



City of New York
Workforce
DEVELOPMENT
QUARTERLY REPORT
July 2011 - September 2011

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)
- Economic Development Corporation (NYCEDC)
- Department for the Aging (DFTA)
- Department of Education, Office of Adult and Continuing Education (DOE OACE)
- Department of Health and Mental Hygiene (DOHMH)
- Department of Small Business Services (SBS)
- Department of Youth and Community Development (DYCD)
- Human Resources Administration (HRA)
- NYC Housing Authority (NYCHA)
- Workforce Investment Board (WIB)

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The *Workforce Development Quarterly Report* is an initiative of the NYC Workforce Cabinet, led by Deputy Mayors Linda Gibbs and Robert Steel, and Chancellor Dennis Walcott, and it stemmed from a workgroup co-chaired by the Workforce Investment Board and the Human Resources Administration. Members of the workgroup included representatives from the agencies listed above.

Quarter Highlights

System Highlights

- The New York City public workforce agencies included in this dashboard served over 134,000* New Yorkers in the third quarter of 2011. Of those served, the vast majority (78%) do not have more than a high school diploma or GED and are between the ages of 25 and 49 (56%).
- Of the 30,184 New Yorkers placed into jobs this quarter (up 7% from Q2), the majority were in the following occupational areas, which were also growth sectors for our economy during this period of time: healthcare, sales, retail, accommodations and food services.
- 59,188 New Yorkers received training, job readiness and/or skills development this quarter, with the highest concentration in the following fields: healthcare, information technology, and construction.
- 4,536 New Yorkers participated in subsidized employment opportunities through the Human Resources Administration and the Department for the Aging.
- 1,079 businesses were served this quarter by participating agencies, placing New Yorkers into jobs with median wages ranging from \$7.25/hour by the Department for the Aging to \$17.09/hour for construction jobs with the NYC Housing Authority.

Agency Highlights**

Agency	Quarter Highlights
CEO	<ul style="list-style-type: none"> • CEO's fourteen workforce development programs served 4,606 individuals during April-June 2011. 1,032 participants gained job placements or promotions during the quarter. CEO's Social Innovation Fund programs- Jobs-Plus, WorkAdvance, and Project Rise launched throughout the summer and served 237 clients. • The recently launched Young Men's Initiative (YMI), expands many of CEO's successful workforce development programs, including Jobs-Plus, Justice Community, Justice Scholars, NYC Justice Corps, Young Adult Internship Program (YAIP), Young Adult Literacy Program (YALP) and targeted training initiatives at the Sector Centers. The YMI expansion injects an additional ~\$17 million per year to these programs to extend its services to over 9,000 New Yorkers across the five boroughs.
CUNY	<ul style="list-style-type: none"> • CUNY was awarded \$19.86 million for its CUNY Career Preparation for Adults through Training and Higher Education (CUNY Career PATH) project from the United States Department of Labor's Trade Adjustment Assistance Community College and Career Training grants program. CUNY Career PATH will serve about 2,000 adults over a three year period and focus on building basic academic and English language skills for adult learners in connection with sector-specific skills training in five industries (healthcare, hospitality, education, business, and advanced manufacturing).
DFTA	<ul style="list-style-type: none"> • The National Council on Aging, which funds the department's senior employment program and others nationally on the federal government's behalf, recently recognized DFTA for programmatic excellence, including: 1) the highest 2011 performance in the service level category, 2) the highest 2011 employment retention, and 3) outstanding satisfaction of the program's goals. • Members of DFTA's SCSEP program are participating in the Mayor's Success Mentor Corps program (http://www.nyc.gov/html/truancy/html/smc/smc.shtml). They will support students in public schools who have experienced chronic absenteeism.
