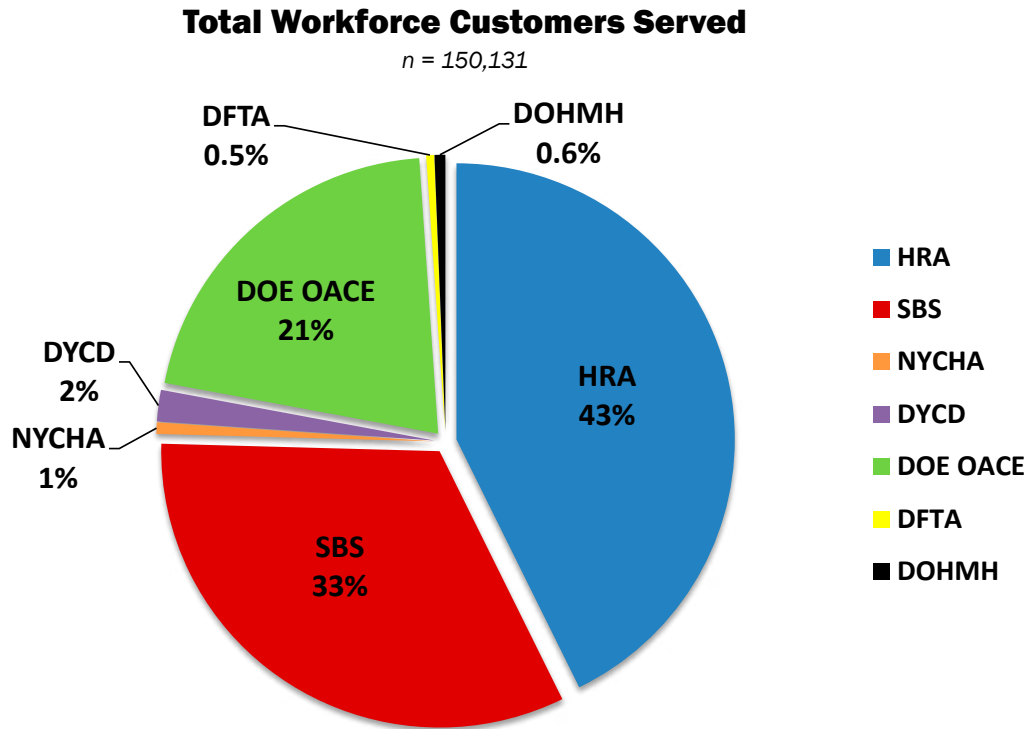
Agency Highlights²

Agency	Quarter Highlights
CEO	<ul style="list-style-type: none"> The NYC Center for Economic Opportunity (CEO), Social Innovation Fund (SIF) workforce programs – WorkAdvance, Jobs-Plus, and Project Rise – served 347 participants in New York City, with 174 placements or promotions. The CEO SIF tax time savings program, SaveUSA, closed the 2012 tax season in New York City with 824 new and returning savers pledging to save approximately \$400,000. Mayor Bloomberg appointed Kristin Morse as CEO’s new Executive Director to succeed Veronica White, who is replacing Adrian Be-nepe as Commissioner of the NYC Department of Parks & Recreation.
CUNY	<ul style="list-style-type: none"> The City University of New York (CUNY) Accelerated Study in Associate Programs (ASAP)—aimed at improving graduation rates at community colleges—was shown in a recent MDRC report (Scrivener, June 2012) to increase: 1) Full time enrollment; 2) Credits earned and completing developmental coursework; and 3) semester-to-semester retention. In April 2012, CUNY released “Jobs for New York’s Future,” a report of the CUNY Jobs Task Force, convened by Chancellor Goldstein to examine the jobs and skills in demand and the ways that universities can better respond to local employers. CUNY is working to develop a plan for next steps, based on the recommendations of the Jobs Task Force. http://www.cuny.edu/employment/Jobs-Task-Force.pdf
DFTA	<ul style="list-style-type: none"> The NYC Department for the Aging (DFTA) held its Senior Community Service Program (SCSEP) Spring Job Fair in May. It attracted nearly 300 program participants and two dozen employers. Several SCSEP participants completed their 2011-12 service as student mentors with the NYC Success Mentor Corps, a Mayoral initiative to improve citywide school attendance, behavior and educational outcomes for at-risk students in low-income communities. Because the SCSEP mentors proved highly effective in their roles, increasing numbers of SCSEP participants will offer mentorship during the coming academic year.
NYCEDC	<ul style="list-style-type: none"> The NYC Economic Development Corporation (NYCEDC) successfully placed 320 candidates this year through their Island Recruitment 2012, including rehires, with employers including Central Amusement International, Sodexo, Nathan’s Famous, Deno’s Wonder Wheel, Aramark and the new boardwalk tenants. This year, the employer demand increased to 507 open, seasonal positions.
DOE OACE	<ul style="list-style-type: none"> The NYC Office of Adult and Continuing Education (OACE) expanded its partnership with the SUNY Advanced Technology Training and Information Networking (ATTAIN) centers in Brooklyn and Manhattan to provide students with additional resources to prepare for industry IT certifications. As a result, approximately 95% of the students that participating obtained certifications.
