

## Quarterly Meeting

June 12, 2008 • 8:30 AM

Brooklyn Workforce1 Career Center  
9 Bond Street, Brooklyn, New York • New York City





## QUARTERLY MEETING

At the Brooklyn Workforce1 Career Center  
9 Bond Street, Brooklyn, New York

Thursday, June 12, 2008

8:30 – 10:00 AM

### AGENDA

- |               |                    |  |
|---------------|--------------------|--|
| 8:15 – 8:30   |                    | Coffee and Light Refreshments  |
| 8:30 – 8:35   | <b>Action Item</b> | 1. Approval of March 12, 2008 Meeting Minutes<br><i>Stuart Saft</i>  |
| 8:35 – 8:55   |                    | 2. Chairman's Report<br><i>Stuart Saft</i>   |
| 8:55 – 9:10   |                    | 3. Executive Director Update<br><i>Blake Foote</i>   |
| 9:10 – 9:55   |                    | 4. NYC Labor Market Information Service (NYC LMIS)<br>Transportation Sector Presentation<br><i>Lesley Hirsch</i> |
| 9:55 – 10:00  |                    | Meeting Closing and Adjournment  |
| 10:00 – 10:30 |                    | Tour of the Brooklyn Workforce1 Career Center  |



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3	WIB Executive Director Update <ul style="list-style-type: none"> <li>○ WIB Update Memorandum</li> <li>○ U.S. Conference of Mayors White Paper Summary</li> </ul>
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## QUARTERLY MEETING

At the New York City Department of Small Business Services  
110 William Street, 4<sup>th</sup> Floor Board Room

March 12, 2008

## MINUTES

### **Board Members Present:**

Bill Abramson	Edward Goldberg	Robert Purga
Robert Battista	Susan Haskell for J. Mullgrav	Shelia Scharff for N. Hernandez
Richard Boyle	Sarah Holloway	Maria Serrano for E. Mendez-Santiago
Roy Cosme	Charles Hunt	Tokumbo Shobowale for R. Lieber
Rocco Damato	Marc Leff for P. Brier	Ray Singleton for R. Doar
Rex Davidson	Rae Linefsky	Sara Spatz
Arnold Dorin	John Mogulescu	Robert Walsh
Mark Elliott	Thomas Moloney	
Michael Flannigan	George Ntim	

### **Guests:**

Sara Ain	Bret Halverson	Deldreana Peterkin
Miguel Almodover	Megan Keenan	Kerwin Pilgrim
Rebecca Brown	Lesia Lozowy	Adam Rabiner
Chris Cesarani	Jeff Martin	Lee Reynolds
Spencer Cronk	Stephanie Martinez	Linda Scarce-Turner
Jacques Denis	Wanda Mogul	Mia Simon
Diane Edelson	Omer Mohammed	Suzanne Towns
Blake Foote	Daphne Montanez	Florence Wong
Shira Gans	Melinda Mulawka	Scott Zucker

In the Chairman's absence, Rocco Damato, CEO of A.L. Bazzini Co., Inc., presided over the meeting. Mr. Damato called the meeting to order.

### **Approval of Minutes**

The minutes of the September 19, 2007 and December 12, 2007 meetings of the New York City Workforce Investment Board (WIB) were approved.

### **Chairman's Report**

Mr. Damato began the meeting by requesting the Board's approval of the *Proposed 2008-2010 Strategic Plan*, which was deferred from the last meeting due to the lack of a quorum. The Board unanimously approved the 2008-2010 Strategic Plan.

Next, Mr. Damato introduced Stephanie Martinez, the new Workforce Investment Board (WIB) Policy Director, and directed members to her bio in the meeting materials. He

also announced that Melinda Mulawka has been promoted to the role of WIB Deputy Director.

Finally, Mr. Damato then warmly welcomed four new members to the Board, and noted that their biographies were located in the board book. These members included,

- Horace Barker, Vice President and Assistant Manager of Smith Barney,
- Sara Holloway, Partner at Hudson Heights Partners business consultancy firm,
- Arnold Dorin, Administrator, NYS Vocational and Educational Services for Individuals with Disabilities (VESID), and
- Ed Ott, Executive Director of the New York City Central Labor Council.

He noted that with the addition of these new business members, the WIB is well on its way of meeting the target goal of recruiting ten new business members in 2008, and building a Board that helps the system better meet the workforce needs of New York City employers.

### **Executive Director Update**

Blake Foote, Executive Director of the NYC Workforce Investment Board, updated the Board on WIB's first quarter accomplishments in support of the proposed 2008-2010 WIB Strategic Plan. Ms. Foote explained that over the last quarter WIB staff focused its efforts on implementing actions associated with strategic plan priorities that would yield an immediate impact. These priorities included,

1. Increase business participation awareness and use of the system
2. Provide local labor market information and analysis, and
3. Promote the success of the local workforce system and encourage adoption of best practices.

She noted several accomplishments related to these priorities including the recruitment of several new business members, the launch of two new workgroups supported by the Workforce Policy Committee, the establishment of the NYC Labor Market Information Service with the City University of New York Center for Urban Research, and development of the WIB Wire Newsletter to communicate with the Board.

Next, Blake Foote, Executive Director of the NYC Workforce Investment Board directed the Board to the Proposed LWIA Local Plan Modification for Program Year 2008-2009 located in the Board materials. Ms. Foote explained that the modification is an administrative task required by the NYS Department of Labor, and will amend New York City's 2005-2008 Local Plan through June 30, 2009. Ms. Foote noted that WIB staff, in coordination with the NYC Department of Small Business Services, NYC Department of Youth and Community Development and Operator Consortium members, drafted the Local Plan Modification, which is composed of three sections relating to the local area's current and future strategies, efficiencies, and verifies the local area's policies. Ms. Foote explained that Executive Committee endorsed the Proposed LWIA Local Plan Modification for Program Year 2008-2009, prior to its release for the required 30-day public comment on March 3<sup>rd</sup>. The Board unanimously endorsed the Proposed LWIA Local Plan Modification for Program Year 2008-2009.

### **NYC Training Guide Presentation**

Next, Lesia Lozowy, SBS Director Training Provider Programming and Scott Zucker, SBS Deputy Commissioner for Workforce Development provided an overview on the NYC Training Guide, which launched March 1<sup>st</sup>. Mr. Zucker introduced the presentation

by explaining that the NYC Training Guide is an online resource for jobseekers to search and learn more about the hundreds of training opportunities in NYC. Prior to beginning the presentation, he commended the work of the Workforce1 Training team, under the leadership of SBS Assistant Commissioner Katy Gaul, developing the NYC Training Guide.

Next, Ms. Lozowy presented the features of the NYC Training Guide noting that it furthers the WIB objective to ensure an integrated workforce system that connects customers to high quality occupational training to meet the needs of New York City businesses. Ms. Lozowy explained that the NYC Training Guide leverages NYSDOL efforts by importing school and course information from the NYSDOL Eligible Training Provider List. This enables training providers to continue using the State Website, while providing NYC Training Guide users with the City's performance information and powerful search features. Finally, Ms. Lozowy walked the Board through a live demonstration of [www.nyc.gov/trainingguide](http://www.nyc.gov/trainingguide).

Following this presentation, Mr. Damato facilitated a discussion between Ms. Lozowy and Mr. Zucker.

**Youth Council Update:**

In the absence of Reg Foster, Chair of the Youth Council, Susan Haskell, DYCD Assistant Commissioner, invited the Board to join the Youth Council/Youth Board at Young and Rubicam on April 4<sup>th</sup> for a workgroup discussion on engaging employers for the NYC Ladders for Leaders. She also directed the Board to the NYC Department of Youth and Community Development (DYCD) Youth Board/Youth Council update memo in the board book.

**Conclusion**

Following the business described above, the meeting was adjourned. Mr. Damato announced that the next quarterly WIB meeting would be on June 12, 2008.



## **Lea Kilraine Biography**

Lea Kilraine has joined the NYC Workforce Investment Board as the Communications and Research Director. In this new role, she will be responsible for day-to-day management of the Labor Market Information Service, developing and implementing communications strategies both with WIB members and external audiences (such as the WIB Wire and the website) and conducting best practice research to inform funding opportunities and new Agency programming.