DOHMH	<ul style="list-style-type: none"> • DOHMH has increased the level of data and reporting by all Assisted Competitive Employment programs to further evaluate performance. Additionally, based on a recent ad hoc survey more than 50% of individuals served by ACE programs have histories of homelessness and more than 25% of individuals served have a forensic history. These have been identified as priority sub-populations within the overall category of individuals with serious mental illness. Due to the conversion of several programs to Medicaid-funded fee for service, the overall capacity of this portfolio has been reduced slightly from Q2. The median wage for placements in Q3 was \$9.92.
DYCD	<ul style="list-style-type: none"> • 30,628 participants were enrolled in the Summer Youth Employment Program (SYEP) from July 5-August 20 and worked at over 5,700 worksites located throughout the five boroughs as well as out-of-city camps. In total, the budget for SYEP 2011 was \$43.5 million including \$20.6 million in City Tax Levy, \$8.5 million in State funds, \$6.1 million from private donations and a \$1.7 million grant from NYSDOL for the Summer Jobs Express! initiative.
HRA	<ul style="list-style-type: none"> • HRA served 68,125 customers in Q3 of 2011; an increase of 4.1% over the last quarter. HRA continues to focus on job placements in efforts reach the goal of 85,000 in 2011. These efforts resulted in a 6.2% increase in job placements from the previous quarter.
NYCHA	<ul style="list-style-type: none"> • The NYCHA Resident Training Academy (NRTA) officially launched its second year of program operation during Q3 with classes starting on August 15th. Building off of a highly successful track record from its first year, the NRTA is expanding nearly three-fold. In Year Two, the NRTA aims to train 460 NYCHA residents in the Pest Control, Janitorial, and Construction fields and place at least 300 residents in jobs at NYCHA and with NYCHA contractors and private employers. • In August 2011, the Jobs-Plus at BronxWorks site was launched to serve public housing residents in the South Bronx. The three developments include Betances, Moore and East-152nd Street-Courtlandt Houses are a collaborative effort between BronxWorks, the Center for Economic Opportunity, MDRC and the NYC Housing Authority.
NYCEDC	<ul style="list-style-type: none"> • NYCEDC led Coney Island targeted hiring for amusement park operators: at Luna Park, Scream Zone, and the Cyclone. Outcomes included 171 new hires and 85 individuals re-hired from last year's employment season.
OACE	<ul style="list-style-type: none"> • Bridge to Tomorrow (BtT) has successfully transitioned the Bronx basic service site into a full-service site, which offers the BtT portal, GED orientation, Official Practice Test and fast-tracking to the GED exam. For FY 2012 all LPN graduates are now being provided with transitional supports and certification in phlebotomy. This is in an effort to optimize the opportunity for employability.
SBS	<ul style="list-style-type: none"> • The first two of ten new expansion centers opened in Q3 in Manhattan. Eight more will open during the remainder of 2011.
WIB	<ul style="list-style-type: none"> • As a business-led Board, the WIB actively advanced its agenda of engaging employers with the City's public workforce system; activities during the quarter included holding a forum for City workforce employees on recruitment for professional services positions hosted at the law firm Dewey & LeBoeuf, holding an event for WIB members at Time Warner Cable to mobilize employer outreach, showcasing Maimonides Medical Center at the September WIB meeting for their leadership in summer youth employment activities, and enlisting employers such as Verizon and Bloomingdale's in the Mayor's campaign for Summer Youth Employment funding.

