



City of New York
Workforce
DEVELOPMENT
QUARTERLY REPORT
October 2011 - December 2011

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 *City of New York 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 148,000* New Yorkers in the fourth quarter of 2011. Of those served, the vast majority (77%) do not have more than a high school diploma or GED and are between the ages of 25 and 49 (57%).
- Of the 32,756 New Yorkers placed into jobs this quarter, the majority were in the following occupational areas: sales, retail, food & accommodations, and healthcare.
- 53,852 New Yorkers received training, job readiness and/or skills development this quarter, with the highest concentration in the following fields: information technology, healthcare and transportation.
- 3,081 New Yorkers participated in subsidized employment opportunities through the Human Resources Administration and the Department for the Aging.
- 1,173 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 \$28.39/hour for construction jobs with the New York City Housing Authority.

Agency Highlights**

Agency	Quarter Highlights
CEO	At the end of 2011, CEO's workforce programs served 3,520 participants across the five boroughs, with 1,054 placements or promotions. The CEO's Social Innovation Fund programs – WorkAdvance, JobsPlus, and Project Rise – served 324 participants in New York, while placing 39 individuals.
CUNY	CUNY was awarded a \$19.86 million three-year grant by the U.S. Department of Labor for a new program, called CUNY Career PATH, that will provide vocational training, job placement, and academic preparation and transition to college support to 2,100 adult students at eight colleges.
DFTA	Several graduates of the program secured full-time work in settings including a college and a hospital, some with wages exceeding \$22 per hour. The Senior Employment unit hosted a job fair in late October attended by 315 program participants and 27 employers. Two other offsite job fairs during the quarter each attracted dozens of program participants.
DOHMH	In response to a survey indicating that 25% of Assisted Competitive Employment (ACE) program participants have criminal justice backgrounds, the office worked with the Special Advisor on Criminal Justice and Mental Health and presented to ACE providers on how to address criminal histories, which are often a significant barrier to employment, during the job placement process. This process also resulted in the development of training which will be provided during the upcoming quarter to all ACE programs. The Office of Rehabilitation also completed a survey of occupational placements for 500 individuals who have been placed by ACE programs over the past year.
DYCD	Governor Cuomo recently signed a bill creating the NY Youth Works program which sets aside \$25.5 million in state funds for summer jobs throughout the state. Based on population and prior funding allocations, New York City is likely to gain \$13.5 million and 9,000 jobs for the DYCD Summer Youth Employment Program.
HRA	The number of job placements was 23% higher in Q4 of 2011 compared to 2010. As a result, for calendar year 2011, HRA achieved 89,577 total job placements; surpassing the job placement goal established at the beginning of the year of 85,000. Median wage for job placements was \$9.42/hour in Q4 of 2011, an increase from \$8.48/hour in the same period in 2010.
NYCHA	The NYCHA Resident Training Academy (NRTA) launched its first Pest Control Training class in Q4 with 22 NYCHA residents enrolled in training, 19 completions, and 16 residents placed into positions with NYCHA as Pest Control Technicians in January 2012. In Q4, NYCHA's Office of Resident Economic Empowerment & Sustainability (REES) also launched a partnership with the Brooklyn Navy Yard to prepare NYCHA residents for job opportunities with employers located in the Yard and in the surrounding community.
NYCEDC	NYCEDC is leading the 3rd Annual Coney Island Recruitment Events for targeted hiring for seasonal amusement park positions through Central Amusement International, the operators of Luna Park and the Scream Zone and also food service positions through Sodexo, Nathan's Famous and the new boardwalk tenants. In 2012, NYCEDC will see an increase in open positions to a total of approximately 450 positions.
OACE	Queens WF1- Bridge to Tomorrow (BtT) has improved its services to clients by expanding to a full-service site. Clients are now offered the same informational presentation as Manhattan, Bronx and Brooklyn clients. Queens WF1- Bridge to Tomorrow (BtT) clients are now given a preliminary educational assessment and the Official Practice Test is offered twice a month.
SBS	The Workforce1 Career Centers completed 2011 with over 35,000 job placements, a 12% increase over 2010. Median wage for job placements in 2011 was \$10.00/hour, a 4% increase over 2010.
WIB	The Workforce Policy Committee met to discuss the status and progress of the redesigned SBS individual training grant program. The Policy Committee also met with SBS staff to set parameters of WIB member involvement in the programmatic and curricular scale up of the Scholars at Work program.

