



CITY OF NEW YORK
WORKFORCE
DEVELOPMENT
QUARTERLY REPORT

January 2011 - March 2011

Introduction

The New York City Workforce Development Performance Dashboard details and quantifies the work of various city agencies responsible for providing workforce development programs and services to employers, jobseekers, workers and students in New York City. The Dashboard includes descriptions of the objectives and responsibilities of each agency as well as program performance data. It measures agency performance through a common set of indicators intended to reflect the diverse work of each agency, while also providing a sense of the capacity and performance of the system as a whole. The agencies included in the Workforce Development Performance Dashboard are:

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

Several of these agencies deliver direct services to the City, while others play coordinating, agenda-setting and program development roles. Accordingly, the different agency sections vary in focus and content.

A workgroup co-chaired by the NYC Workforce Investment Board and the Human Resources Administration developed this performance dashboard. Members of the workgroup included representatives from each of the agencies listed above, as well as representatives from the offices of the three Deputy Mayors leading the initiative.

New York City Workforce Development System



NYC Workforce Development Performance Dashboard

January 2011 - March 2011

Highlights

- The New York City public workforce agencies included in this dashboard served over 120,000* New Yorkers in the first quarter of 2011. Of those served, the vast majority (83%) do not have more than a high school diploma or GED and are between the ages of 25 and 49 (57%).
- Of the 28,146 New Yorkers placed into jobs this quarter, the majority were in the following occupational areas, which were also growth sectors for our economy during this period of time: sales, retail, hospitality and healthcare.
- 53,355 New Yorkers received training, job readiness and/or skills development this quarter, with the highest concentration in the following fields: healthcare, information technology, administrative and construction.
- 3,070 New Yorkers participated in subsidized employment opportunities through the Human Resources Administration and the Department for the Aging.
- 4,078 businesses were served this quarter by participating agencies, placing New Yorkers into jobs with median wages ranging from \$8.25/hour by the Department for the Aging to \$16.32/hour for construction jobs with the New York City Housing Authority.

Demographic Snapshot

METRICS	HRA	SBS	DOE OACE	DYCD	DFTA	NYCHA	TOTAL
Total # customers served in workforce programs	59,740	31,501	25,559	2,235	947	502	120,484
Customer education level							
% with less than high school diploma/GED	44%	15%	98%	79%	25%	43%	48%
% with high school/GED only	50%	34%	2%	21%	36%	47%	35%
% with some College/Vocational (no degree)	n/a	22%	0%	<1%	16%	5%	6%
% with Vocational/Associates degree	4%	11%	0%	<1%	4%	4%	5%
% with a Bachelor's degree or higher	3%	14%	0%	0%	19%	1%	5%
Customer age breakdown							
% 14-17	0%	0%	0%	71%	0%	0%	1%
% 18-24	23%	24%	17%	29%	0%	35%	22%
% 25-49	62%	57%	54%	0%	0%	56%	57%
% 50+	15%	19%	29%	0%	100%	8%	19%

Job Placements and Retention

METRICS	HRA	SBS	DOE OACE	DYCD	DFTA		NYCHA	TOTAL
					Unsubsidized	Subsidized		
Total # of job placements**	19,299	7,140	n/a	122	41	771	357	28,146
Top three placement industries (% of total for each)								
#1 Industry	Sales Related 15%	Retail Trade 20%	n/a	Administrative support, waste mgmt 26%	Administrative Support 44%	Senior Centers 79%	Construction 53%	-
#2 Industry	Home Health 11%	Healthcare & Social Assistance 18%	n/a	Retail Trade 26%	Health Care 24%	Gov't. Office 9%	Administrative support, waste mgmt 39%	-
#3 Industry	Food & Drink Services 8%	Administrative support, waste mgmt 13%	n/a	Accommodations & Food Services 9%	Security 15%	Education 4%	Government 6%	-
Job retention rates (6 Month)	77%	n/a	n/a	60%	85%	n/a	n/a	-
# of businesses served	330	3,526	n/a	n/a	22	124	76	4,078
Median wage for customers placed into jobs (\$)	\$8.98	\$10.00	n/a	\$8.75	\$8.25	\$7.25	\$16.32	-