Prior to joining the WIB, Lea worked for Teach for America as a Consultant on Special Projects, supporting the Office of Finance and Infrastructure Operations, the Executive Director, alumni and program teams with various initiatives to further progress the New York City region towards its goals to impact public education. In addition, she worked on the placement team to strengthen and build strategic partnerships with principal school districts within the New York City Department of Education.

Lea also has experience working in the private sector as a Research Associate for Baring Private Equity Partners, leading evaluation, research, structuring, execution, and monitoring of equity investments in the U.S., Latin America and Africa.

Lea holds a Master in Public Administration from the School of International and Public Affairs at Columbia University and a B.A. in International Affairs and Spanish from Bucknell University.



## **Ken Dircks Biography**

Mr. Ken Dircks has worked for Accenture since entering the workforce in 1989, over 18 years. He has spent that entire career implementing technology and business process solutions for government clients. The last ten of those years have been dedicated exclusively to New York City government. He was promoted to Partner in 2004.

Mr. Dircks current primary roles include; Workforce Development Champion for Accenture Technology Solutions and Deputy Geography Lead. Mr. Dirks acts as the bridge between the USA State & Local Government practice and Accenture's community-based technology workforce – Accenture Technology Solutions (ATS). In this role, he creates the required connection between needs on government projects and the development and staffing of this technical ATS workforce. As Deputy Geography Lead, Mr. Dirks assists in all aspects of running the practice, including: establishing growth strategy, setting goals to align with it, planning the organization and target opportunities; establishing and managing resource sourcing approach; establishing and managing the strategy to develop people as assets in the practice; establish and manage pricing strategies that maximize profitability; engaging with client teams and clients to maximize client value.

Mr. Dirks most recent experience managing NYC government projects include, but are not limited to; City Automated Personnel System (NYCAPS) Project, NYC 3-1-1 Project, eSRM Project. As the lead Project Manager, Mr. Dirks specialties include large scale program management and solution design. Mr. Dirks received his Bachelor of Arts from Hofstra University of Nassau County, New York.



## **Deirdre Scott Biography**

Ms. Deirdre Scott is the Founder and President of DesignPolice, is a MWBE Certified firm located in the Bronx that specializes in organizational development, cultural technology and media consulting. Since 1997, the focus of DesignPolice has been on inventive concept strategy and production, project design, audience development and digital media. Clients include MetLife, the Dance Theater of Harlem, City University of New York, the Horace Mann School, and Times Square Alliance. In addition to her responsibilities at DesignPolice, Ms. Scott also serves at the Director of Technology at The Studio Museum in Harlem, NY, where she was integral in the development and continued management of the museums technology network.

Ms. Scott's affiliations with cultural and economic development boards are numerous, and over the past twenty-years she has distinguished herself through generating major investment and support in innovative cultural projects. Beginning her career in the arts in the mid-80's Ms. Scott has worked for numerous prestigious cultural institutions including the Metropolitan Museum of Art, the Bronx Museum of Arts, and the Cooper-Hewitt National Design Museum Smithsonian Institution, in various capacities. Since the mid-90's, Deidre has served on the Executive Board of Directors as First Vice President for the Bronx Council on the Arts and on the Executive Board of Directors for the Bronx Overall Economic Development Corporation, where she presently serves as Treasurer. Ms. Scott also consults with the Office of Congressman Jose E. Serrano.

Deirdre holds B.A. degree in Art History/Fine Arts from Hunter College of the City University of New York, and attended Temple University, School of Architecture and Engineering Technology. Ms. Scott also holds numerous certificates including a Business Development Certificate from the Columbia University School of Business.



## **Jo Ellen Lynch Biography**

Jo Ellen Lynch, Chief Executive Officer of the newly formed Partnership Support Organization for the New York City Department of Education, leads a key component of Chancellor Klein's system-wide Children's First initiative. With over twenty-three years of leadership experience, Ms. Lynch is a nationally recognized expert in youth development, education, and community change. Previously, she served as the Executive Director of the Office of Multiple Pathways to Graduation as well as the Executive Director of Youth Development. On the community-building frontlines, Ms. Lynch has functioned as the Assistant Executive Director for community-based programs at Good Shepherd, where she pioneered and implemented a variety of community-strengthening and revitalization programs. She has also been a Director of South Brooklyn Community High School (a national model for excellence in recuperative education), led the restructuring of the New Century Schools initiative, and developed both a middle school as well as one of the first of ten Beacon Centers in the Red Hook Community of Brooklyn.

Ms. Lynch holds a master's degree in psychology from New York University.

## Memorandum

To: Workforce Investment Board Members

From: Reg Foster, Youth Council Chair

Date: June 5, 2008

Re: Youth Council Meeting Update

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### ***Summary***

The Youth Council of the Workforce Investment Board (WIB) met with the Department of Youth and Community Development (DYCD) Youth Board on June 4, 2008. The meeting took place at the Community Resource Exchange at 42 Broadway and devoted the majority of its time to a presentation and a panel discussion on supporting providers for high quality services, which included an overview of DYCD Technical Services. Panelists included: Linda Rodriguez, Seedco Senior Program Manager for Program Development and Technical Assistance; Yvonne Braithwaite, Partnership for After School Education Director of Regional and National Programs; and, Holly Delany Cole, CRE Deputy Director for Program. Members were also updated on the *NYC Ladders for Leaders* Program, Youth Council and Youth Board letters urging support of the *Summer Jobs Stimulus Act of 2008*, and the WIB Economic Development Roundtable.

### ***Youth Council Chair Report***

The following workforce-related items were discussed.

#### ***NYC Ladders for Leaders***

- On April 4, members of the Youth Council, DYCD Youth Board and Workforce Investment Board met at Young and Rubicam headquarters to share information on NYC Ladders for Leaders. This was an open discussion on outreach strategies. At this meeting an update was provided on the 2008 program, which informed the audience on ways in to become involved and lend support.

NYC Ladders for Leaders is an innovative program that offers high school and college students the opportunity to participate in summer internships with some of the most dynamic corporations and businesses in New York City. The program is a partnership between DYCD, the Commission on Women's Issues and sponsoring corporate partners. I encourage you all to learn more about this program and share information about it with colleagues and co-workers. If you would like more information, please contact Daphne Montanez, DYCD Corporate Outreach Director at (212) 442-6081 or by email at [dmontanez@dycd.nyc.gov](mailto:dmontanez@dycd.nyc.gov).

### ***Summer Jobs Stimulus Act of 2008***

- On April 8, the Youth Council and Youth Board sent letters to Senators Schumer and Clinton thanking them for their past consideration on workforce issues and urging their support of the “Summer Jobs Stimulus Act of 2008 - S. 2755”. (See attached). Senator Patty Murray (D-WA), the Chair of the Senate Employment and Workplace Safety Subcommittee of the Senate HELP Committee, introduced legislation to create a summer jobs program to provide 1 million jobs to young people. This legislation authorizes \$1 billion for youth activities under the Workforce Investment Act (WIA). Although it would be too late for this legislation to have an impact this year, we continue to encourage those elected-officials supporting this initiative.

Commissioner Mullgrav informed us that this year’s Summer Youth Employment Program (SYEP) is projecting an enrollment of 35,000 - 6,000 fewer enrollments than last year. The program received over 103,000 applications this year.

### ***WIB Economic Development Roundtable***

- I informed the members that, on May 16, the WIB convened experts – Economists Jason Bram of the Federal Reserve Bank and Jim Brown of the NYS Department of Labor – for their perspectives on the national and regional economy. In relation to youth, both highlighted how economic downturns typically mean additional challenges for youth employment, as they relate to entry level and summer employment. Youth Council Vice Chair and WIB member Rae Linefsky was in attendance. The Youth Council looks forward to future roundtables from the WIB.

Finally, I encourage you all to read Commissioner Mullgrav’s Youth Workforce Development Update Memorandum for more information on New York City workforce development programs and initiatives.