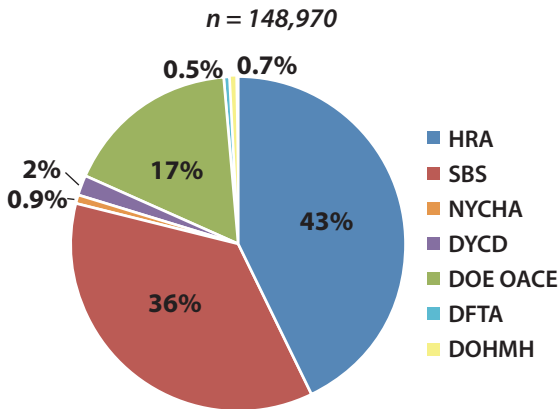
*Numbers aggregated across agencies likely include some duplication of customers who receive services from more than one agency.

**See following pages for Agency Overviews on page 6 and Metric Definitions on page 7.

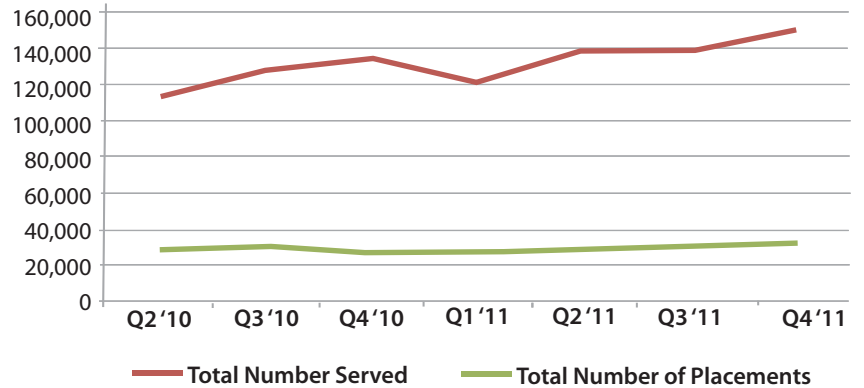
The NYC Workforce Development System

Systemwide Demographics: Q4 of Calendar Year 2011

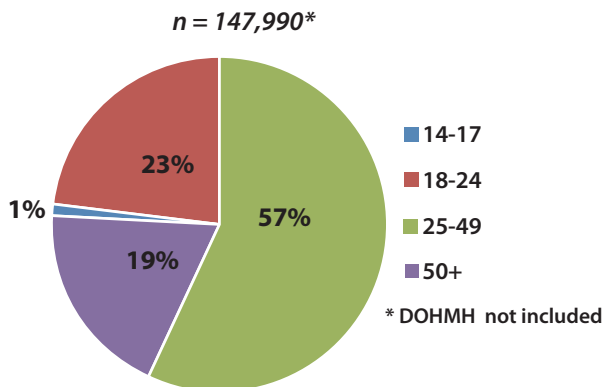
Total Workforce Customers Served



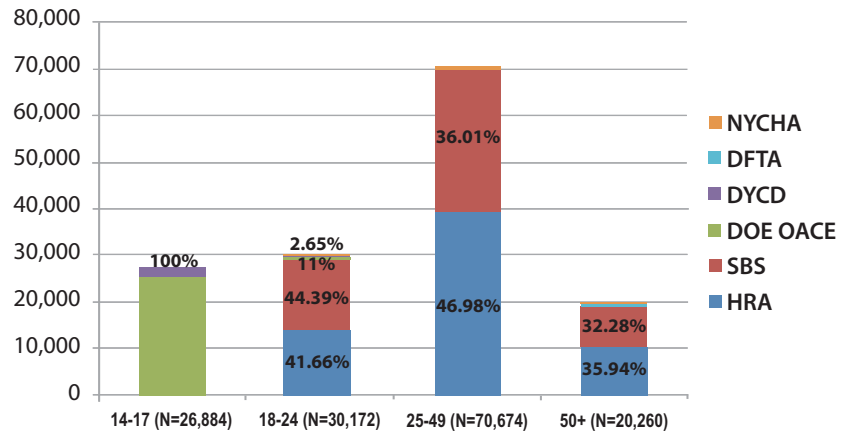
NYC Workforce System



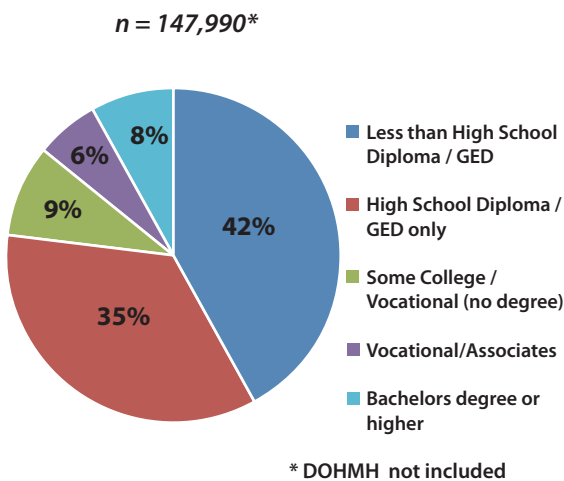
Age of Customers



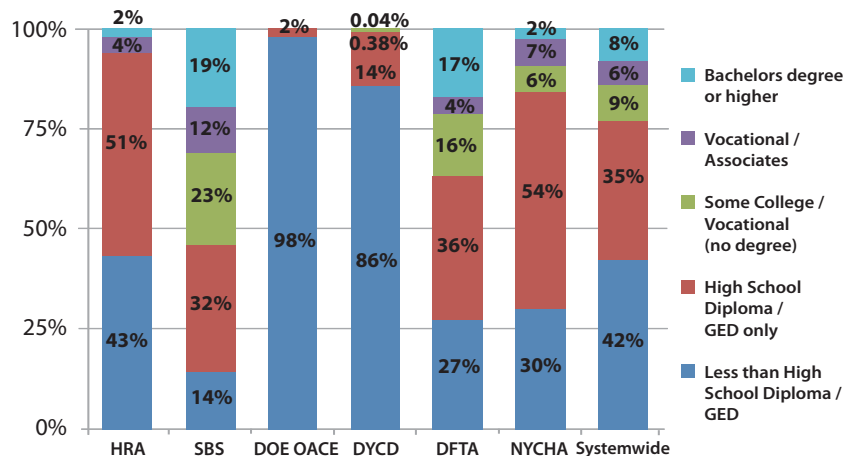
Age of Customers by Agency



Education Level of Customers



Education Level of Customers by Agency



The NYC Workforce Development System (continued)

Labor Market Information Data

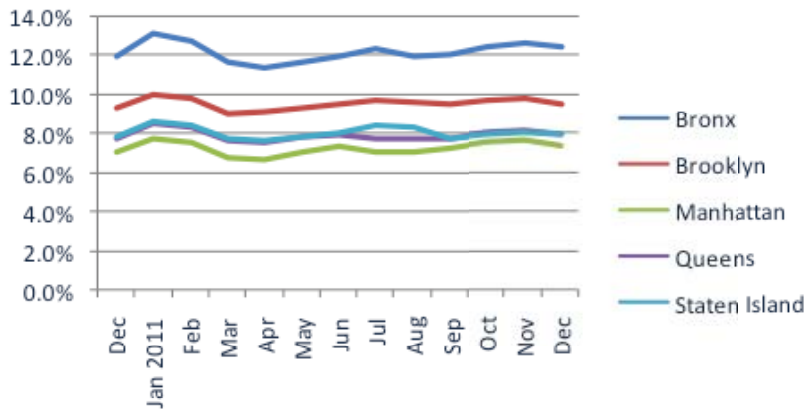