n/a = Not applicable

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

**Please see individual agency pages, as there are varying definitions of "placement" across agencies.

NYC Workforce Development Performance Dashboard

January 2011 - March 2011

Training and Skills Development

METRICS	HRA	SBS	DOE OACE	DYCD	DFTA	NYCHA	TOTAL
Total # in training / work readiness	47,875	584	2,807	1,642	224	223	53,355
Top three training industries (% of total for each):							
#1 Industry	n/a	Nursing Aides, Orderlies, & Attendants (CNA) 17%	Computer & Networking Technologies 45%	Healthcare & Social Assistance 24%	Computer Skills 79%	Computer/IT 43%	-
#2 Industry	n/a	Bus Drivers, School 16%	Office Information Systems 22%	Construction 21%	Customer Service 79%*	Construction 13%	-
#3 Industry	n/a	Security Guards 13%	Construction/Engineering Technology 11%	Information 17%	Home Health Aide 10%	Building Maintenance Services & Cleaning Services 12%	-
# served in literacy programs	1,530	n/a	22,752	n/a	49	62	24,344
Education attainment (% of customers who completed program)	n/a	90%	31%**	64%	81%	n/a	-

n/a = Not available

* An individual may be training in more than one discipline simultaneously.

**See note on page 8.

Agency Quarter Highlights



Overview

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's commitment to employment has resulted in a significant increase in employment for single mothers, large reductions in child poverty and the lowest cash assistance caseload in more than 40 years. All workforce programs are focused on participants finding and keeping employment. The work-first approach integrates work readiness, occupational skills and educational attainment based on the client's needs and interests. HRA offers a variety of workforce development programs to meet these individual needs including Back to Work (BTW), Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE), Subsidized Jobs (including the Parks Opportunity Program), Work Experience Program, and Begin Employment Gain Independence Now (BEGIN). After employment, HRA provides retention services for the first six months and essential work supports such as food stamps and public health insurance. Through these programs and work supports HRA participants have a greater ability to stay employed and out of poverty.

Visit www.nyc.gov/hra for more information.

Quarter Highlights

HRA highlights for this quarter include:

- To meet the 85,000 job placement goal that HRA set out for 2011, HRA has been increasing efforts to help clients find and retain jobs. As a result, the number of job placements this quarter is 1.5% higher than the same quarter last year. Specific efforts implemented in the first quarter of 2011 to increase job placements include: work-first messages at the Job Centers through posters, marketing the services of the Back to Work program to broader audiences, and developing marketing strategies related to specific job opportunities.
- HRA released a concept paper outlining the goals for the next generation of employment programs at HRA in anticipation of the current Back To Work (BTW) Program contracts ending. The BTW program will continue to emphasize work-first, rapid attachment to the labor force as a path to self sufficiency. However, new features of the BTW program include: integration of contextualized literacy services into employment services, programming for specialized services for specific populations on Cash Assistance, and a focus on business development and employer retention. The new Back to Work contracts will be launched in July 2012.

Metric Definitions

Total # served in workforce programs	Total number of people applying for and receiving assistance who were served during the quarter in HRA work programs: Back to Work (BTW), Begin Employment, Gain Independence Now (BEGIN), WeCare Voc Rehab, Subsidized Jobs, Training Assessment Group (TAG) approved programs, Work Experience Program, and Substance Abuse/Job Training.
Total # of 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.
Job 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 businesses served	Total number of businesses in partnership with HRA as part of the subsidized jobs program.
Average wage	The average hourly wage for all job placements in the reporting quarter with wage information (approximately 50 percent of all job placements).
# in training / work readiness activities	Total number of people served in workforce programs who participated in training and/or work readiness activities (unduplicated). Work readiness activities include work experience, job search, job preparation, job skills training, subsidized employment, basic education, and vocational rehabilitation. Does not include subsidized jobs (with no training component), substance abuse, or vocational rehabilitation.
# of customers in literacy programs	Total number of people served in the quarter in the BEGIN program.
# in subsidized jobs	Total number of people who participated in a subsidized job during the quarter (unduplicated for the quarter).
Education attainment (% of customers who completed education program)	Not applicable.