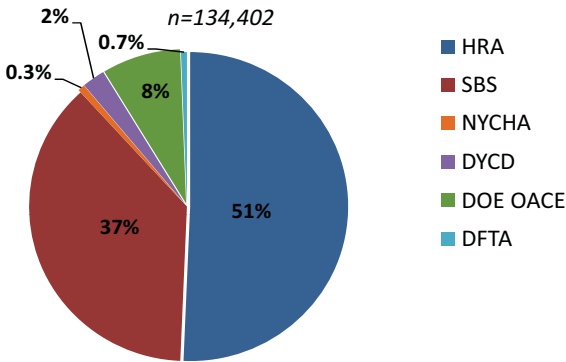
*Numbers aggregated across agencies likely include some duplication of customers who receive services from more than one agency.

**Please see Agency Overviews on page 6 and Metric Definitions on page 7.

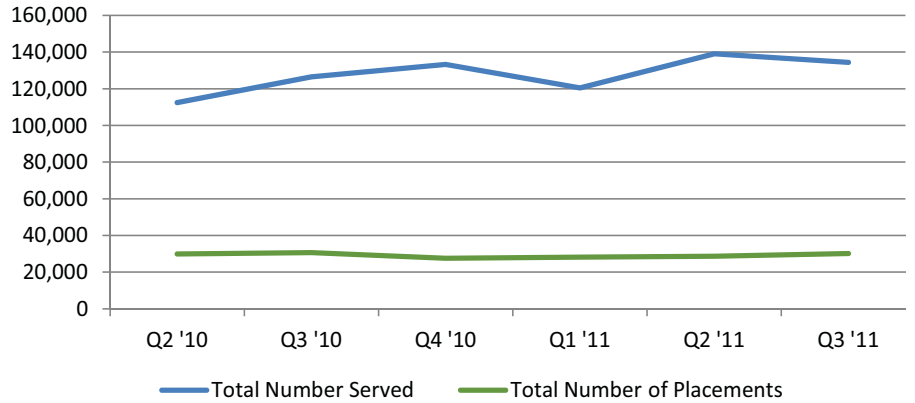
The NYC Workforce Development System

Systemwide Demographics: Q3 of Calendar Year 2011

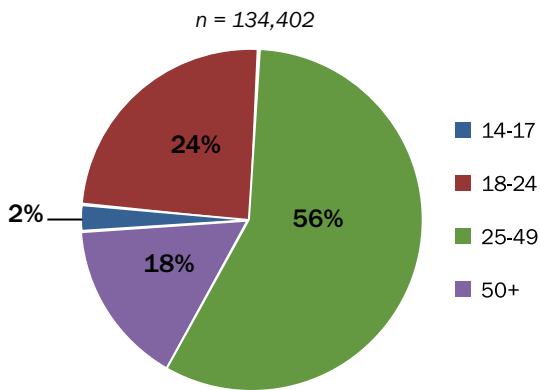
Total Workforce Customers Served



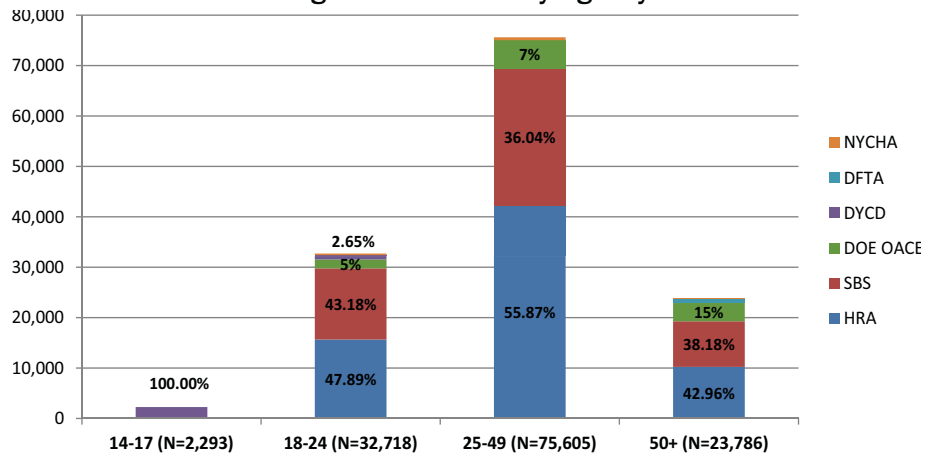
NYC Workforce System



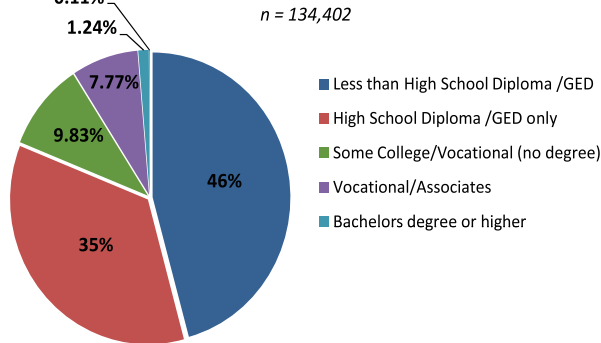
Age of Customers



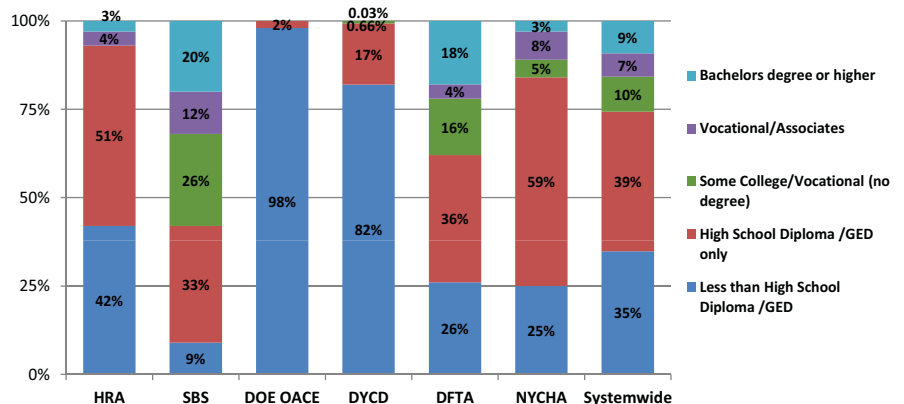
Age of Customers by Agency



Education Level of Customers



Education Level of Customers by Agency



The NYC Workforce Development System (continued)