- In December 2011, New York City's unemployment rate was 9.0%, up slightly from November and from one year ago. The local unemployment rate was higher than the state's (8.0%) or the nation's (8.5%) in December 2011.

*Rates seasonally adjusted

Unemployment Rates

**Unemployment Rate by Borough,
December 2010 to December 2011**

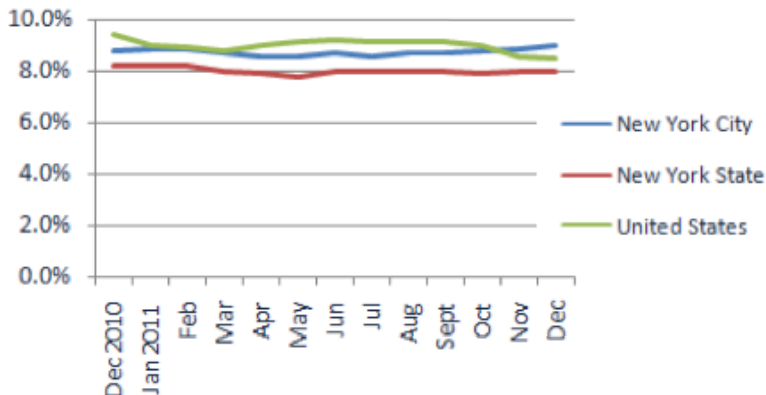
not seasonally adjusted



	DEC 2011	DEC 2010
<i>not seasonally adjusted</i>		
Bronx	12.4%	12.0%
Brooklyn	9.5%	9.3%
Manhattan	7.3%	7.1%
Queens	7.9%	7.7%
Staten Island	7.9%	7.8%
<i>seasonally adjusted</i>		
NY City	9.0%	8.8%
NY State	8.0%	8.2%
U.S.	8.5%	9.4%

**Unemployment Rate in NYC, NY State, and the
US, December 2010 to December 2011**

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 www.nyc.gov/html/sbs/wib/html/data/nyclmis.shtml or www.urbanresearch.org.