Overview

The 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.

Quarter Highlights

SBS highlights for this quarter include:

- The seven traditional Workforce1 Career Centers achieved 7,140 job placements in the first quarter of 2011, a 13% percent decrease since the first Quarter of 2010 and a 7% decrease from the fourth Quarter of 2010.
- The three sector-focused centers (Transportation, Health Care and Manufacturing) attributed 392 placements to the 7,140 total.
- Job placement median wage increased to \$10.00 from \$9.25 per hour from fourth Quarter 2010 to first Quarter 2011.
- Half of all placement activity was concentrated in three sectors: Retail, Healthcare, and Admin/Support Services (includes Security Services).

Metric Definitions

Total # served in workforce programs	Unique count of customers receiving at least one service within the period.
Total # of job placements	Count of placements into unsubsidized jobs with twenty hours a week or more of employment.
Job Retention Rate	Of those who are employed in WIA Adult programs in the 1st quarter after exiting the WIA program, the number of participants who are employed in both the 2nd and 3rd quarters after the exit quarter divided by the number of participants who exited during the 1st quarter. From the NYSDOL Common Measures report for Program Year 10, Quarter 2.
# of businesses served	Unique count of businesses who actively engaged in SBS recruitment services, based on opening dates of job orders.
Average wage	Average of all wages reported in "Total # of job placements".
# in training / work readiness activities	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.
# of customers in literacy programs	Not applicable.
# in subsidized jobs	Not applicable.
Education attainment (% of customers who completed education program)	Of those customers projected to complete during the quarter, those whom SBS confirmed completed their training course.

NYC Department of Education

Office of Adult and Continuing Education

Overview

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 over 900 tuition-free classes in Adult Basic Education (ABE), General Educational Development (GED) Test Preparation, English for Speakers of Other Languages (ESOL) and Career and Technical Education (CTE) for adults age 21 and over. OACE offers morning, afternoon, and evening classes Monday through Saturday at 175 sites in all five boroughs, including four comprehensive Adult Learning Centers, over 100 public schools, and many community-based and faith-based organizations. All classes are taught by New York State certified teachers. Forty-four percent of OACE students are parents of children in the DOE’s K-12 system.

Visit www.schools.nyc.gov/ChoicesEnrollment/AdultEd for more information.

Quarter Highlights

DOE OACE highlights for this quarter include:

- An Instructional Technology Task Force was created to lead OACE in its efforts to increase and integrate technology into its instructional program. What emerged from their early studies and meetings is that OACE needs a 3-tiered approach to instructional technology: (1) increase the capacity of the staff to interface with technology; (2) identify and implement ways in which technology can further student learning; and (3) use technology as a tool to build a community of learners.
- Earlier this year, New York City was selected for the Great Cities Summit, a federal initiative sponsored by the U.S. Department of Education’s Office of Vocational and Adult Education and the National Institute for Literacy. OACE is the lead New York City educational provider in this two-year initiative, which will convene five cities to address best practices for providing adult education in large urban areas. The five cities selected are Chicago, Houston, Los Angeles, Miami, and New York City. The initiative will assess each city’s adult education needs, create action plans to address them, form supportive partnerships, and establish a network for collaborative peer learning. OACE’s lead partners are the Literacy Assistance Center, NYC Department of Youth and Community Development, City University of New York, and Neighborhood Family Services Coalition.