DOHMH	<ul style="list-style-type: none"> The NYC Department of Health and Mental Hygiene (DOHMH) hosted a half-day “Way to Work” conference for all supportive housing providers in contract with DOHMH. Approximately, 90 staff attended, representing 30 social service agencies. Experts from DOHMH, HRA, and the Federal Social Security Administration presented topics on transitional employment, assisted competitive employment, expanding employment opportunities for people with disabilities, and employment benefits from the perspective of the Social Security Administration and public assistance. Training was provided for assisted competitive employment programs on “Overcoming Barriers to Employment for Participants with Criminal Convictions.” Providers lead employment protections for people with criminal justice histories and strategies to remove legal barriers to employment, licenses and public housing.
NYCHA	<ul style="list-style-type: none"> The NYC Housing Authority (NYCHA) Resident Training Academy (NRTA) launched two Caretaker M training classes during April 1 - June 30, 2012. Job placements for graduates from classes provided by Nontraditional Employment for Women (NEW) and NYC College of Technology began in May 2012 and will continue through August 2012. The training is in preparation of the hiring of public housing residents to help repair residences with \$10 million in funding from the City Council. Green City Force (GCF) graduated its second NYCHA resident-only Clean Energy Corps training cohort, bringing the grand total of resident graduates aged 18-24 to over 50. NYCHA and GCF partnered again during the spring to fill the third NYCHA resident-only Clean Energy Corps class, which will begin in early July 2012.
HRA	<ul style="list-style-type: none"> The NYC Human Resources Association (HRA) from April 1 - June 30, 2012 placed 21,325 in jobs. This was 12% more than the same period in 2011 and 30% more than the last quarter of January 1 - March 31, 2012.
SBS	<ul style="list-style-type: none"> The NYC Department of Small Business Services (SBS) placed 2,929 in jobs during April 1 - June 30, 2012. SBS’s Scholars at Work initiative graduated 67 interns and over 200 Career and Technical Education (CTE) students participated in job readiness and recruitment events through the Career Exploration initiative.
DYCD	<ul style="list-style-type: none"> Through the NYC Department of Youth and Community Development (DYCD), over 132,000 youth applied for the 2012 Summer Youth Employment Program (SYEP) during the April - May 2012 application period. The program runs from July 5 - August 18, 2012 and is expected to enroll approximately 29,000 participants who will work at over 5,300 worksites across the city. In June 2012, a concept paper was released by DYCD to seek input prior to releasing a new RFP in fall 2012. Program services funded through the new RFP will begin in July 2013.
OHCD	<ul style="list-style-type: none"> The NYC Office of Human Capital Development (OHCD) held a NYC Workforce Investment Board quarterly meeting in June 2012. Among the topics presented and discussed: the creation of OHCD in the Office of the Mayor; a progress report on the OHCD Executive Director search; an update on the Workforce1 Career Center’s new vendor operators, Veterans Employment Initiative, Scholars at Work, Summer Youth Employment Program (SYEP), and Ladder for Leaders; and an overview of the NYC adult education system.

²See following pages for *Agency Overviews* on page 6 and *Metric Definitions* on page 10.