**NEW YORK CITY YOUTH BOARD AND  
WORKFORCE INVESTMENT BOARD YOUTH COUNCIL**

April 8, 2008

The Honorable Charles Schumer  
313 Hart Senate Office Building  
Washington, DC 20510

Dear Senator Schumer:

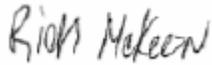
I write to thank you for your past consideration of workforce employment and training programming and for being a co-sponsor of the “Summer Jobs Stimulus Act of 2008 – S. 2755”, introduced by Senator Patty Murray, as part of an economic stimulus package. As you know, this legislation would authorize \$1 billion for summer jobs for young people across the country under the Workforce Investment Act (WIA).

In New York City the Department of Youth and Community Development (DYCD) is the agency responsible for implementing the citywide Summer Youth Employment Program (SYEP). For summer 2007, DYCD received 93,750 applications and enrolled 41,804 young people in its SYEP, including 2,934 youth with disabilities. Youth participants worked at 6,048 worksites throughout the city, with 21 percent in the private sector, including financial institutions, educational entities, law-firms, real-estate offices, retail establishments, and locally owned businesses. There is not only a huge demand for these jobs – only about 45% of 2007 applicants could be enrolled – but also expert opinion highlighting the positive impact summer employment has on the future success of youth:

There are many reasons to care about rising youth joblessness. Path dependency is strong in teen employment behavior. The more teens work this year, the more they work next year. Less work experience today leads to less work experience tomorrow and lower earnings down the road. Disadvantaged teens who work in high school are more likely to remain in high school than their peers who do not work. Teens who work more in high school have an easier transition into the labor market after graduation. National evidence shows that pregnancy rates for teens are lower in metropolitan areas where female teen employment rates are higher. Dr. Andrew Sum and Don Gillis, *The Teen Job Crisis*, Boston Globe (March 13, 2008).

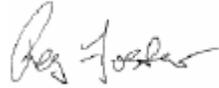
As we head towards an economic downturn, we must continue to invest in our emerging workforce – young people, and their future. Therefore, I urge you to support the Summer Jobs Stimulus Act, ensure there is adequate and separate WIA funding for employment and training programs, and restore the Administration's proposed cuts to the workforce investment system. Thank you for your time and consideration.

Sincerely,



Richard F. McKeon, Chair  
Rockefeller Philanthropy Advisors  
On behalf of the  
New York City Youth Board  
(212) 812-4335

Sincerely,



Reg Foster, Chair  
IBM  
On behalf of the  
NYC WIB Youth Council  
(212) 745-4574

**NEW YORK CITY YOUTH BOARD AND  
WORKFORCE INVESTMENT BOARD YOUTH COUNCIL**

April 8, 2008

The Honorable Hillary Rodham Clinton  
476 Russell Senate Office Building  
Washington, DC 20510

Dear Senator Clinton:

I write to thank you for your past consideration of workforce employment and training programming and to also urge you to support the “Summer Jobs Stimulus Act of 2008 – S. 2755”, introduced by Senator Patty Murray, as part of an economic stimulus package. This legislation would authorize \$1 billion for summer jobs for young people across the country under the Workforce Investment Act (WIA).

In New York City the Department of Youth and Community Development (DYCD) is the agency responsible for implementing the citywide Summer Youth Employment Program (SYEP). For summer 2007, DYCD received 93,750 applications and enrolled 41,804 young people in its SYEP, including 2,934 youth with disabilities. Youth participants worked at 6,048 worksites throughout the city, with 21 percent in the private sector, including financial institutions, educational entities, law-firms, real-estate offices, retail establishments, and locally owned businesses. There is not only a huge demand for these jobs – only about 45% of 2007 applicants could be enrolled – but also expert opinion highlighting the positive impact summer employment has on the future success of youth:

There are many reasons to care about rising youth joblessness. Path dependency is strong in teen employment behavior. The more teens work this year, the more they work next year. Less work experience today leads to less work experience tomorrow and lower earnings down the road. Disadvantaged teens who work in high school are more likely to remain in high school than their peers who do not work. Teens who work more in high school have an easier transition into the labor market after graduation. National evidence shows that pregnancy rates for teens are lower in metropolitan areas where female teen employment rates are higher. Dr. Andrew Sum and Don Gillis, *The Teen Job Crisis*, Boston Globe (March 13, 2008).

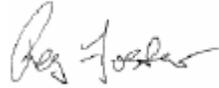
As we head towards an economic downturn, we must continue to invest in our emerging workforce – young people, and their future. Therefore, I urge you to support the Summer Jobs Stimulus Act, ensure there is adequate and separate WIA funding for employment and training programs, and restore the Administration's proposed cuts to the workforce investment system. Thank you for your time and consideration.

Sincerely,



Richard F. McKeon, Chair  
Rockefeller Philanthropy Advisors  
On behalf of the  
New York City Youth Board  
(212) 812-4335

Sincerely,



Reg Foster, Chair  
IBM  
On behalf of the  
NYC WIB Youth Council  
(212) 745-4574



**NEW YORK CITY**  
**DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT**  
**SERVING NEW YORK CITY YOUTH, FAMILIES, AND COMMUNITIES**

156 William Street  
New York, New York 10038  
Phone 212.442.5900 Fax 212.442.9196  
TTY 212.442.5903 www.nyc.gov/dycd

**JEANNE B. MULLGRAV**  
Commissioner

### Summer Youth Employment Program

The Summer Youth Employment Program (SYEP) provides New York City youth between the ages of 14 and 21 with summer employment and educational experiences that capitalize on their individual strengths, develop their skills and competencies, and connect them to positive adult role models. SYEP typically provides seven weeks of entry-level work experience, and is comprised of two components: a stand-alone summer program and the WIA In-School Youth (ISY) summer program. Participants work in a variety of entry-level jobs at community-based organizations, government agencies and private sector businesses.

#### **2007 Program Facts:**

- Budget: **\$56.4 million** (CTL - **\$32.4m**, State/FFFS - **\$20.2m**, WIA - **\$3.8m**)
- Enrollment: **41,804**
- **56 Community-Based Providers** (Bronx - 11, Brooklyn - 17, Manhattan - 14, Queens - 12, Staten Island - 2)
- **93,750 applications** received
- **6,048 worksites**, with **21 percent** in the private sector
- **2,934 youth with disabilities** enrolled
- Program operated from **July 2 – August 18**
- Participants paid for up to **25 hours per week** at **\$7.15 per hour**
- Participants paid with a 'Visa' logo debit card that can be used at bank ATMs or retail vendors
- Educational Component – at least **10 percent of paid hours** devoted to education on the following topics:
  - Work Readiness
  - Financial Literacy
  - Career Exploration
  - College and post-secondary education opportunities
  - Health Education: HIV/AIDS awareness, domestic violence issues, nutrition, substance abuse
- Payroll Statistics
  - Gross Payroll: **\$41 million**
  - Amount accessed by youth: **\$39 million\***
  - Breakdown of Debit Card transactions:
    - ATM: 45%\*
    - Store Purchases: 54%\*
    - Transfers to Bank Account: 0.5%\*
    - Money Orders: 0.04%\*
- DYCD developed an online application process that eliminated the requirement to submit all proof documents at the time of application. This new process generated 93,750 applications, compared to 71,670 in 2006. More than half of all applications were submitted through the online system.
- Citibank, Commerce Bank and HSBC once again partnered with SYEP to provide fee-free ATM transactions to program participants.

\* Debit card transaction data as of December 2007

**NEW YORK CITY YOUTH BOARD AND  
WORKFORCE INVESTMENT BOARD YOUTH COUNCIL  
MEMBERS**

The Youth Board is an advisory body to NYC Department of Youth and Community Development mandated by the New York City Charter. The Youth Council is a Workforce Investment Act mandated committee of the local Workforce Investment Board. The New York City Youth Board/Youth Council is comprised of leaders from business, academia, government, foundations, and community-based organizations. This joint body develops policies and oversees programs to benefit young people and promotes education, life skills development and youth employment to address the needs of youth and businesses in the City.

