



City of New York
Workforce
DEVELOPMENT
QUARTERLY REPORT
January 2012 - March 2012

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)
- NYC Office of Human Capital Development (OHCD)

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The *City of New York Workforce Development Quarterly Report* is an initiative of the NYC Office of Human Capital Development, led by Deputy Mayors Linda Gibbs and Robert Steel, and Chancellor Dennis Walcott, and it stemmed from a workgroup of the NYC Workforce Cabinet, 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 158,000* New Yorkers in the first quarter of 2012. 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 25,873 New Yorkers placed into jobs this quarter, the majority were in the following occupational areas: sales, retail, food & accommodations, and healthcare.
- 55,283 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.
- 2,306 New Yorkers participated in subsidized employment opportunities through the Human Resources Administration and the Department for the Aging.
- 1,199 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 \$13.60/hour for construction jobs with the New York City Housing Authority.

Agency Highlights**

Agency	Quarter Highlights
CEO	The Ash Center for Democratic Governance and Innovation at Harvard University's John F. Kennedy School of Government bestowed 2011 Innovations in American Government Award to the Center for Economic Opportunity. The Innovations in American Government Award calls attention to those CEO programs that help New Yorkers obtain new jobs, complete training and educational programs, and develop assets. During the first quarter of 2012, the CEO's workforce development programs served 14,370 individuals and made 2,454 placements or promotions. CEO's tax-time savings program, SaveUSA, helped 615 New Yorkers build assets by opening a match savings account. SaveUSA is part of the CEO's Social Innovation Fund initiatives, which is currently being implemented in New York City, Newark, Tulsa, and San Antonio.
CUNY	The CUNY Fatherhood Academy—funded through the Mayor's Young Men's Initiative to support responsible fatherhood, education and employment gains, and economic stability for young fathers—enrolled its first cohort of 36 participants in March 2012. In March 2012, CUNY CareerPATH, supported through a \$20M grant from the United States Department of Labor, also enrolled its first; two cohorts started in hospitality and food service programs at Kingsborough Community College, where they will have the opportunity to earn industry recognized credentials, build academic skills and earn credit toward associate's degree programs.
DFTA	The Department for the Aging held informational sessions with more than 150 directors and supervisors affiliated with its community training partners. The sessions brought the participants up to speed on state and federal changes to the senior employment program.
DYCD	In March, 510 participants graduated from the CEO-funded Young Adult Internship Program (YAIP). This represented 84% of the youth who were enrolled into the program for this cycle. The program is on track to serve 1,740 disconnected youth between the ages of 16 and 24 in FY12. A total of 1,172 NYC high school juniors and seniors and college freshmen and sophomores submitted applications for the 2012 Ladders for Leaders program. It is anticipated that the program will place 200 students into unsubsidized, corporate internships this summer.
HRA	HRA finished the first quarter of 2012 with 16,621 job placements. Median wage for job placements was \$9.49/hour in the first quarter of 2012.
NYCHA	The NYCHA Resident Training Academy (NRTA) reached an exciting milestone during the first quarter of 2012 by surpassing 500 enrollments in the employer-linked training program since September 2010. On March 26th, 25 NYCHA residents began a Janitorial Training class provided by Brooklyn Workforce Innovations. NYCHA's Office of Resident Economic Empowerment & Sustainability (REES) initiated a pilot resident referral system in collaboration with NYCHA's Property Management, Family Services and Community Operations departments. The referral system was created to increase resident access to high quality, outcome-oriented services and provide frontline staff with tools and resources for responding directly to resident needs. Green City Force (GCF) began its second NYCHA-only Clean Energy Corps training cohort, which will run for six months ending in June 2012. Concurrently, NYCHA and GCF began a citywide recruitment effort for a third NYCHA- resident class scheduled to start in July 2012.
NYCEDC	The 3rd Annual Coney Island Recruitment Events were successful with over 1600 candidates screened for open positions in Coney Island for employers including Central Amusement International, Nathan's Famous, Sodexo and Aramark and also the new boardwalk tenants. There are over 300 new hires thus far for the season.
OACE	Brooklyn Adult Learning Center hosted a career fair for over 150 CTE students. Employers reported that they extended eight job offers to our students that same day.
SBS	SBS's workforce development programs finished the first quarter of 2012 with 8,127 job placements. New Workforce1 Career Center locations were opened in Long Island City, Queens and on the South Shore of Staten Island.
OHCD	The WIB held its Quarterly meeting in March to discuss the creation of the NYC Office of Human Capital Development, a merger of the WIB and the Mayor's Office of Adult Education, in the Office of the Mayor. Deputy Mayors Linda Gibbs and Mayor Robert Steel, and Chancellor Walcott presented on the changes to the structure and creation of the new office. The WIB also received an update about the federal workforce initiatives from Robert Asaro-Angelo, Northeast Regional Representative for Secretary of Labor Hilda L. Solis of the United States Department of Labor.