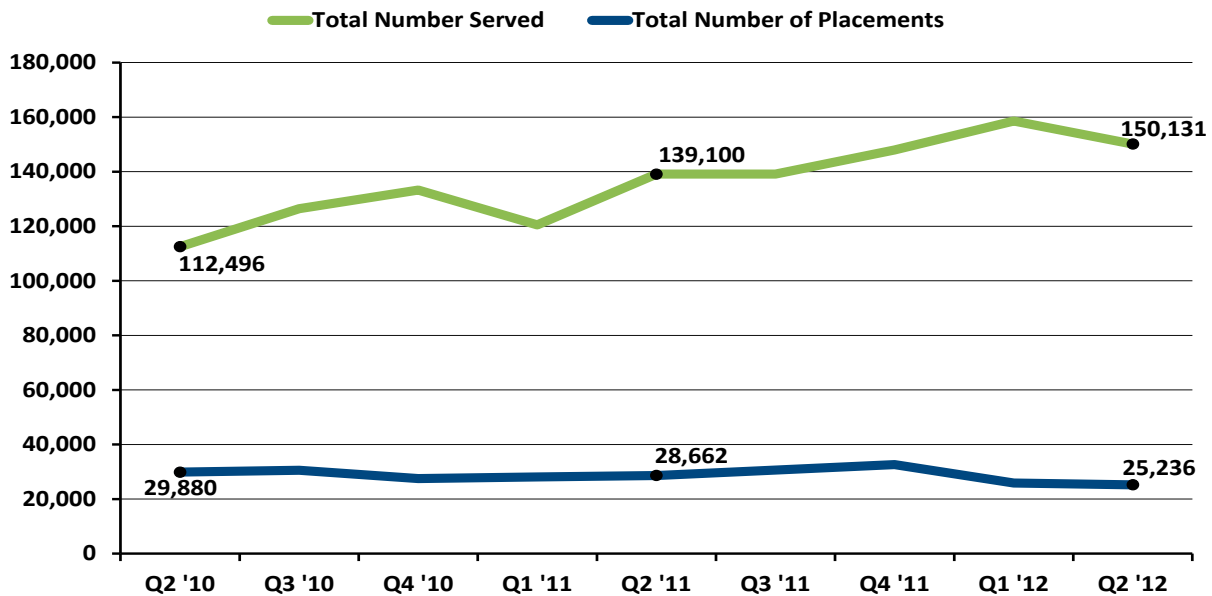
The NYC Workforce Development System

Systemwide Demographics: Q2 of Calendar Year 2012



- The New York City public workforce agencies served over 150,000³ New Yorkers during April 1 - June 30, 2012.
- This is a 7% increase from last year during April 1 - June 30, 2011.
- This is a 5% decrease from the prior quarter during January 1 - March 31, 2012.

NYC Workforce System



- There were a total number of 25,236 individuals placed in jobs during April 1 - June 30, 2012.