Ana Isabel Garcia Reyes  
Hostos Community College

Peter Borish  
Twin Fields Capital Management

Peter Kleinbard  
Youth Development Institute

Omoniyi Amoran  
South Bronx Job Corps

Kurt Sonnenfeld, Ed.D.  
Department of Youth Services  
(Retired)

Rae Linefsky  
C3 Consulting

Charles Hamilton  
The Clark Foundation

Lena O. Townsend  
Robert Bowne Foundation

Reg Foster  
IBM Corporation

Craig A. Eaton, Esq.  
Eaton and Torrenzano, L.L.P.

Lynette C. Velasco  
Blacks in Publishing

Reverend Michel J. Faulkner  
New Horizons Ministry

Ellen E. Chen  
Consultant

Maureen O'Connor  
New York Public Library of Queens

William Franc Perry, Esq.  
Hon. Peter Moulton, Civil Court

Erana M. Stennett  
Bloomberg L.P.

Michele Cahill  
Carnegie Corporation, Inc.

Richard F. McKeon  
Rockefeller Philanthropy Advisors

Ivelisse Fairchild  
Urban Health Plan, Inc.

Milga Morales Nadal, Ph.D.  
Brooklyn College

Rick Amato  
Hotel Association of New York, Inc.

Jeanne B. Mullgrav  
N.Y.C. Department of Youth and  
Community Development

Tino Hernandez  
N.Y.C. Housing Authority

Robert Purga  
N.Y.S. Education Department

John Mattingly  
N.Y.C. Administration for  
Children's Services

Nancy Wackstein  
United Neighborhood  
Houses of NY

Sibyl T. Silberstein, Ph.D.  
Office of the Public Advocate

Nadine Reid  
Youth Council Parent Representative

Neil Hernandez  
N.Y.C. Department of Juvenile Justice

Susan H. Royer  
Consultant

Sgt. Margaret O'Gara  
New York Police Department  
Youth Services

Ikra Ahmad  
Youth Representative

Jermaine Wright  
Youth Representative

ORGANIZATIONS LISTED ARE FOR IDENTIFICATION PURPOSES ONLY.

## Memorandum

**To:** Workforce Investment Board Members  
**From:** Blake Foote, Executive Director  
**Date:** June 12, 2008  
**Re:** Executive Director's Update

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Over the last Quarter, WIB members and staff have made significant progress implementing the strategic goals outlined in the 2008-2010 WIB Strategic Plan. The purpose of this memo is to keep members updated on the WIB's activities that are aligned with the WIB's strategic priorities and issues that impact New York City's workforce system.

### ***WIB Executive Committee approves FY 2009 Budget***

On May 7<sup>th</sup>, the WIB's Executive Committee met to review and approve the FY'09 budget for the Workforce Investment Act (WIA) funded programs for Adults and Dislocated Workers. Due to federal cuts, New York City is transitioning its workforce development system for Adults and Dislocated Workers from one supported by \$65 million in FY'07 to a system supported by an estimated \$47 million in FY'10. For FY'09, SBS projects \$54.2 million in available funds for workforce development, which will maintain the system's seven Workforce1 Career Centers, enable \$12.1 million in issuance of Individual Training Grants, and support connecting New Yorkers to 19,000 jobs in 2008. As with the Adult programs, the Department of Youth and Community Development (DYCD) has sustained cuts to WIA programs over the last several years. DYCD expects to maintain WIA services levels through FY 2009 for the Summer Youth, In-School Youth, and Out-of-School Youth Employment programs, as well as invest in initiatives to build capacity of youth providers in the City

### ***Workforce Policy Committee establishes Business Engagement and Member Recruitment Workgroup***

At the February 22<sup>nd</sup> Workforce Policy Committee meeting, members established workgroups to explore workforce issues that relate to the WIB's Strategic Plan, and offer ideas for the Committee to consider for implementation. The first workgroup, the Business Engagement and Member Recruitment Workgroup, met on April 2<sup>nd</sup> and May 8<sup>th</sup>. The focus of the April meeting was to review current Board membership, assess gaps in representation on the Board, and to provide feedback on WIB recruitment materials, such as the member job description. The workgroup members reconvened on May 8<sup>th</sup> to discuss potential business leaders the WIB could recruit and to help form priorities. We would like to recognize Kathy Kearns for agreeing to chair the workgroup, as well as Richard Boyle, Robert Battista, William Bollbach, Ed Goldberg, Michael Flanigan, and Josh Winter at EDC for volunteering their time and actively participating over the past several months.

***WIB hosts Economic Trends Roundtable to discuss economy in New York City***

In an effort to raise program staff and stakeholder awareness on current economic trends, the WIB hosted the NYC Economic Trends Roundtable discussion on May 16<sup>th</sup>. The Roundtable featured Jim Brown from the NYS Department of Labor and Jason Bram from the Federal Reserve Bank. Panelists provided insight into the key industry trends and labor market forecasts, including impacted occupations, which the workforce development system should be paying close attention to in the coming months.

***WIB and SBS develop White Paper for the U.S. Conference of Mayors (USCM)***

The WIB and SBS have worked closely with the U.S. Conference of Mayors to craft a White Paper with USCM members from across the country detailing the core principles for a business-driven workforce system. This White Paper will be used as a USCM key document when speaking with Presidential candidates and members of Congress regarding potential Workforce Investment Act reauthorization and/or other key workforce programming. As such, the paper focuses on highlighting seven key tenets for workforce programming: business-driven, locally controlled, funded to reflect its importance, appropriately measured, continued youth focus, the importance of partnerships, and the value of One-Stop centers. The draft of this White Paper was discussed at the USCM conference in New Orleans in April and edits have been incorporated into a final set of documents for the June meeting with the Mayors in Miami.

***WIB welcomes two new business members and Department of Education representative***

We are thrilled to announce the addition of two new business members, Mr. Ken Dircks and Ms. Deirdre Scott, and a Department of Education representative, Ms. Jo Ellen Lynch, to the WIB Board. Ken is a Senior Executive with Accenture, where he co-leads the government practice division. In this role, he is responsible for identifying, developing, and delivering on opportunities to assist government clients with large scale business change and technology implementation projects. Deirdre is the Founder and President of DesignPolice, a Minority- and Women-owned Business Enterprises (M/WBE) certified firm located in the Bronx that specializes in organizational development, cultural technology and media consulting. In addition to her responsibilities at DesignPolice, she also serves as the Director of Technology at the Studio Museum in Harlem. Jo Ellen serves as the Chief Executive Officer of the newly formed Partnership Support Organization at the NYC Department of Education. In this role, she leads a key component of Chancellor Klein's system-wide Children's First initiative. With over twenty-three years of leadership experience, Ms. Lynch is a nationally-recognized expert in youth development, education, and community change.

## **U.S. Conference of Mayor's Key Principles for the Core Workforce System**

### **The Challenge**

One of America's greatest challenges is to maintain its prosperity, standard of living, and competitive position in the current world economy. To accomplish this, the U.S. must create a workforce system that supports businesses to compete effectively by providing talent to fuel an innovative economy and enabling businesses to grow and create jobs. An effective workforce system should serve as the lynchpin to identify where businesses have needs for labor and how to array workforce assets to meet these needs.

### **Our Principles for the Future Workforce System**

As Congress moves to consider reauthorization options for the WIA, the U.S. Conference of Mayors (USCM) advocates that the following seven principles are incorporated as key tenants to the new legislation. Federal policies must position workforce development as the focal point for coordinating assets, effectively implemented by local boards, to ensure streamlined service delivery that represents the following:

- Business-Driven,
- Guided by Local Institutions,
- Funded to Reflect Its Importance,
- Appropriate Measures and Data Systems,
- Focused on Youth,
- Built on Partnerships, and
- Inclusive of One-Stop Centers as the Critical Service Delivery Mechanism.

#### **1. Business Driven**

Workforce development should be tightly linked with economic development to ensure and reflect a comprehensive investment of local areas in their economic competitiveness. As cities continue to grow and new businesses develop, workforce systems must understand and react to these changes.

- A business-driven workforce system that meets the hiring and training needs of businesses in high-growth sectors is a critical driver of economic growth and competitiveness.
- Job preparation needs to be informed by employer needs. To enable this, ITA and other training requirements must be made more flexible to allow for better occupational skills training that is business-driven.
- A successful workforce development system serves employer needs through not only job placement, but also by focusing on retention and career advancement for employees.