Metric Definitions

Total # served in workforce programs	Students in OACE’s Adult and Basic Education (ABE), English for Speakers of Other Languages (ESOL), GED preparation, Distance Learning, Math, and Career and Technical Education (CTE) classes who were active students enrolled in classes during the quarter.
Total # of job placements	Not applicable.
Job Retention Rate	Not applicable.
# of businesses served	Not applicable.
Average wage	Not applicable.
# in training / work readiness activities	Students in OACE’s Career and Technical Education (CTE) classes who were active students enrolled in classes from October 2010 – December 2010.
# of clients in literacy programs	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.
# in subsidized jobs	Not applicable.
Education attainment (% of clients who completed education program)	Note: The 31.2% educational attainment figure is much lower than the 47% presented in the Q4 ‘10 dashboard report, because during the time period captured in this quarterly dashboard, OACE has conducted only one round of post-testing (the activity used to measure educational gain). Many students enrolled in the program during this quarter will be post-tested by February 2011, and their educational gain will show up in the following quarter. OACE defines educational attainment as the 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.

Overview

The NYC Department of Youth and Community Development (DYCD) supports youth and adults through 2,700 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.

Quarter Highlights

DYCD highlights for this quarter include:

- Last year, the City received more than 143,000 applications for roughly 35,000 slots in its Summer Youth Employment Program (SYEP). Largely due to State reductions, current funding will support only approximately 23,000 slots this coming summer. To better meet the demand for summer jobs, the Mayor's Fund to Advance New York City has agreed to assist DYCD in raising private funds for SYEP and work on advertising and fundraising campaigns is now underway. Last summer, about 1,500 slots were provided thanks to \$2 million in private contributions – it is hoped that private funding will exceed that level this year.

Metric Definitions

Total # served in workforce programs	The number of youth enrolled in DYCD's Workforce Investment Act (WIA)-funded programs who participated at any time during the quarter.
Total # of job placements	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.
Job Retention Rate	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 divided by the number of youth participants who exit during the quarter.
# of businesses served	Not applicable.
Average wage	The average hourly wage for all participants who were placed and retained in unsubsidized employment (including the military) during the quarter.
# in training / work readiness activities	An unduplicated count of youth receiving work readiness services during the quarter.
# of clients in literacy programs	Number of participants served in Adult Basic Education and English for Speakers of Other Languages (ESOL) literacy programs. *This reflects an annual number.
# in subsidized jobs	The number of youth that received a subsidized internship through federal stimulus American Recovery and Reinvestment Act (ARRA) funding.
Education attainment (% of clients who completed education program)	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.

Overview

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. The agency also works to expand effective, productive partnerships with consumers and advocates, as well as private and public organizations.

The Department's Senior Community Service Employment Program (SCSEP) provides low-income New Yorkers aged 55 and older with unique job training that emphasizes both community service and the elimination of employment barriers that older workers may face. The program ensures that older New Yorkers can offer their talents and skills to the benefit of our broader community. Simultaneously, DFTA maintains a commitment to those older New Yorkers who look to the agency for employment training and placements.

The program empowers participants with marketable skills that lead to employment; guides and supports unemployed individuals during the job search process; offers employment opportunities through direct referrals, postings and employer recruitments; and refines techniques to find and maintain jobs. The program relies on a network of complementary supportive service agencies to ensure success. SCSEP operates a training center at 220 Church Street in Manhattan. SCSEP also places participants in subsidized community employment in settings such as government agencies and non-profit businesses. Participants who are in training or in subsidized placements receive the current minimum wage of \$7.25 per hour.

SCSEP is funded and overseen by the U.S. Department of Labor's Employment Training Administration, The National Council on the Aging and the State Office for the Aging. To gain entry into SCSEP, participants must be:

- 55 years of age or older;
- Unemployed;
- Interested in pursuing employment opportunities;
- Income-eligible under guidelines established by the Federal Government and State; and
- Residents of New York City

Visit www.nyc.gov/dfta for more information.

Quarter Highlights

DFTA highlights for this quarter include:

- At a SCSEP job fair on March 9, 2011, more than a dozen employers offered job opportunities to DFTA program participants and one of them went on to hire four clients as security guards.
- Several other participants received hands-on training through an ongoing partnership with CUNY.
- Nearly 20 trainees benefitted from the program's continuing collaboration with Partners in Care, through which clients are prepared for placement in unsubsidized health care positions.
- 30 organizations agreed to hire subsidized employees, including the New York Aquarium, several senior centers, El Museo del Barrio as well as the Bronx, Prospect Park and Queens zoos.