- This is a 12% decrease from last year during April 1 - June 30, 2011.
- This is a 12% decrease from the prior quarter during January 1 - March 31, 2012.

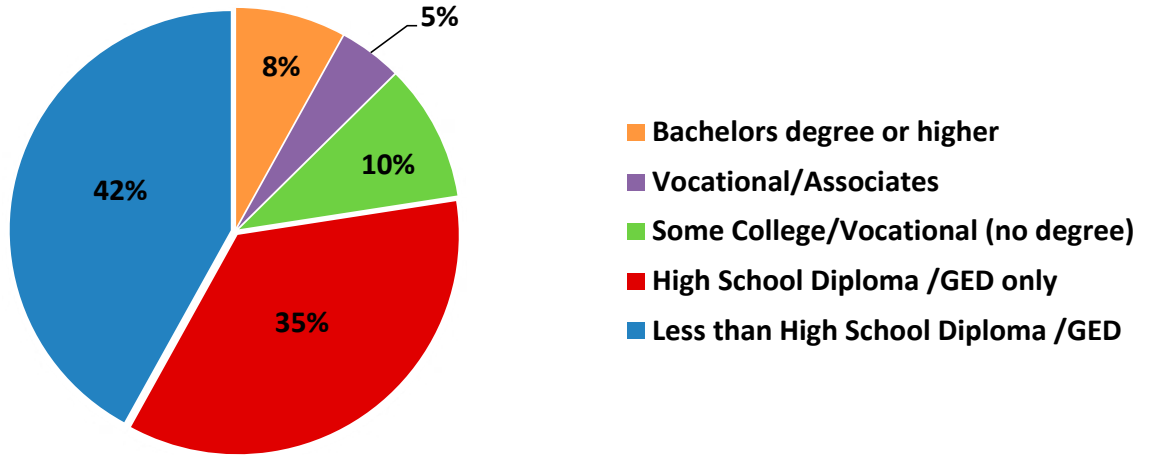
³Numbers aggregated across agencies likely include some duplication of customers who receive services from more than one agency.

The NYC Workforce Development System (continued)

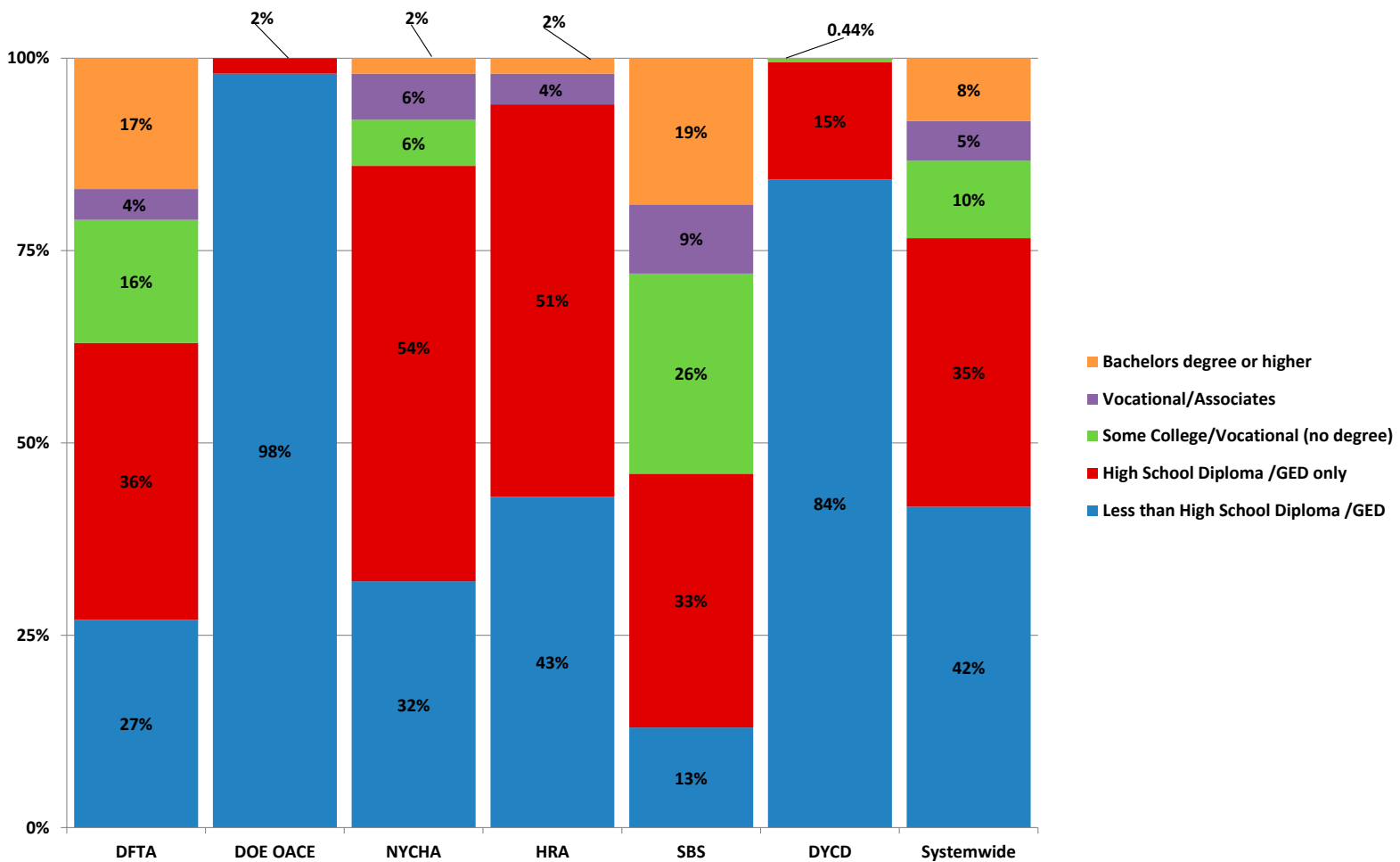
Systemwide Demographics: Q2 of Calendar Year 2012