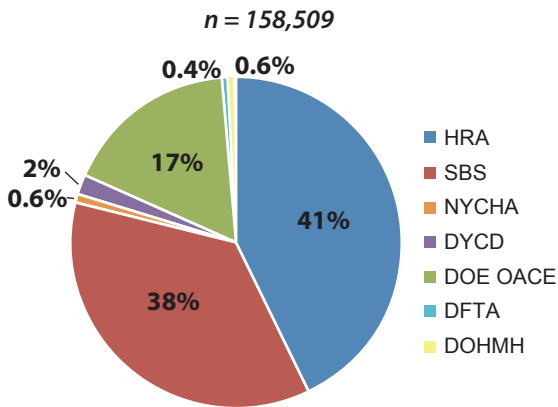
*Numbers aggregated across agencies likely include some duplication of customers who receive services from more than one agency.

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

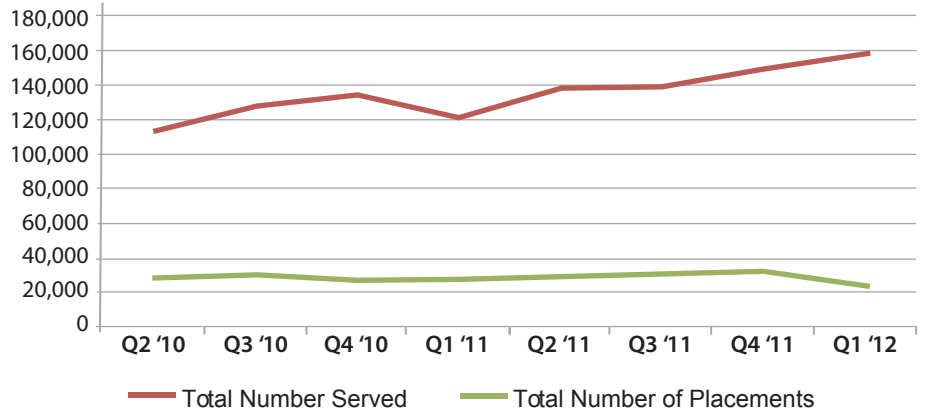
The NYC Workforce Development System

Systemwide Demographics: Q1 of Calendar Year 2012

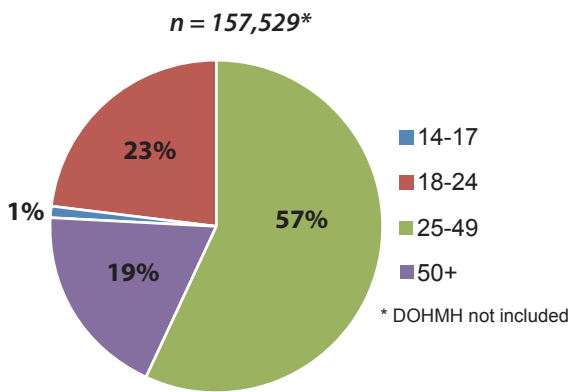
Total Workforce Customers Served



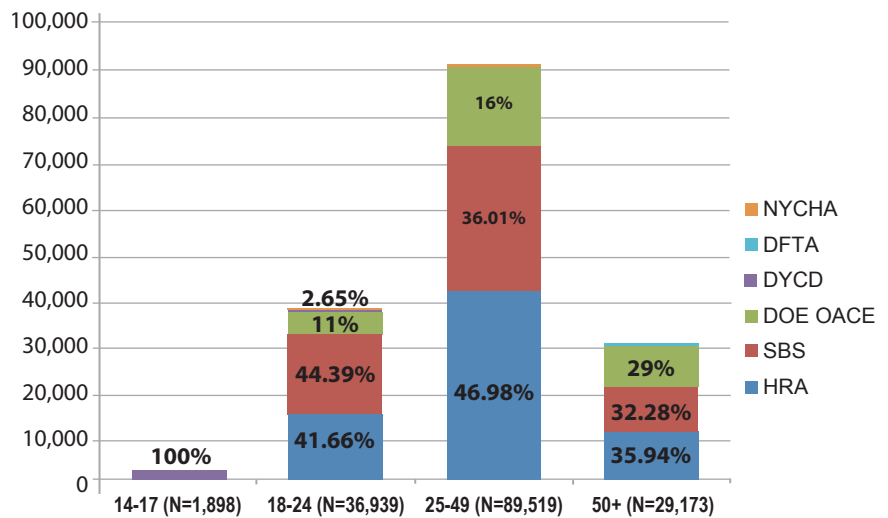
NYC Workforce System



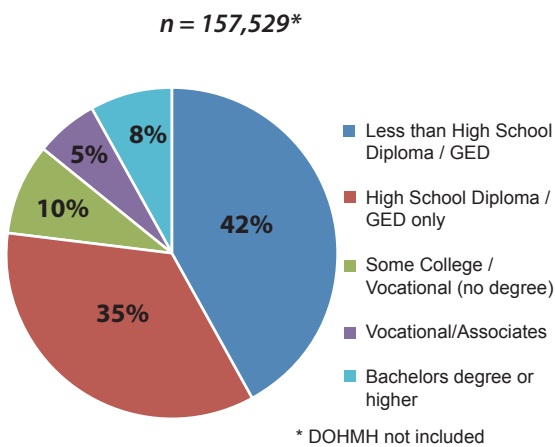
Age of Customers



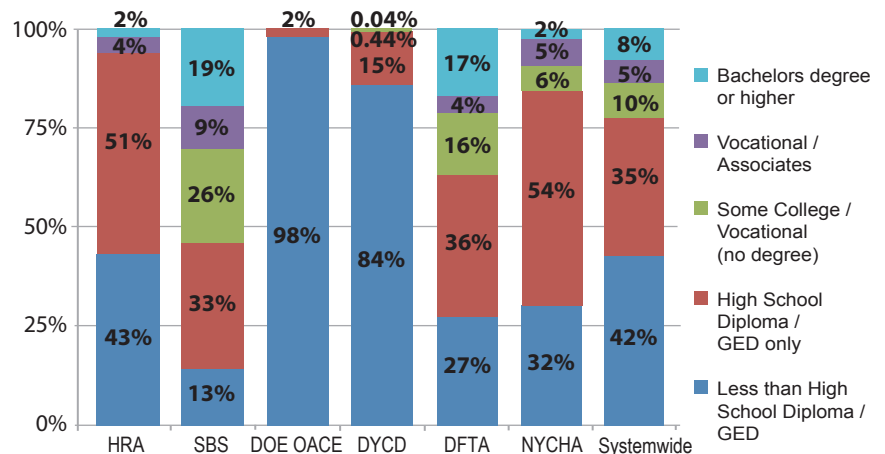
Age of Customers by Agency



Education Level of Customers



Education Level of Customers by Agency