Metric Definitions

Total # served in workforce programs	Number served for the quarter in the SCSEP Program, which derives from Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)
Total # of job placements	SCSEP participants who entered subsidized or unsubsidized employment.
Job Retention Rate	Of those 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.
# of businesses served	The number of companies that had job openings filled through DFTA referrals during the quarter. (Subsidized and unsubsidized placements reported separately.)
Average wage	Average wage per quarter among those placed in unsubsidized employment. (All those in subsidized employment receive minimum wage.)
# in training / work readiness activities	The number of trainees participating in work readiness activities during the quarter.
# of clients in literacy programs	The number of 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.
# in subsidized jobs	SCSEP participants in subsidized (minimum wage) employment under SCSEP's auspices during the quarter.
Education attainment (% of clients who completed education program)	The number of trainees who complete SCSEP training during the quarter, relative to all those in training during the quarter.

Overview

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 Conventional Public Housing Program has 178,407 apartments in 334 developments throughout New York City. NYCHA also administers a citywide Section 8 Leased Housing Program in rental apartments. In whole a total of 654,657 New Yorkers are served by these programs. 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. Resident Employment Services (RES) is a department within REES and provides career planning, job readiness workshops and training, education and job referral services. RES also administers NYCHA's Section 3/Resident Employment Program which connects Section 3 eligible New Yorkers to potential job opportunities at NYCHA and with NYCHA contractors.

Visit www.nyc.gov/nycha for more information.

Quarter Highlights

NYCHA highlights for this quarter include:

- The NYCHA Resident Training Academy (RTA) provides employment-focused training and job placement assistance to NYCHA residents in the construction and janitorial fields. The RTA works with successful trainees to assist them to get and to succeed in jobs at NYCHA as Caretakers and with NYCHA contractors in construction-related positions. The RTA is designed to not only prepare trainees for entry-level employment but to assist them in developing career plans that will lead to promotion and increased wages. The RTA is a collaboration among NYCHA, Robin Hood and non-profit service providers. 23 participants of the NYCHA Resident Training Academy Janitorial training track graduated in February, 2011, bringing the total number of NRTA graduates to 96. 20 of these 23 residents have been placed into jobs with NYCHA as Janitorial Caretakers.
- NYCHA and Green City Force (GCF) began recruitment for GCF's 2011 Clean Energy Corps. GCF Clean Energy Corps prepares young people between the ages of 18-24 for jobs in the green economy. NYCHA facilitated 200 NYCHA resident applications to the program for the class of 30 that will begin in the next quarter.
- Launched with 20 partners, including Lincoln Center, WABC-TV, and Fordham University, the Lincoln Center Collaborative is improving the quality of life in local public housing neighborhoods by increasing residents' access to and knowledge of community-based economic and educational opportunities, resources and services. In this quarter, NYCHA officially launched the effort to connect qualified NYCHA residents with employment opportunities at collaborative member organizations. Lincoln Center for the Performing Arts and Swiss Post have each hired NYCHA residents.

Metric Definitions

Total # served in workforce programs	Unique number of customers who completed an intake during this time period.
Total # of job placements	Total number of customers reporting job placements (calculated by date received).
Job Retention Rate	Not applicable.
# of businesses served	Total number of unique employers responsible for hiring residents during the quarter.
Average wage	The average hourly wage for all job placements with wage information in the reporting quarter.
Median wage	The median hourly wage for all job placements with wage information in the reporting quarter.
# in training / work readiness activities	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).
# of customers in literacy programs	Total number of unique customers enrolled in adult literacy through partner organizations or funded-directly by NYCHA.
# in subsidized jobs	Not applicable.
Education attainment (% of customers who completed education program)	Total number of unique customers who completed occupational training (i.e. not work readiness or adult literacy programs).