A key example of the strength of a business-driven system can be seen in the example of Green-collar jobs.

- The blossoming of the Green economy presents the workforce development system with a significant opportunity to craft creative programs in conjunction with local business and our cities' environmental, economic development and education initiatives, that can link jobseekers to quality Green-collar jobs.
- Understanding local business needs for jobseekers skilled in Green technologies, preparing appropriate training tracks, and creating key partnerships to support business are key components to a business-driven system that enhances our country's global economic competitiveness.

#### **2. Guided by Local Institutions**

With an overall business-driven focus to workforce development, local control allows for a system informed by in-depth knowledge of the local business community, hiring and training needs of local businesses, and the promotion of greater accountability as policies are designed to reflect local trends.

- Local areas need to be free to set strategies that reflect the unique nature of their residents, businesses, and economic strengths.
- Strategy can differ greatly across the country, in specific regions, and within states themselves.
- Local control promotes greater accountability for services and provides the framework for innovative programs tailored to an area's needs.

#### **3. Funded to Reflect Its Importance**

In order for the U.S. to successfully address the shortage of skilled workers to meet business demand and to compete with other nations that are making significant investments in their workforce training, Congress must:

- Substantially increase its investment in workforce funding,

- Ensure that funding supports programming that is designed to successfully prepare workers for growing and emerging industries, and
- Guarantee that public workforce development resources are accessible to all workers in need of assistance – including the adults and youth who have been subject to decreasing investments by the Department of Labor, as well as low-income workers, whose access to Pell grants has been restricted by Pell's outdated program design.

#### **4. Appropriate Measures and Data Systems**

Appropriate measures and data systems must be developed to accurately reflect local service strategies, economies, and business metrics.

- By allowing for locally-set measures and systems, workforce activities and services in each local area can be tailored to quality of life measurements for each community.
- Aggregated at a larger level, these locally-controlled metrics will paint an in-depth picture of economic vitality of communities and workforce impact on these gains.
- Metrics should include not only the measure of an individual's success but also the business' success. Business metrics (such as interview to hire ratios, job order fill rates, and turnover rates) that focus on how the workforce system can meet demand and support community economic competitiveness is key.

#### **5. Focused on Youth**

For both in-school and out-of-school youth, the core of a successful workforce development program should center on:

- Providing young people with a solid foundation through transition education models,
- Linking these systems to key workforce components such as summer internships and high quality counseling/guidance services, and
- Providing strong programs that build on academic and job readiness skills.

#### **6. Built on Partnerships**

Partnership across multiple systems and stakeholders that share the goal of ensuring a skilled workforce is critical to the effective application of diverse skills, use of resources, and implementation of workforce development services.

- No entity can hope to have a lasting impact on workforce development on its own, whether it is a school district, a Workforce Investment Board, an economic development agency, an industry association, a union, a state agency, a social-service organization, or a college system.
- Convening these and other partners around the table of workforce development to develop both broad strategy and individual programs builds a stable base of support and allows each system to leverage its resources.
- Examples of partnerships may include sector-focused panels of education, business, labor and community based organization leaders who can identify skills gaps and possible solutions; partnerships with businesses, labor and community colleges to design incumbent worker training; and career bridges for at-risk youth that include K-12 systems, colleges, industry and social services.

#### **7. One-Stop Centers as the Critical Service Delivery Mechanism**

One-stops, created through the original WIA legislation, should remain as the successful, critical mechanism for workforce service delivery. In this capacity, One-Stops should:

- Coordinate multiple resources to ensure service delivery for a universal population,
- Implement locally tailored systems that ensure that communities remain economically competitive, and
- Support local variation that could include: More online capabilities, affiliates at public access points such as libraries and community colleges, etc.

#### **Our Goal**

By focusing on these seven principles as key tenants to WIA reauthorization, Congress will create a framework for the country's workforce development system that fosters economic growth, job creation, and economic competitiveness. By supporting businesses to compete effectively and providing talent to fuel the economy, the United States will once again position itself as the world's economic leader.



## **Lesley Hirsch Biography**

### *NYC Labor Market Information Service (LMIS)*

Lesley Hirsch joins the staff of the Center for Urban Research as the director of the newly formed NYC Labor Market Information Service (LMIS). The overarching purpose of the service is to provide timely, accurate, and relevant research responding to the needs of the City's workforce and economic development policy makers and practitioners. The LMIS will work closely with the Workforce Investment Board, the Department of Small Business Services, and other WIB-served agencies.

Lesley has held senior research and evaluation positions developing policy-relevant research for fifteen years, working with stakeholders to improve urban policies, programs, and practices. Most recently, she was the research director at the Education Law Center, a public interest law and advocacy firm representing more than 300,000 children who live in New Jersey's poorest cities. She is a CUNY doctoral student in political science and has taught theories of the policy process and New York City politics at City College.



## Center for Urban Research

Working with Graduate Center faculty and students, the Center for Urban Research (CUR) organizes basic research on the critical issues that face New York and other large cities in the U.S. and abroad, collaborates on applied research with public agencies, nonprofit organizations, and other partners, and holds forums for the media, foundations, community organizations and others about urban research at the Graduate Center and the City University.



These activities are motivated by the desire to understand how broad forces like the global economy and immigration are reshaping work, politics, and neighborhood life in large metropolitan areas. To promote these ends, CUR:

- **Organizes lectures, seminars, and conferences and encourages debate** within CUNY and New York City on urban issues.
- **Develops and seeks foundation, government, and corporate funding to conduct research** that uses New York City as a laboratory. Main areas of research include:
  - ✓ immigration,
  - ✓ housing and neighborhood change,
  - ✓ workforce and economic development,
  - ✓ demographic trends,
  - ✓ crime, and
  - ✓ political participation.
- **Provides a laboratory for statistical analysis and mapping of a variety of data sources and trains faculty and students to employ them.** The **CUNY Data Service** and **CUNY Mapping Service** at CUR specialize in using the latest statistical and mapping tools and techniques. **The New York City Labor Market Information Service** provides labor market analysis to inform and improve New York City's public workforce system.
  - ✓ Software includes SPSS, SAS, R, ArcGIS, SQL Server, Access, Excel, MapInfo, and Atlas Select.
  - ✓ Hardware includes a state-of-the-art desktop and server-based PC network, the university mainframe, and many forms of data storage and output.
  - ✓ Featured projects include the OASISnyc.net website and CUR's Online Statistical Data Analysis website.
- **Informs constituencies** outside the university about these activities.

**Contact:** John H. Mollenkopf, Ph.D., Director, Center for Urban Research, The Graduate Center, The City University of New York, 365 Fifth Avenue, Room 6202, New York, NY 10016-4309. 212.817.2046 or [jmollenkopf@gc.cuny.edu](mailto:jmollenkopf@gc.cuny.edu)

**URL:** [www.urbanresearch.org](http://www.urbanresearch.org)



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**DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT**  
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**JEANNE B. MULLGRAV**  
Commissioner

To: Workforce Investment Board  
From: Jeanne B. Mullgrav, Commissioner  
Date: June 9, 2008  
Re: Youth Workforce Development Updates

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I welcome this opportunity to present highlights from the Department of Youth and Community Development (DYCD) since the last meeting of the Workforce Investment Board on June 12, 2008.

#### Youth Workforce Development

##### ***Summer Youth Employment Program (SYEP)***

The SYEP program will support enrollment of nearly 35,000 young people this summer with a budget of over \$48 million, 51% of which is City funds. The Executive Budget represents a 32% increase in City tax levy funding to support SYEP since 2004. Even in difficult budget times, the City and DYCD remain committed to SYEP. The application period for the 2008 SYEP ran April 1<sup>st</sup> through May 16. DYCD received over 103,000 applications, compared to 93,750 last year. Additionally, more than 6,300 worksites have submitted requests to host SYEP participants. Lotteries commenced the week of May 19<sup>th</sup> to select youth for the program. Work assignments will begin on July 1, and end on August 16.

##### ***NYC Ladders for Leaders***

On April 4, members of the Youth Board/Youth Council and Workforce Investment Board met at Young and Rubicam headquarters to share information on NYC Ladders for Leaders. This was an open discussion on outreach strategies. Past employers, Young and Rubicam and Macy's, and a 2007 intern shared their experiences and perspectives from the corporate sector.