Quarter Outcomes

METRICS*	HRA	SBS	DOE OACE	DYCD	DFTA	NYCHA	DOHMH	TOTAL
Total # customers served in workforce programs	63,736	54,389	25,368	2,354	743	1,400	980	148,970
Job Placements								
Total # job placements	20,605	10,187	n/a	962	714	185	103	32,756
Total # in subsidized jobs	2,406	n/a	n/a	n/a	675	n/a	n/a	3,081
Median wage for customers placed into jobs	\$9.42	\$10.00	n/a	\$10.43	\$7.25**	\$28.39	\$9.92	-
Total # businesses served	330	603	n/a	n/a	175	65	n/a	1,173
Top three placement industries								
#1 Industry	Sales Related 22%	Retail Trade 33%	n/a	Retail Trade 24%	Senior Centers*** 52%	Construction 77%	Administrative Support 22%	-
#2 Industry	Home Health 13%	Accommodation & Food Services 9%	n/a	Healthcare & Social Assistance 14%	Government Offices 26%	Government 12%	Maintenance 18%	-
#3 Industry	Food & Drink Services 11%	Arts, Entertainment 9%	n/a	Finance & Insurance 7%	Community Organizations 14%	Administrative Support & Waste Mgmt 6%	Retail Trade 17%	-
Job Retention								
Job retention rate	79%	71%	n/a	57%	75%	n/a	n/a	-
Training and Skills Development								
Total # in training/work readiness	49,564	35	2,565	1,522	71	95	n/a	53,852
Total # in literacy program	1,713	n/a	22,803	n/a	34	n/a	n/a	24,550
Education attainment (% who completed program)	n/a	83%	25%	73%	72%	94%	n/a	-
Top three training industries								
#1 Industry	n/a	Medical Assistants 26%	Computer & Networking Technologies 45%	Retail Trade 24%	Computer Skills 100%	Administrative Support & Waste Mgmt 100%	n/a	-
#2 Industry	n/a	Bus Drivers 23%	Office Information Systems 22%	Healthcare & Social Assistance 14%	Customer Service 100%	n/a	n/a	-
#3 Industry	n/a	Maintenance & Repair Workers, General 14%	Construction/Engineering Technology 11%	Accommodation & Food Services 6%	Healthcare 11%	n/a	n/a	-

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

**This number reflects both unsubsidized and subsidized median placement wages. The median wage for only unsubsidized placements is \$10.00.

***Training placement numbers reflect the rate for subsidized placements only. Unsubsidized placements include: 49% Administration, 21% Healthcare, and 13% Security.

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.	*CEO programs are included in the program lists of a number of participating City agencies.
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)
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 2,685 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/dydc 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.nycdc.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 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)
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.	*WIB does not directly operate or administer workforce programs; it is an oversight and policy-setting body.

Metric Definitions

Metric Definitions	HRA	SBS	DOE OACE	DYCD	DFTA	NYCHA	DOHMH
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).	Total number of people who were placed in a job during the quarter (unduplicated for the quarter).
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 higher than prior quarter as July - September is the start of our fiscal year and most our students have not been post tested as 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).	Not applicable.
Businesses Served	Total number of businesses who actively engaged in posting or filling job openings through agency referrals.						Not applicable.
Literacy Programs	Total number of people served in the quarter in the Begin Employment Gain Independence Now (BEGIN) program.	Not applicable.	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.	Not applicable.
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.	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.	Of those who are employed in WIA Adult and Dislocated Worker programs in the 1st quarter after exiting the WIA program, the number of participants who are employed in both Q2 and Q3 after the exit quarter divided by the number of participants who exited during Q1. The period covered by this statistic is October 2010 – March 2011.	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.	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.	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 was dramatically lower in Q3 compared to Q4 as this was the start of the fiscal year and most students had not been entered in database.						
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 much of this period which accounts for number difference from earlier quarters. Limited issuance resumed 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).	Not applicable.