Overview

The Department of Health and Mental Hygiene (DOHMH) is responsible for protecting and promoting the physical and mental health of all New Yorkers. We do this by focusing 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. Our Division of Mental Hygiene has the primary responsibility for the Department's efforts to reduce the burden of mental illness, alcohol and drug use, and developmental delays and disabilities and assist affected New Yorkers in living to their fullest potential. The Division supports approximately 1,100 community-based programs providing treatment, rehabilitation, housing, case management, family support, and other services. One of the key rehabilitative services supported by the Division of Mental Hygiene is Assisted Competitive Employment. Additionally, a number of other programs emphasize employment as an important outcome toward recovery from a mental illness.

Visit www.nyc.gov/doh for more information.

Quarter Highlights

DOHMH highlights for this quarter include:

The work of the DOHMH is reflected in the metrics of other agencies.

Overview

The City University of New York (CUNY) comprises 23 institutions and provides post-secondary learning opportunities at every level, from basic literacy, to non-credit training, to associate, bachelors and advanced degrees. The value of a college degree in the labor market is well-documented. CUNY has over 260,000 degree program students, and offers 1,750 degrees 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, offering literacy, GED preparation, English as a Second Language, and a large number of short-term training programs to prepare students for specific occupations or provide specific skills. The fields in which these vocational programs are offered include: Business and Entrepreneurship; Construction and Building Management; Early Childhood Education and Child Care; Health Care and Human Services; Information Technology; Interpretation and Translation; Real Estate; Retail; Security; Tourism and Hospitality; and Transportation. From 2009-2010, CUNY had 200,000 registrations in adult and continuing education programs with a vocational or basic skills focus.

Visit www.cuny.edu for more information.

Quarter Highlights

CUNY highlights for this quarter include:

- Enrollment in degree and continuing education programs at CUNY continues to soar. In fall 2010, there were 53,449 new undergraduate enrollments. Total enrollment was 262,390, a 16.1% increase from 2006.
- In 2009-2010, CUNY colleges awarded 10,946 associate degrees and 18,322 baccalaureate degrees. Of associate degrees, 32% went to African-Americans, 28% to Latinos, 17% to Asians and 24% to Whites. Baccalaureate degree recipients were 23% African American, 21% Latino, 19% Asian and 37% White.

The work of the CUNY is reflected in the metrics of other agencies.

Overview

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 also helps create affordable housing, new parks, shopping areas, community centers, cultural centers and much more. NYCEDC is dedicated to investing in growth and capital but it is not only economic, it is also human growth and capital - New York and New Yorkers realizing a rich, rewarding and vibrant future. It is this investment and commitment that can help strengthen the City of New York.

Visit www.nycedc.com for more information.

Quarter Highlights

NYCEDC highlights for this quarter include:

- In 2008, NYCEDC created **HireNYC**, a free program that connects the City's workforce development services to economic development projects. As a single point of contact, HireNYC staff collaborates with developers, NYCEDC staff, representatives from other New York City agencies, and community based organizations from the start of a project, assessing the business opportunity and the need for permanent jobs. Through this process, HireNYC staff work to identify the citywide resources that can best meet business needs and connect New Yorkers to employment opportunities.
- NYCEDC and HireNYC also provide workforce development assistance directly to New Yorkers through the **Willets Point Worker Assistance Program** ("WPWAP") and the **Project Welcome Training Program** ("Project Welcome"). The WPWAP provides free English as a Second Language (ESL) classes, job training, and immigration services to workers in the Willets Point area of Queens. The program, which began in early 2008, is managed by a team of industry professionals at LaGuardia Community College (LAGCC).
- Project Welcome is a training program managed by Kingsborough Community College (KCC) that offers free courses in Food Service Operations and Hospitality/Customer Service; two growth employment sectors in New York City. KCC also screens training participants for benefits and work supports while providing a potential entry way into enrollment at the College.

The work of the NYCEDC is reflected in the metrics of other agencies.

Overview

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.

CEO is committed to monitoring and evaluating all of its projects to determine which are successful. CEO works with nationally recognized, independent evaluation firms, as well as a small in-house evaluation team, to measure program impacts and to provide objective evidence to inform decisions of whether to continue, replicate, or eliminate programs.