Labor Market Information Data

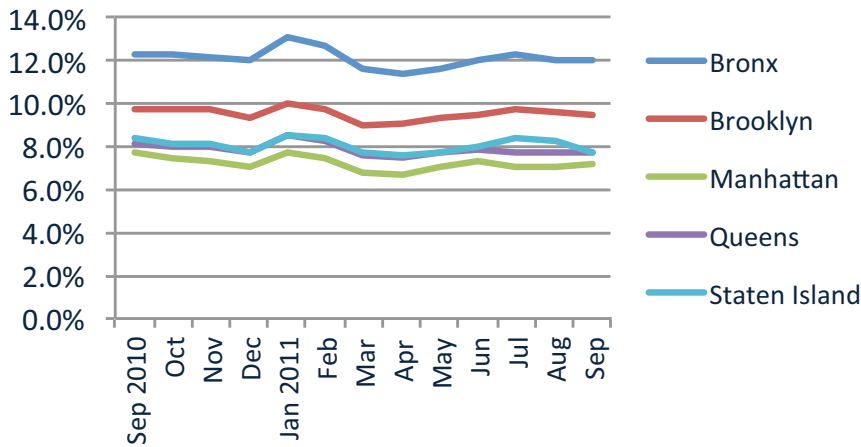
- The New York City unemployment rate* was unchanged from August at 8.7% in September 2011, though still improved from 9.2% a year ago. New York City's unemployment rate was higher than the state's at 8.0% but lower than the nation's at 9.1% in September 2011.

*Rates seasonally adjusted

Unemployment Rates

NYC Boroughs

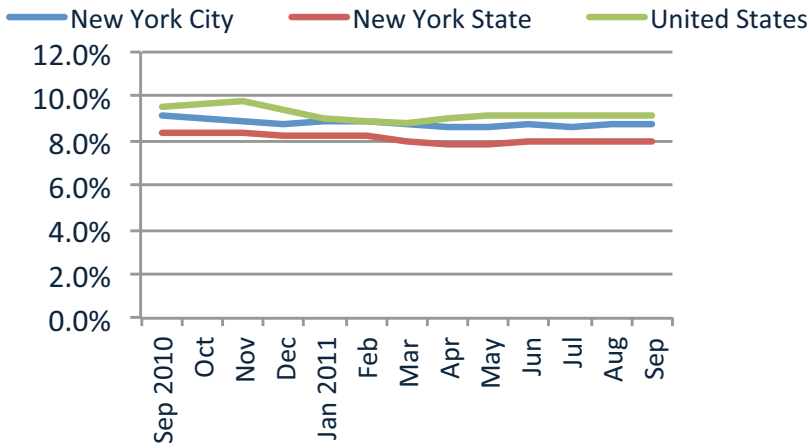
not seasonally adjusted



	SEP 2011	SEP 2010
<i>not seasonally adjusted</i>		
Bronx	12.1%	12.3%
Brooklyn	9.5%	9.8%
Manhattan	7.2%	7.7%
Queens	7.7%	8.1%
Staten Island	7.7%	8.4%
<i>seasonally adjusted</i>		
NY City	8.7%	9.2%
NY State	8.0%	8.4%
U.S.	9.1%	9.6%

NYC, NY State, and the US

seasonally adjusted



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 <http://www.nyc.gov/html/sbs/wib/html/data/nyclmis.shtml>.

Quarter Outcomes

METRICS*	HRA	SBS	DOE OACE	DYCD	DFTA	NYCHA	TOTAL
Total # customers served in workforce programs	68,125	50,455	10,855*	3,160	814	993	134,402**
Job Placements							
Total # job placements	20,131	8,913	n/a	160	779	201	30,184**
Total # in subsidized jobs	3,784	n/a	n/a	n/a	752	n/a	4,536
Median wage for customers placed into jobs	\$9.32	\$10.00	n/a	\$10.25	\$7.25***	\$17.09	-
# businesses served	330	509	n/a	n/a	174	66	1,079
Top three placement industries							
#1 Industry	Sales Related 18%	Retail 25%	n/a	Retail Trade 22%	Senior Centers**** 53%	Construction 69%	-
#2 Industry	Home Health 13%	Accommodation & Food Services 16%	n/a	Construction 12%	Government Offices 25%	Administrative Support & Waste Mgmt & Remediation Services 16%	-
#3 Industry	Food & Drink Services 11%	Healthcare & Social Assistance 12%	n/a	Administrative Support & Waste Mgmt & Remediation Services 12%	Community Organizations 12%	Government 12%	-
Job Retention							
Job retention rate	79%	n/a	n/a	61%	76%	n/a	-
Training and Skills Development							
Total # in training/work readiness	55,694	34	1,132	2,102	116	110	59,188
Total # in literacy program	1,994	n/a	9,723	n/a	37	n/a	11,754
Education attainment (% who completed program)	n/a	82%	n/a	80%	70%	24%	-
Top three training industries							
#1 Industry	n/a	Medical Assistants 26%	Computer & Networking Technologies 45%	Construction 52%	Computer Skills 100%	Construction 47%	-
#2 Industry	n/a	Bus Drivers 24%	Office Information Systems 22%	Healthcare & Social Assistance 35%	Customer Service 100%	IT Support 27%	-
#3 Industry	n/a	Maintenance & Repair Workers, General 15%	Construction/Engineering Technology 11%	Accommodation & Food Services 29%	Building Security Training 4%	Administrative Support & Waste Mgmt & Remediation Services 25%	-