During the months of March and April, program participants attended pre-employment workshops, such as "Workplace Culture," which focus on professional etiquette and attire, communication skills, team work, and problem solving. Mock interviews were conducted from April 9 through April 17. Resume referrals commenced during the month of May and, Ladder's staff are tracking hiring decisions and inquiries from companies.

***Out-of-School Youth (OSY) Employment Program***

On March 24, a series of three technical assistance workshops commenced, in conjunction with the Literacy Assistance Center and Seedco. These workshops focused on: *TABE Testing and Administration; Using Informal Means of Assessment for Out of School Youth*; and, *Instructional Strategies for Teaching Literacy Skills*. The last workshop, scheduled for June 17, will cover the Adaptation of Occupational Training Curriculum to Enhance Literacy Development. On May 1, Budget training was held for OSY contractors in preparation for the 08-09 program year.

***In-School Youth (ISY) Employment Program***

DYCD and Seedco have developed an exciting new Career Planning Guide (CPG) for ISY program participants. The purpose of this guide is to deliver high-quality, effective training and support services to young adults and prepare them for transitioning from high school into higher education or the world of work. The CPG will be available for distribution September 2008.

**DYCD Center for Economic Opportunities Initiatives Updates*****Teen ACTION Youth Forum***

On April 22, Teen ACTION, a CEO initiative focused on service learning, held a youth forum at Hostos Community College. Service Learning programs provide youth in grades 6-12 with an opportunity to engage in structured learning and service projects. The Youth Forum showcased Teen ACTION service learning projects and allowed participants to network with their peers, City officials, community advocates, and experts in the field. More than 400 youth from 43 CBOs participated. Deputy Mayor Dennis Walcott delivered opening remarks, and representatives from the Department of Health and Mental Hygiene, PlaNYC and the Department of Homeless Services participated in a panel discussion.

**Out-of-School Time Programs*****Out-of-School Time Programs (OST) – High School Forum & Evaluation***

As a step in the planning process for the upcoming OST RFP, DYCD invited OST high school providers, advocates and others to an event on June 3 at Baruch College sponsored by The Wallace Foundation. National experts participated in panel discussions on how to expand the quality and quantity of learning opportunities for high school age youth. Current research and practice for older youth was presented in a moderated panel that included Jobs for the Future, and Chicago's After School Matters Program. Policy Studies Associates has also developed a mid-year evaluation report that focuses on a review of OST high school programs. This report is also being used to help in the planning process of the RFP.

Other Events and Activities***NYATEP and NYS DOL Effective Youth Engagement Seminar***

On May 28 and 29, Ed DeJesus, President and Founder of the Youth Development and Research Fund, presented repeat sessions of his January 8 "Effective Youth Engagement " seminar to additional audiences. The event was sponsored by DYCD, the NY Association of Training and Employment Professionals and NYS Department of Labor. The sessions took place at the New York City Housing Authority's 90 Church Street board room.

***Technical Assistance Request for Proposals (RFP)***

On May 14, DYCD released the Technical Assistance RFP. Through this RFP, DYCD is seeking appropriately qualified vendors to provide technical assistance (TA) to DYCD contractors providing services in the following areas: After-school programs, family-focused programs, youth workforce development programs, programs for youth with special needs, and discretionary programs. The deadline for proposals is June 11. It is anticipated that the term of the contracts awarded will be for three years and commence on September 1. The total annual funding will be \$800,000.

***NYCETC Workforce Development Summit and Expo***

On May 2, DYCD presented 2 workshops and staffed an exposition table at the NYC Employment and Training Coalition's 2008 Summit and Expo. How community-based organizations partner with employers to execute a youth workforce development strategy through short term employment was highlighted during a morning workshop, "Youth Workforce Development and Building Public/Private Sector Partnerships." During the afternoon, a second workshop, "Facilitating the Entry of Youth into the Changing Labor Market," focused on preparing youth, particularly disconnected youth, for entry into the labor market.

## News Articles

- Henrick A. Karoliszyn, *Bloomberg Touts School Program*, Queens Ledger (May 1, 2008)
- Lesley Grimm, *Literacy Unlocks a Whole New World*, (May 1, 2008)
- *Hizzoner Stays After School for PS 36*, New York Daily News (April 23, 2008)
- John Toscano, *Flushing Summer Youth Job Program Ready To Start Up*, Queens Gazette (April 9, 2008)
- Matt Hampton, *Internships Raise The Bar For Queens At-Risk Youth*, Queens Chronicle (March 13, 2008)

# *Queens Ledger*

## **Bloomberg Touts School Program**

Thursday, May 01, 2008

By Henrick A. Karoliszyn

When he stepped into the P.S. 36 cafeteria on Wednesday, Michael Bloomberg was not a stranger to his surroundings. The school, located on 187-01 Foch Boulevard in South Queens, was the first one he visited as mayor.

"It's hard to believe the improvements that have been made since then," the mayor said of the changes that took place from when Deputy Mayor Dennis Walcott was a student. "Here they are getting a great education so that they will not only be deputy mayors, but mayors."

Bloomberg came to promote the Out-of-School Time (OST) initiative that began in 2005. The \$200 million deal provides a mix of academic, recreational, and cultural activities for young people after school, during holidays, and throughout the summer. It consists of over 550 free programs in neighborhoods across the city and is operated by over 200 community-based organizations.

The program serves elementary, middle, and high school students, and ultimately aims to help parents and students alike. "The Out-of-School Time system will better serve children and working parents by engaging youth at precisely times of the day when they are likely to be home alone or are most vulnerable," said Bloomberg. "For those young people, the learning and growing will continue even after the school bell has rung."

Systematic changes have been provided by the OST programs, which have been placed in traditionally underserved communities. Throughout the five boroughs, the program will grow to have an excess of 90,000 students by year's end according to Ryan Dodge, deputy chief of staff for the Mayor's office.

"Without it, parents may have less options of where to put their children after school and during breaks," he said. "It's more than just an after-school program."

Walcott, whose official title is deputy mayor of Education and Community Development, said OST can be a vital asset to communities. "I think it provides a stable opportunity for children to have recreational and educational activities taking place and having a neighborhood base," he said.

As a former student, he found the program would enhance the experience for younger kids attending P.S. 36 now.

"There are major benefits for the children of the area because it involves an alignment both from a pedagogical point of view but also in making sure there is based information that we have their backs," he said.

Already the initiative has gained noticeable support from the children in P.S. 36. After Mayor Bloomberg ate pizza with the students, he asked them if they liked the program and they unanimously shouted "yes." Families can find OST and other youth programs in their neighborhood including program hours, ages served and types of activities either online at [www.nyc.gov/dycd](http://www.nyc.gov/dycd) or by dialing the City's 311 information line.

CAPTION: Pictured from left to right are Deputy Mayor Dennis Walcott, Mayor Michael Bloomberg, and Councilman Leroy Comrie at P.S. 36.

# Literacy unlocks a whole new world

## At 47, school crossing guard ends a lifetime of missed opportunities

By Lesley Grimm

Most people don't go back to school at age 47—but Debra Leach isn't like most people.

Fearless, optimistic and determined, Leach enrolled in a reading course with Literacy Partners three years ago.

That decision transformed her life. She has since learned how to read and she scored a job she loves as a school crossing guard. She has also recently earned a national award for her dedication.

"It's just a blessing," Leach said in a recent interview. "They told me during class. My mouth dropped and then I got teary eyed."

Debra Leach, 50, has been named the "Outstanding Adult Basic Education and General Education Development Learner" by the Commission on Adult Basic Education (COABE).

COABE is an association of adult educators from around the country that focuses on professional development and advocacy. Each will receive her award

at a banquet in St. Louis, Missouri on April 30.

"People need to know that sometimes we make mistakes, but when you're given a second chance—you go for it," Leach said.

For almost 30 years, Leach worked as a machine operator for a plastics company, but her factory job barely paid the bills.

She missed out on promotions because of her inability to read.