The NYC Workforce Development System (continued)

Labor Market Information Data

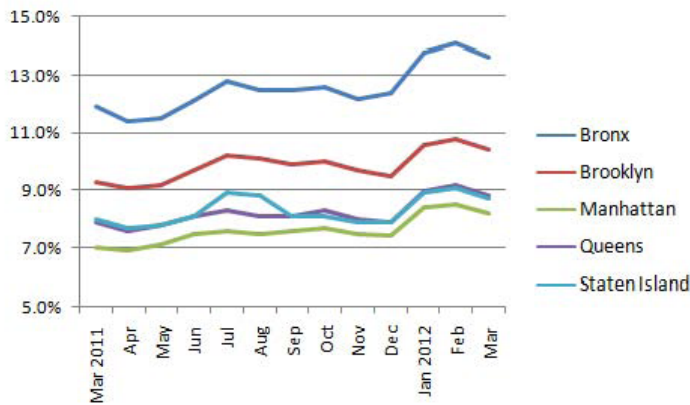
- In March 2012, New York City's unemployment rate was 9.7%, up slightly from February and nearly a percentage point from one year ago. The local unemployment rate was higher than the state's (8.5%) or the nation's (8.2%) in March 2012.

*Rates seasonally adjusted

Unemployment Rates

**Unemployment Rate by Borough,
March 2011 to March 2012**

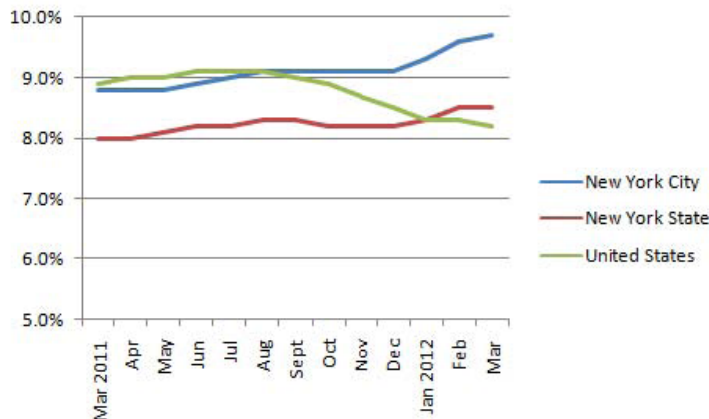
not seasonally adjusted



	Mar-12	Mar-11
<i>not seasonally adjusted</i>		
Bronx	13.6%	11.9%
Brooklyn	10.4%	9.3%
Manhattan	8.2%	7.0%
Queens	8.8%	7.9%
Staten Island	8.7%	8.0%