*Please see *Metric Definitions* on page 7 for additional details.

**Please note the total number served and placements does not include DOHMH. In Q3 1,029 were enrolled in ACE programs and 137 new placements.

***This number reflects both unsubsidized and subsidized median placement wages. The median wage for only unsubsidized placements is \$8.25.

****Training placement numbers reflect the rate for subsidized placements only. Unsubsidized placements include: 19% Hospitality, 11% Health Care, and 11% Building Security.

Agency Overviews

Agency	Overview	Programs
CEO	The 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 basic 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 217,000 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, Green Buildings Initiative with Local 32BJ, 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)
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
DYCD	The NYC Department of Youth and Community Development (DYCD) supports youth and adults through 2,572 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)
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
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 • Willets Point Worker Assistance Program
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 Employment Services (RES)
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 175 sites, including 4 comprehensive adult Learning Center, over 100 public school, 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)
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
WIB	The NYC Workforce Investment Board (WIB) is a volunteer Board appointed by the Mayor to drive, coordinate and oversee workforce development services for adults and youth in New York City. New York City has the largest local workforce investment area in the nation, with nearly four million workers across the five boroughs. The WIB's vision is for New York City to have the nation's leading workforce development system, characterized by innovation, high standards, and an intense focus on outcomes. Visit www.nyc.gov/wib for more information.	<i>*WIB does not directly operate or administer workforce programs; it is an oversight and policy-setting body.</i>

Metric Definitions

Metric Definitions	HRA	SBS	DOE OACE	DYCD	DFTA	NYCHA
Job Placements	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.	Not applicable.	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.	SCSEP participants who entered subsidized or unsubsidized employment.	Total number of customers reporting job placements (calculated by date received).
Literacy Programs	Total number of people served in the quarter in the Begin Employment Gain Independence Now (BEGIN) program.	-	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.	Number of participants served in Adult Basic Education and English for Speakers of Other Languages (ESOL) literacy programs. *This reflects an annual number.	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.	Total number of unique customers enrolled in adult literacy through partner organizations or funded-directly by NYCHA.
Education Attainment	Not available.	Of those customers projected to complete during the quarter, those whom SBS confirmed completed their training course.	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 significantly lower than prior quarter as July-September is the start of fiscal year and most students have not been post tested yet.	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.	The number of subsidized trainees who complete SCSEP training during the quarter, relative to all those in training during the quarter.	Total number of unique customers who completed occupational training (i.e. not work readiness or adult literacy programs).
Businesses Served	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.					
Median Wage	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.	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.
Retention Rate	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 available.	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.	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.
Subsidized Jobs	Total number of people who participated in a subsidized job during the quarter (unduplicated for the quarter).	Not applicable.	Not applicable.	The number of youth that received a subsidized internship through federal stimulus American Recovery and Reinvestment Act (ARRA) funding.	Total number of people who participated in a subsidized job during the quarter (unduplicated for the quarter).	Not applicable.
Total Number Served	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. *Please note the number served for OACE dramatically lower in Jul-Sep quarter as this is the start of the fiscal year and most students have not been entered in database as yet.					
Training and Work Readiness	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 and a unique count of jobseekers who received any service categorized as "job readiness" from any SBS program. * ITG issuance was suspended for this period which accounts for number difference from past quarter. Issuance will resume in December 2011.	Students in OACE's Career and Technical Education (CTE) classes who were active students enrolled in classes during the quarter.	An unduplicated count of youth receiving work readiness services during the quarter.	The number of subsidized trainees participating in work readiness activities during the quarter.	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).