Education Level of Customers

n = 149,194⁴



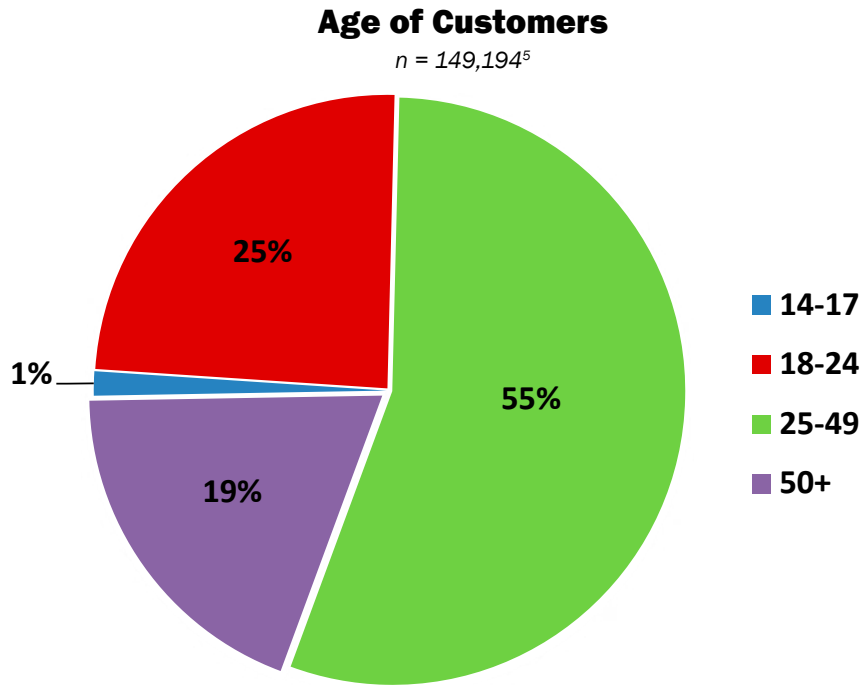
Education Level of Customers by Agency



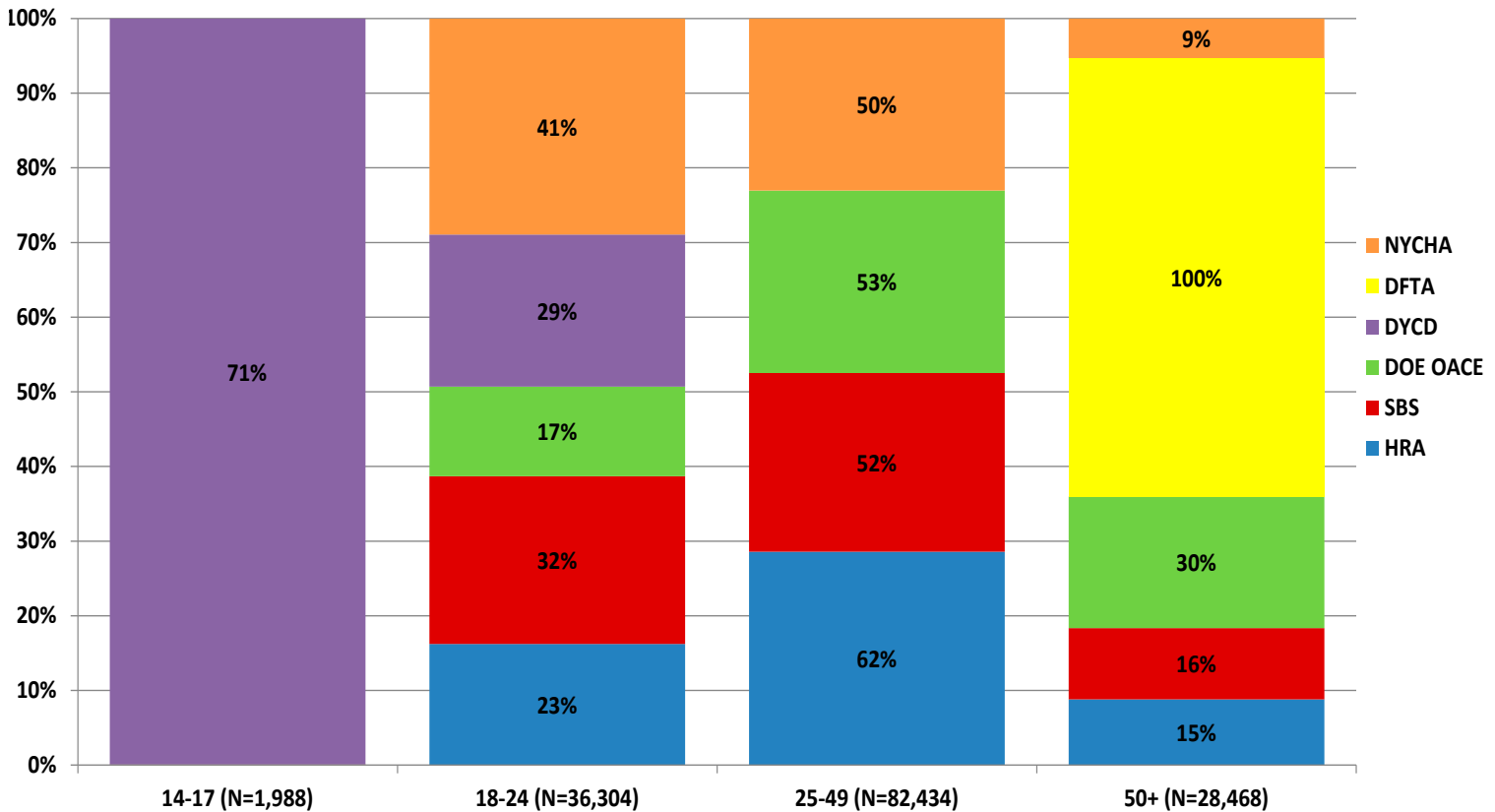
⁴DOHMH not included.

The NYC Workforce Development System (continued)

Systemwide Demographics: Q2 of Calendar Year 2012



Age of Customers by Agency



⁵DOHMH not included.

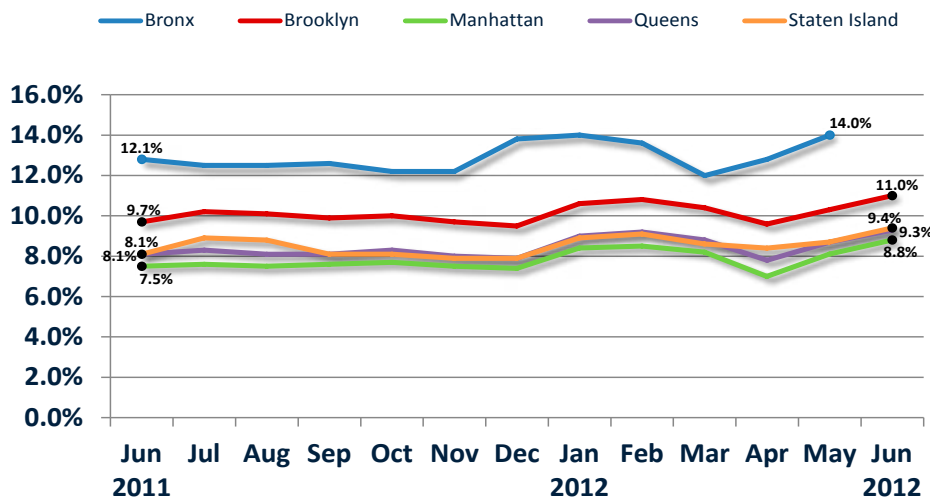
The NYC Workforce Development System (continued)

Labor Market Information Data

- In June 2012, New York City's seasonally adjusted unemployment rate was 10 percent, up from 9.7 percent in May 2012 and over one percentage point from June 2011 (8.9%).
- In June 2012, New York City's seasonally adjusted unemployment rate was higher than the state's (8.9%) and the nation's (8.2%).