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

seasonally adjusted



	Mar-12	Mar-11
<i>seasonally adjusted</i>		
NY City	9.7%	8.8%
NY State	8.5%	8.0%
U.S.	8.2%	8.9%

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	65,622	60,116	27,630	2,486	704	971	1,052	158,581
Job Placements								
Total # job placements	16,621	8,127	n/a	92	695	226	112	25,873
Total # in subsidized jobs	882	n/a	n/a	n/a	672	n/a	n/a	2,306
Median wage for customers placed into jobs	\$9.49	\$10.00	n/a	\$9.54	\$7.25**	\$13.60	-	-
Total # businesses served	330	635	n/a	n/a	176	58	n/a	1,199
Top three placement industries								
#1 Industry	Sales Related 18%	Retail Trade 18%	n/a	Retail Trade 37%	Senior Centers*** 54%	Construction 55%	n/a	-
#2 Industry	Health-care 13%	Other Services (except Public Administration) 15%	n/a	Healthcare & Social Assistance 13%	Government Offices 25%	Government 35%	n/a	-
#3 Industry	Food & Drink Services 11%	Accommodation & Food Services 14%	n/a	Accommodation & Food Services 13%	Community Organizations 13%	Administrative Support & Waste Mgmt 8%	n/a	-
Job Retention								
Job retention rate	83%	n/a	n/a	46%	47%	n/a	n/a	-
Training and Skills Development								
Total # in training/work readiness	50,584	4	2,864	1,685	51	234	n/a	55,422
Total # in literacy program	2,008	n/a	24,766	n/a	59	12	n/a	26,845
Education attainment (% who completed program)	n/a	75%	32%	62%	73%	71%	n/a	-
Top three training industries								
#1 Industry	n/a	Real Estate Sales Agents 75%	Computer & Networking Technologies 45%	Healthcare & Social Assistance 24%	Computer Skills 100%	Administrative Support & Waste Mgmt 52%	n/a	-
#2 Industry	n/a	Hazardous Materials Removal Workers 25%	Office Information Systems 22%	Construction 23%	Customer Service 100%	Construction 26%	n/a	-
#3 Industry	n/a	n/a	Construction/Engineering Technology 11%	Information 15%	Security Guard Training 18%	Environmental (remediation/energy auditing) 13%	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: 30% Non-Profit Organizations, 22% Home Care, 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.	<i>*CEO programs are included in the program lists of a number of participating City agencies.</i>
CUNY	The City University of New York (CUNY) comprises 24 institutions and provides post-secondary learning opportunities at every level, from high school programs and college preparation to adult literacy, to non-credit training, to associate, bachelors and advanced degrees. CUNY has over 260,000 degree program students, and offers 1,918 degree programs to a highly diverse student body that is mostly women, immigrants, racial minority groups, and students from households with less than \$30,000 in yearly income. Continuing education programs are also an important locus of workforce development activity at CUNY; there were over 200,000 registrations in adult and continuing education programs with a vocational or basic skills focus in 2010-2011. Visit www.cuny.edu for more information.	<ul style="list-style-type: none"> • Degree Programs • Workforce and Professional Development Programs in Continuing Education • Numerous Grant-funded Initiatives: NYC Justice Corps, Jobs-Plus, CUNY Career PATH, etc.
DFTA	The NYC Department for the Aging (DFTA) supports the empowerment, independence, dignity and quality of life of New York City's diverse older adults and their families through advocacy, education and the coordination and delivery of services. DFTA fosters independence, confronts ageism and promotes opportunities for older New Yorkers to share their leadership, knowledge and skills. Visit www.nyc.gov/dfta for more information.	<ul style="list-style-type: none"> • Senior Community Service Employment Program (SCSEP)
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.nycedc.com for more information.	<ul style="list-style-type: none"> • HireNYC • Kingsborough Community College Training Program • LINK • 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
OHCD	The NYC Workforce Investment Board (WIB) and the Mayor's Office of Adult Education (MOAE) have merged to create a new office, the NYC Office of Human Capital Development (OHCD), in the Office of the Mayor. Its overall mission is to provide a citywide vision for workforce development and adult education and better coordinate the various City agencies involved in workforce and adult education. The new office is supported by the leadership of the Deputy Mayors Linda Gibbs and Robert Steel, and Chancellor Dennis Walcott. Visit www.nyc.gov/ohcd for more information.	<i>*OHCD does not directly operate or administer programs; it is an oversight and policy-setting body.</i>

Metric Definitions

Metric Definitions	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.	Not applicable.
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 applicable.	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.						
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.	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.