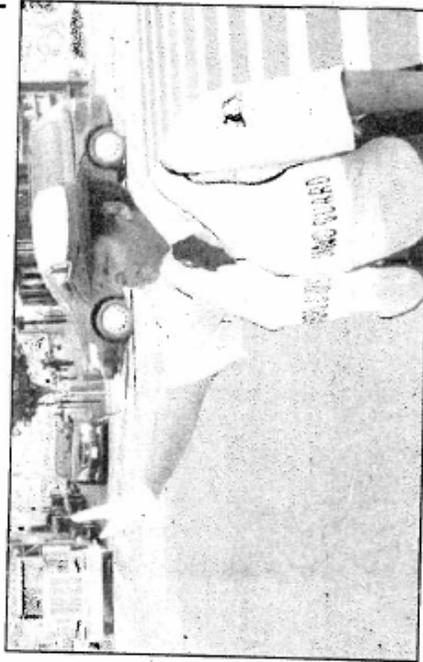
"They wanted to make me a supervisor, but I couldn't do the paperwork," said Leach, who admits she could only read "a little bit."

Her fate was set when Leach dropped out of school at an early age.

"I was rebellious. I wanted to do what I wanted to do," she said.

But after years in the factory, Leach knew that what she wanted was more out of life and a better future.

"I knew my time was running out. I had no experience doing anything else," she said. "You lose out on a lot when you can't read. A lot of



After learning how to read at the age of 47, Debra Leach earned a position as a school crossing guard with the New York City Police Department.

doors were slammed in my school for 30-something years," Leach said.

But with time and determination, she vastly improved her reading skills.

With that came the confidence and ability to apply for a new job. A Bedford-Stuyvesant resident, Leach now works as a school cross-

ing guard for the New York Police Department in Crown Heights.

She said it was one of her proudest moments to be able to model her new crossing guard uniform for her husband shortly before his death from cancer in November of 2005.

Susan McLean, executive director of Literacy Partners, congratulated Debra Leach for her accomplishments. "When she came to us, she was looking for a way to put the pieces back together," McLean said.

McLean also thanked Leach for her willingness to publicly share her journey.

"Debra's story may give other adult learners the courage they need to come forward," McLean said.

McLean said reading problems like Leach's are "all too common." One million New York City adults, or one out of three, read below the fifth grade level.

However, McLean said many adults do not come forward and seek help and education because of feelings of shame and humiliation.

Low-reading and illiterate adults have difficulty doing basic daily tasks like navigating a subway map, understanding the directions on a medicine bottle or even reading their child a bedtime story.

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Brooklyn resident Debra Leach has earned a top honor from a national adult education organization.

## Literacy opens new worlds

*Continued from page 20*

Over the past 35 years, Literacy Partners has made inroads into this problem by helping over 25,000 New Yorkers with free adult and family literacy programs.

The not-for-profit organization sees about 2000 students each year and currently teaches out of 12 different locations throughout the city.

In partnership with the Bedford Stuyvesant Restoration Corporation, Literacy Partners recently began offering free reading and writing classes for low-income residents in Brooklyn at Restoration Plaza in Bedford-Stuyvesant.

McLean said it is "wonderfully gratifying" to see students make tangible differ-

ences in their lives. One former student, she said, is now enrolled in a master's program at university.

Leach may not be far behind. She still attends two free classes with Literacy Partners each week and is working toward her GED.

"My future plan is to attend college," Leach said.

In her job as a crossing guard, she's grown close to many children and now wants to reach out to the city's youth.

"I want to study social work. There are a lot of children that need help, that have lost their way," Leach said.

For information on Literacy Partners, call (212) 725-9200 or visit [www.literacypartners.com](http://www.literacypartners.com).

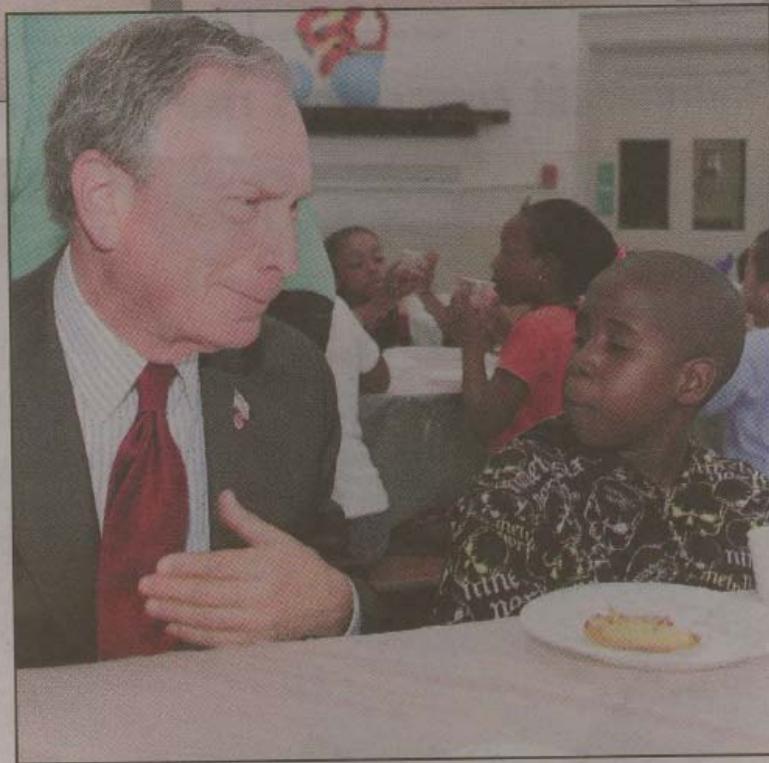
## Hizzoner stays after school for PS 36 kids



Mayor Bloomberg makes a point and shares one on one (r.) while visiting students in the Out of School Time program at Public School 36 in St. Albans.

The after-school program was developed by the city's Youth and Community Development Department.

Photos by  
Ira Cohen





## Flushing Summer Youth Job Program Ready To Start Up

BY JOHN TOSCANO



**Assemblymember Ellen  
Young.**

An outreach campaign to target youths in Flushing who want to earn some money this summer and also explore career opportunities with businesses and nonprofit organizations has been launched by City Councilmember John Liu and Assemblymember Ellen Young.

Working in conjunction with the LaGuardia Community College workforce Education Center, the lawmakers will offer the Summer Youth Employment Program (SYEP), which is designed to provide local youths between the ages of 14 and 21 summer employment and educational experiences that build on their individual strengths and incorporate youth development principles.

Mabel Law, executive director of the Flushing Business Improvement District (BID) stated, "Many of our businesses are more than happy to provide economic opportunities for local youth and we look forward to collaborating with our elected officials and LaGuardia C.C. in this outreach effort. We hope to utilize the Summer Youth Employment Program to expand these opportunities and provide exceptional role models for the many young people seeking to develop a business career."

Businesses and non-profit organizations that wish to host a SYEP participant this summer must submit an application by April 18. There is no cost associated with hosting SYEP participants, who will be paid minimum wage stipends by the City Department of Youth and Community Development, Liu and Young explained.

Application forms and additional information about SYEP are available at [www.nyc.gov/html/dycdhtml/jobs/summer-youth-employment.shtml](http://www.nyc.gov/html/dycdhtml/jobs/summer-youth-employment.shtml).

Liu stated: "As our community grows and flourishes, we need to ensure that everyone shares in the prosperity and economic opportunities available. This is especially true of young people who are about to enter the job market and need the mentoring and support that may not always be available." He urged youths and businesses to participate in the program.

Young said, "This is a win-win situation for both our local businesses and our young people. When our youth get involved in the community, they not only contribute to society as a whole, but they begin to develop the general character necessary to lead responsible and productive lives."

Adjoa Gzifa, associate director of the Workforce Education Center at LaGuardia Community College, stated that this year, the college and the center together this year will offer 1,200 public and private sector summer jobs to youths 14-21 years of age. In addition, youths will participate in educational workshops around work readiness.

<http://www.qgazette.com/news/2008/0409/features/018.html>

03/13/2008

## Internships Raise The Bar For Queens At-Risk Youth

by Matt Hampton , Editor



Intern Travis Edwards addresses the audience at a special commencement ceremony held on Friday in Roy Wilkins Park.