Unemployment Rate by Borough June 2011 to June 2012

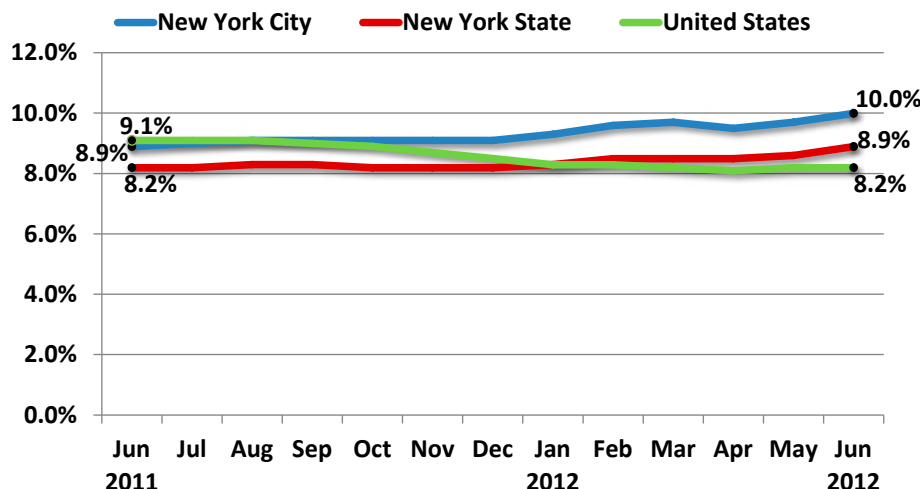
not seasonally adjusted



	Jun-12	Jun-11
<i>not seasonally adjusted</i>		
Bronx	14.0%	12.1%
Brooklyn	11.0%	9.7%
Manhattan	8.8%	7.5%
Queens	9.3%	8.1%
Staten Island	9.4%	8.1%

Unemployment Rate in NYC, NY State, and the US June 2011 to June 2012

seasonally adjusted



	Jun-12	Jun-11
<i>seasonally adjusted</i>		
NY City	10.0%	8.9%
NY State	8.9%	8.2%
US	8.2%	9.1%

SOURCE | New York City Labor Market Information Service (NYCLMIS) analyses of New York State Department of Labor, Local Area Unemployment Statistics Program; Bureau of Labor Statistics labor force statistics from the Current Population Survey. For more information about the NYCLMIS visit www.urbanresearch.org.

Quarter Outcomes

METRICS ⁶	DFTA	DOE OACE	DOHMH	NYCHA	HRA	SBS	DYCD	TOTAL
Total # customers served in workforce programs	682	31,485	937	1,009	64,144	49,101	2,760	150,131
Job Placements								
Total # job placements	674	n/a	108	137	21,325	2,929	63	25,236
Total # in subsidized jobs	661	n/a	n/a	n/a	1,251	n/a	n/a	1,912
Median wage for customers placed into jobs	\$7.25 ⁷	n/a	\$9.00	\$13.60	\$9.49	\$9.25	\$12.65	-
Total # businesses served	166	n/a	n/a	39	330	540	n/a	1,075
Top three placement industries								
#1 Industry	Senior Centers ⁸ 52%	n/a	n/a	Construction 43%	Sales Related 18%	Retail Trade 22%	Retail Trade 30%	-
#2 Industry	Government Offices 24%	n/a	n/a	Government 43%	Healthcare 16%	Administrative Support & Waste Mgmt 15%	Healthcare & Social Assistance 15%	-
#3 Industry	Community Organizations 17%	n/a	n/a	Administrative Support & Waste Mgmt 8%	Food & Drink Services 12%	Accommodation & Food Services 13%	Finance & Insurance 7%	-
Job Retention								
Job retention rate	63%	n/a	n/a	n/a	81%	n/a	51%	-
Training and Skills Development								
Total # in training/work readiness	84	3,332	n/a	168	49,292	20	1,962	54,858
Total # in literacy program	59	28,153	n/a	n/a	1,586	n/a	n/a	29,798
Education attainment (% who completed program)	98%	40%	n/a	86%	n/a	70%	68%	-
Top three training industries								
#1 Industry	Computer Skills 61%	Information Technology 67%	n/a	Administrative Support & Waste Mgmt 46%	n/a	Executive Secretaries & Administrative Assistants 50%	Construction 29%	-
#2 Industry	Customer Service 61%	Health Services 15%	n/a	Construction 54%	n/a	Bookkeeping, Accounting, & Auditing Clerks 30%	Healthcare & Social Assistance 22%	-
#3 Industry	Security Guard Training 11%	Construction/Engineering Technology 13%	n/a	n/a	n/a	Fire Inspectors, Investigators & Fire Safety Directors 15%	Information 14%	-

⁶Please see *Metric Definitions* on page 10 for additional details.

⁷This number reflects both unsubsidized and subsidized median placement wages. The median wage for only unsubsidized placements is \$8.00.

⁸Training placement numbers reflect the rate for subsidized placements only. Unsubsidized placements include: 31% Security, 23% Home Care, and 15% Nonprofit Organizations.