CEO initiatives represent new ideas, best practices, and expansions of successful program models. Since 2006, more than 40 initiatives have been launched in partnership with City agencies. CEO strategies include:

- **Financial Empowerment & Asset Development:** Helping low-income individuals maximize resources
- **Workforce Development:** Supporting training, job retention, & career advancement
- **Youth Education & Training:** Re-engaging adolescents who are not at work or in school
- **Poverty Research:** Research to inform changes to the Federal poverty measure
- **Conditional Cash Transfers:** Incentive-based strategies that reward individuals for education, employment and health achievements.

In 2010, CEO in partnership with the Mayor's Fund to Advance New York City and MDRC was awarded a \$5.7 million Social Innovation Fund by the Corporation for National & Community Service. This grant allows CEO to replicate five of its successful strategies in New York City and in seven cities nationwide: Cleveland, OH; Kansas City, MO; Memphis, TN; Newark, NJ; San Antonio, TX; Tulsa, OK; and Youngstown, OH. By testing New York City's innovative programming in other cities, this national replication process aims to build greater evidence in support of strengthening the national workforce development policies and programs. Rooted in the strategies and evidence built from CEO's original pilots, the five new economic opportunity initiatives are:

- **SaveUSA:** a tax time matched savings initiatives
- **Jobs-Plus:** a place-based employment program for public housing residents
- **WorkAdvance:** a sector-focused employment program
- **Young Adult Program:** an education-conditioned paid internship program, and
- **Family Rewards:** a conditional cash transfer program.

Visit www.nyc.gov/ceo for more information.

Quarter Highlights

CEO highlights for this quarter include:

In this quarter, CEO's workforce development portfolio served over 5,500 individuals and achieved 1,815 placements*. Program break-down is below:

- **Business Solutions Training Funds (SBS)** provides funding to NYC businesses to develop the skills of their workers if they commit to provide wage gains to employees to complete the trainings. In the second quarter (most recently available), 147 new participants were reached. Of those from previously started cohorts, 265 completed training and 78.6% received a wage gain.
- **Employment Works (SBS)** places probationers into jobs that pay a minimum of \$9/hour. In the first quarter, the program served 337 probationers and made 503 placements of which 51 percent are placed in jobs that pay at least \$9/hr.
- **Food Handlers Certification Program (DOC)** certifies Rikers Island inmates as food handlers, providing them with a tangible employment asset for re-entry. The program tested and certified 39 inmates in the first quarter.
- **The Jobs-Plus (CUNY/NYCHA/HRA)** program in Jefferson Houses served 64 individuals and made 30 placements during this quarter. The program is a place-based initiative targeting public housing residents.
- **The Made in NY Production Training Program (Film)** trains individuals for production assistant positions. In the previous quarter, 19 trainees completed the program, of which 18 were placed in a job.
- **MillionTrees Training Program (Parks)** is a green collar job training for disconnected young adults. Last quarter, 28 program participants were on track to complete the program.
- **The Nursing Career Ladders: LPN Program (HHC/DOE)** is an accelerated Licensed Practical Nurse program for low-income students. Program graduates are placed in LPN positions earning ~\$40,000 per year. In quarter one, 40 are on track to complete the program and 33 students from the previous cohort passed the NCLEX test, of which 10 were placed in LPN positions.
- **NYC Justice Corps (CUNY)** prepares young adults who have been involved in the criminal justice system to succeed in the labor market and address educational needs while giving back to their communities. During this quarter, there were 174 participants enrolled in the program.
- **SaveUSA (Mayor's Fund/MDRC)** offers a matched savings account to low-income tax filers. In this tax season, over 1,400 accounts were opened across four cities, of which 445 are from New York City.
- **Sector-Focused Career Centers (SBS)** provides job placement and training focused on a single economic sector, serving 2,813 customers in the third quarter across three centers (Transportation, Healthcare, and Manufacturing), and 966 career upgrades.
- **The Young Adult Internship Program (DYCD)** provides short-term paid internships, placements into jobs, education or advanced training, and follow-up services to disconnected youth ages 16 to 24 years. In the third quarter, 412 participants completed the internships, of which 288 were placed in employment or education.