Agency Overviews

Agency	Overview	Programs
CEO	The NYC Center for Economic Opportunity (CEO) was created to implement and evaluate innovative new anti-poverty programs in New York City. The Center works collaboratively with City agencies to design, implement, and advocate for a range of programs, policy proposals, and research projects that represent nationwide best practices and cutting-edge ideas. CEO oversees the evaluation of each initiative and shares results with colleagues across the country. • Visit www.nyc.gov/ceo for more information.	<i>*CEO programs are included in the program lists of a number of participating City agencies.</i>
CUNY	The City University of New York (CUNY) comprises 24 institutions and provides post-secondary learning opportunities at every level, from high school programs and college preparation to adult literacy, to non-credit training, to associate, bachelors and advanced degrees. CUNY has over 260,000 degree program students, and offers 1,918 degree programs to a highly diverse student body that is mostly women, immigrants, racial minority groups, and students from households with less than \$30,000 in yearly income. Continuing education programs are also an important locus of workforce development activity at CUNY; there were over 200,000 registrations in adult and continuing education programs with a vocational or basic skills focus in 2010-2011. • Visit www.cuny.edu for more information.	<ul style="list-style-type: none"> • Degree Programs • Workforce and Professional Development Programs in Continuing Education • Numerous Grant-funded Initiatives: NYC Justice Corps, Jobs-Plus, CUNY Career PATH, etc.
DFTA	The NYC Department for the Aging (DFTA) supports the empowerment, independence, dignity and quality of life of New York City's diverse older adults and their families through advocacy, education and the coordination and delivery of services. DFTA fosters independence, confronts ageism and promotes opportunities for older New Yorkers to share their leadership, knowledge and skills. • Visit www.nyc.gov/dfta for more information.	<ul style="list-style-type: none"> • Senior Community Service Employment Program (SCSEP)
NYCEDC	The NYC Economic Development Corporation (NYCEDC) is the City's primary engine for economic development charged with leveraging the City's assets to drive growth, create jobs and improve quality of life. It uses their expertise to develop, advise, manage and invest to strengthen businesses and help neighborhoods thrive. NYCEDC is dedicated to investing in both human and economic growth and capital. • Visit www.nycedc.com for more information.	<ul style="list-style-type: none"> • HireNYC • Kingsborough Community College Training Program • LINK • Willets Point Worker Assistance Program
DOE OACE	The NYC Department of Education's Office of Adult and Continuing Education (OACE) is the largest provider of adult literacy education services in the state, and is part of DOE's District 79 – Alternative Schools and Programs. Each year, OACE serves more than 41,000 adult New Yorkers throughout the five boroughs of New York City. OACE offers classes at 150 sites, including 4 comprehensive adult Learning Centers, over 100 public schools, and many community based organizations. • Visit www.schools.nyc.gov/ChoicesEnrollment/AdultEd for more information.	<ul style="list-style-type: none"> • General Education Development (GED) Test Preparation • Adult Basic Education (ABE) • English for Speakers of Other Languages (ESOL) • Career and Technical Education (CTE)
DOHMH	The NYC Department of Health and Mental Hygiene (DOHMH) is responsible for protecting and promoting the physical and mental health of all New Yorkers. DOHMH focuses on public policies that improve environmental, economic, and social conditions impacting health; improving access to and quality of care; and informing, educating, and engaging New Yorkers to improve their health and the health of their communities. • Visit www.nyc.gov/doh for more information.	<ul style="list-style-type: none"> • Assisted Competitive Employment
NYCHA	The NYC Housing Authority (NYCHA) provides decent and affordable housing in a safe and secure living environment for low- and moderate-income residents throughout the five boroughs. NYCHA's Board created the Office of Resident Economic Empowerment and Sustainability (REES) in August 2009 to develop programs, policies and collaborations to support residents' increased economic opportunities with a focus on asset building, employment, advancement and business development. • Visit www.nyc.gov/nycha for more information.	<ul style="list-style-type: none"> • Resident Economic Empowerment and Sustainability Employment (REES) • NYCHA Resident Training Academy (NRTA)
HRA	The NYC Human Resources Administration (HRA) provides temporary help to individuals and families with social service and economic needs to assist them in reaching self-sufficiency. This goal is accomplished through a work-first approach that emphasizes personal responsibility. HRA offers a variety of workforce development programs to meet these individual needs. After employment, HRA provides retention services for the first six months and essential work supports such as food stamps and public health insurance. • Visit www.nyc.gov/hra for more information.	<ul style="list-style-type: none"> • Back to Work (BTW) • Begin Employment Gain Independence Now (BEGIN) • Wellness, Comprehensive Assessment, Rehabilitation, and Employment (WeCARE) • Subsidized Jobs Work Experience Program
SBS	The NYC Department of Small Business Services (SBS) makes it easier for businesses in New York City to form, compete, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce. As the recipient of New York City's workforce Investment Act Adult and dislocated Worker funds, SBS oversees the operations of nine Workforce1 Career Centers throughout the city. • Visit www.nyc.gov/sbs for more information.	<ul style="list-style-type: none"> • Advance at Work • NYC Business Solutions • Workforce1 Career Centers
DYCD	The NYC Department of Youth and Community Development (DYCD) supports youth and adults through 2,685 contracts with community-based organizations throughout New York City. DYCD funded programs promote and support the development of healthy, educated youth and work to strengthen and revitalize the communities of New York City. DYCD implements and oversees the City's youth workforce development initiatives, providing summer employment and year-round services to introduce youth and young adults to the job market and help them develop the skills to succeed. • Visit www.nyc.gov/dycd for more information.	<ul style="list-style-type: none"> • Young Adult Internship Program • Immigrant Opportunity Program • NYC Ladders for Leaders • Out-of-School Youth Program • In-School Youth Program • Summer Youth Employment (SYEP)
OHCD	The NYC Office of Human Capital Development (OHCD), in the Office of the Mayor, was created in 2012. OHCD helps to oversee, support, and strengthen the City's workforce development, skills training, and adult education programs and services. The new office is supported by the leadership of Deputy Mayor Linda Gibbs, Deputy Mayor Robert Steel, and Chancellor Dennis Walcott. Among its responsibilities, OHCD provides oversight of the NYC Workforce Investment Board. • Visit www.nyc.gov/ohcd for more information.	<i>*OHCD does not directly operate or administer programs; it is an oversight and policy-setting body.</i>