Overview

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.

Board members include leaders from the private sector, public agencies, and labor unions, who advance the Mayor's economic development and workforce agendas by ensuring that the City's workforce system can deliver the skilled workers that local businesses need to grow, compete and prosper in the 21st century economy. In pursuit of our goals, the full Board meets quarterly and in smaller committees and work groups meet periodically. To ensure that our City's workforce system is fully responsive to business needs, the majority of the members are from the private sector. Our 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.

Quarter Highlights

Selected WIB initiatives for the quarter include the following:

- **Labor market data.** Through a joint endeavor with CUNY's Center for Urban Research and the NYC Economic Development Corporation, the WIB supports the NYC Labor Market Information Service (NYCLMIS), which provides cutting-edge labor market analysis for the City's public workforce system. The most recent publication is the preliminary findings of a large-scale green jobs study on which the NYCLMIS partnered with New York State Department of Labor and two SUNY campuses. The survey included 20,000 firms statewide in the building services, construction, component manufacturing and professional services industries as well as from focus groups conducted with employers about the recruitment and retention of green occupations, and their assessment of current training opportunities, among other topics. A discussion was held in May to review the preliminary findings from the study.
- **Education/workforce partnerships.** In partnership with the NYC Departments of Education and Small Business Services, the WIB is expanding the *Scholars at Work* initiative, which provides career exploration and employment opportunities to graduating seniors from the City's Career and Technical Education high schools. The expansion includes the addition of two new participating schools in the transportation sector, as well as schools in a broader portfolio of economic sectors. A new component of the program was launched – *Scholars at Work: Career Exploration* – which pairs Workforce1 Career Centers with CTE schools in targeted sectors and provides interested students with career awareness and readiness workshops and end-of-year recruitment events. Six Workforce1 Career Centers are partnering with twelve CTE high schools during this year of this partnership.
- On February 8th, the WIB joined with New York City Council Speaker, SBS, and the DOE for the launch of *Bridge to Tomorrow* at the Upper Manhattan Workforce1 Career Center. *Bridge to Tomorrow*, a partnership between SBS and the DOE, connects individuals without a GED or high school diploma who come into a Workforce1 Career Center to GED testing and test preparation courses. The goal is to help more New Yorkers gain a GED and advance in their careers. The pilot is starting at the Upper Manhattan and Brooklyn Workforce1 Career Centers, with liaisons supporting Workforce1 centers in the other boroughs, with plans to expand in 2011-2012.
- **Advocacy.** The WIB, along with the Mayor's Office of Legislative Affairs, SBS and DYCD, worked aggressively during the first quarter of 2011 to counter proposed cuts to Workforce Investment Act (WIA) funding by the House Appropriations Committee for the FY2011 federal budget. Proposed cuts would have completely eliminated WIA funding for New York City and across the country. Advocacy efforts included outreach to local and national policy-makers, engagement of the business community, and collaboration with state and national organizations, such as the U.S. Conference of Mayors. Ultimately, the FY2011 budget signed by the President included a 10% cut to the City's WIA system. Advocacy efforts continue into the second quarter of 2011 as the FY2012 federal budget and possible reauthorization of WIA are considered by Congress.
- **Employer Engagement.** With an increasing demand for summer youth employment opportunities in New York City and with decreasing state and federal funds available, the WIB has joined with the Department of Youth and Community and other city agencies on a City-wide campaign to increase the number of youth served in 2011 through the City's SYEP. With the help of the Mayor's Fund to Advance New York City, a new marketing campaign has been launched to encourage businesses. During the WIB's March board meeting DYCD and the Mayor's fund presented the campaign to WIB members, which resulted in several WIB member organizations signing on, including CVS, Bloomingdale's and Verizon.

The work of the WIB is reflected in the metrics of other agencies.