Metric Definitions

Metric Definitions ⁹	DFTA	DOE OACE	DOHMH	NYCHA	HRA	SBS	DYCD
Total # job placements	SCSEP participants who entered subsidized or unsubsidized employment.	Not applicable.	Total number of people who were placed in a job during the quarter (unduplicated for the quarter).	Total number of reported job placements (calculated by date of verification received).	Total number of people who were placed in a job during the quarter (unduplicated for the quarter) who were applying for or receiving benefits.	Count of placements into unsubsidized jobs with twenty hours a week or more of employment. *Placements are predominantly for direct managed accounts.	The number of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter.
Education attainment (% who completed program)	The number of subsidized trainees who complete SCSEP training during the quarter, relative to all those in training during the quarter.	Percentage of students achieving educational gain, as outlined by the National Reporting System (NRS). Under NRS, a student achieves educational gain if they advance one or more NRS educational level per program year. *Please note the number served is higher than prior quarter as July - September is the start of our fiscal year and most of our students have not been post tested as yet.	Not applicable.	Total number of unique customers who completed occupational training (i.e. not work readiness or adult literacy programs).	Not available.	Of those customers projected to complete during the quarter, those whom SBS confirmed completed their training course.	The number of youth participants who attain a diploma, GED, or certificate by the end of the reporting quarter after the exit quarter divided by the number of youth participants who exit during the quarter.
Total # businesses served	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.	Not applicable.	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.
Total # in literacy program	The number of subsidized trainees in English as a Second Language programming. Some trainees might be included in more than one quarterly measurement because trainings can extend beyond one quarter.	Students enrolled in OACE's ABE, ESOL, GED preparation, Distance Learning, and Math classes who were active students enrolled in classes from October 2010 – December 2010.	Not applicable.	Total number of unique customers enrolled in adult literacy through partner organizations or funded-directly by NYCHA.	Total number of people served in the quarter in the Begin Employment Gain Independence Now (BEGIN) program.	Not applicable.	Number of participants served in Adult Basic Education and English for Speakers of Other Languages (ESOL) literacy programs. *This reflects an annual number.
Median wage for customers placed into jobs	The median hourly wage for job placements with wage information in the reporting quarter.	The median hourly wage for all job placements with wage information in the reporting quarter.	Not applicable.	The median hourly wage for all job placements with wage information in the reporting quarter.	The median hourly wage for all job placements with wage information in the reporting quarter.	The median hourly wage for all job placements with wage information in the reporting quarter.	The median hourly wage for all job placements with wage information in the reporting quarter.
Job retention rate	Of those unsubsidized participants who are employed in the first quarter after the exit quarter, the number employed in both the second and third quarters after the exit quarter divided by the number of participants who exit during the quarter.	Not applicable.	Not applicable.	Not applicable.	Percent of job placements six months prior to the reporting quarter who did not return to cash assistance by the reporting quarter. This reflects all job placements for applicants and for those receiving benefits.	Not applicable.	Number of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter.
Total # in subsidized jobs	Total number of people who participated in a subsidized job during the quarter (unduplicated for the quarter).	Not applicable.	Not applicable.	Not applicable.	Total number of people who participated in a subsidized job during the quarter (unduplicated for the quarter).	Not applicable.	The number of youth that received a subsidized internship through federal stimulus American Recovery and Reinvestment Act (ARRA) funding.
Total # customers served in workforce programs	Total number of people who applied for and received assistance in work programs, accessed at least one service, or were enrolled in classes during the quarter. This includes both subsidized and unsubsidized individuals.						
Total # in training/work readiness	The number of subsidized trainees participating in work readiness activities during the quarter.	Students in OACE's Career and Technical Education (CTE) classes who were active students enrolled in classes during the quarter.	Not applicable.	Total number of unique customers served in workforce programs who participated in training and/or work readiness activities (through partner organizations or funded-directly by NYCHA).	Total number of people served in workforce programs who participated in training and/or work readiness activities (unduplicated). Does not include subsidized jobs (with no training component), substance abuse, or vocational rehabilitation.	Unique count of jobseekers who are projected to complete a short-term occupational training course funded by an Individual Training Grant (ITG) issued by SBS programs.	An unduplicated count of youth receiving work readiness services during the quarter.

⁹Numbers aggregated across agencies likely include some duplication of customers who receive services from more than one agency.