Southeast Queens interns in a program designed to reach out to more than 450 disconnected youth across the city were rewarded for their efforts in a commencement ceremony last Friday.

The Young Adult Internship Program, which launched in October, is specifically designed to reach out to disconnected youth — teenagers and young adults who have left school without a GED or diploma — in communities where the dropout and unemployment rate is high.

More than a dozen YAIP initiatives were launched in the fall, with one headquartered in Jamaica in conjunction with the Southern Queens Parks Association.

Funded by Mayor Michael Bloomberg through the city Department of Youth and Community Development, the goal is to encourage youth ages 16-24 to find employment through internships in their own communities. It's also a way to convince those with nowhere to turn that they can have the life they dream about, according to SQPA interim president Hugh Heywood.

"This is a test of faith," Heywood said. "Most of the young people here are looking for a reaffirmation, that you want to be someone, and that you can do it."

Thirty people participated in the Jamaica program with 27 completing their internships, and many being offered permanent employment at the locations where they spent four months.

Adam Rabiner, of the DYCD, said the high completion rate was the most important element the office looked for when determining the success of the YAIP initiative.

"The retention rate, how many students complete the course of the internship, really helps to determine the fate of the program," Rabiner said. He added that it was just one of 31 anti-poverty programs that were being funded and tested by the city, and one of a pair through the DYCD office, not all of which would last.

"All of these programs are being rigorously evaluated," he said. "The mayor is a businessman, he feels that (the city) shouldn't be paying for something that's not working."

Speaking at the ceremony, during which the interns received certificates and commendations from their employers, Rabiner said the best spokespersons for the program will make it last.

"You're (the) ambassadors," he said. "If you do well, you can be assured that this program will be around for a long, long time."

The prospect excited the group.

Darnell Brannon, who received an award for his work ethic, had spent his time at a Veteran's Affairs hospital. He noted that he had been surprised by how much he enjoyed the experience.

"When I first got there, I wasn't really that into it," he said. "But I kept going there and I really started loving it. ... It was really good, they really helped (me) out."

[http://www.zwire.com/site/printerFriendly.cfm?brd=2731&dept\\_id=574905&newsid=19388844](http://www.zwire.com/site/printerFriendly.cfm?brd=2731&dept_id=574905&newsid=19388844)

# Center Profiles



## Market Research

## Introduction

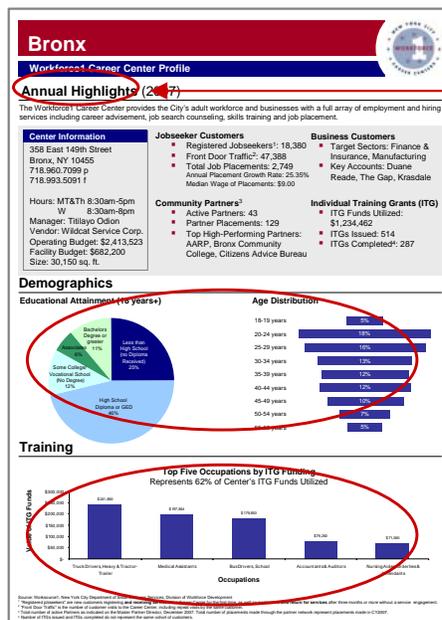
The New York City public workforce system offers services for both jobseekers and businesses through centers located across all five boroughs.

For jobseekers, the **Workforce1 Career Centers** connect New Yorkers to jobs and training. The Centers provide the City's adult workforce with a full array of employment services including career advisement, job search counseling, skills training and job placement. SBS operates these centers in coordination with the New York State Department of Labor and the City University of New York, combining the expertise of many different organizations to provide a seamless network of employment services and business development resources.

For businesses, the **NYC Business Solutions Centers** meet the needs of start-up and operating businesses by providing technical assistance that facilitates financing awards, fulfilling business staffing needs, making connections to training funds in order to upgrade employee skills and business operations, and providing access to services not directly provided by the Centers through partnerships.

## How to read a Center profile

### Workforce1 Career Center



### Annual Highlights

This section highlights the service activity for the jobseeker and business customers as well as outreach to the community partners.

### Center Information

Indicates basic contact and budget information for the Workforce1 Career Center.

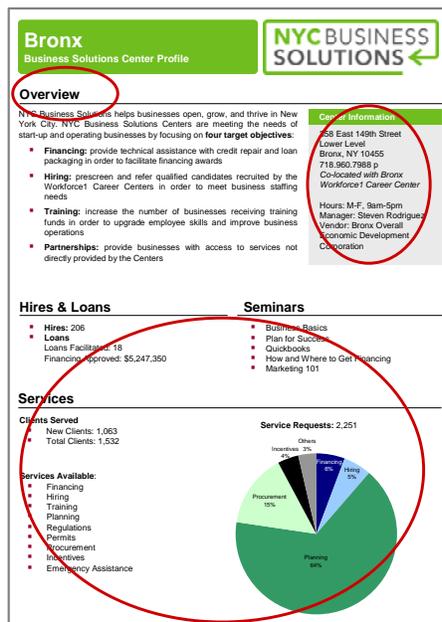
### Demographics

This graph illustrates the educational attainment and age distribution of the Center's registered jobseekers.

### Training

This graph demonstrates the top five occupations the Center issues the most individual training funding to.

### NYC Business Solutions Center



### Center Information

Indicates basic contact information for the Business Solutions Center vendor.

### Overview

This section provides as overview of the major services offered by the NYC Business Solutions Center.

### Services

This section illustrates the distribution of business services provided by the Center.



## Workforce1 Career Center Profile

### Annual Highlights (2007)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

#### Center Information

358 East 149th Street  
Bronx, NY 10455  
718.960.7099 p  
718.993.5091 f

Hours: MT&Th 8:30am-5pm  
W 8:30am-8pm

Manager: Titilayo Odion  
Vendor: Wildcat Service Corp.  
Operating Budget: \$2,413,523  
Facility Budget: \$682,200  
Size: 30,150 sq. ft.

#### Jobseeker Customers

- Registered Jobseekers<sup>1</sup>: 18,380
- Front Door Traffic<sup>2</sup>: 47,388
- Total Job Placements: 2,749  
Annual Placement Growth Rate: 25.35%  
Median Wage of Placements: \$9.00

#### Business Customers

- Target Sectors: Finance & Insurance, Manufacturing
- Key Accounts: Duane Reade, The Gap, Krasdale

#### Community Partners<sup>3</sup>

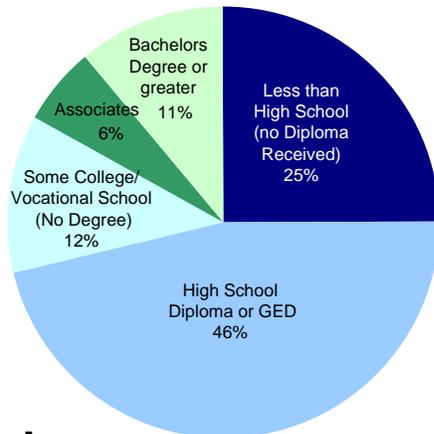
- Active Partners: 43
- Partner Placements: 129
- Top High-Performing Partners: AARP, Bronx Community College, Citizens Advice Bureau

#### Individual Training Grants (ITG)

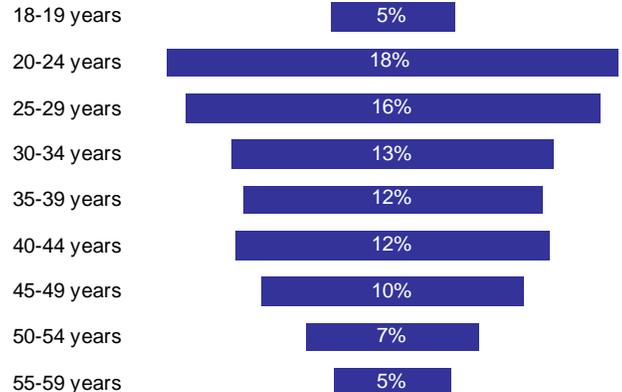
- ITG Funds Utilized: \$1,234,462
- ITGs Issued: 514
- ITGs Completed<sup>4</sup>: 287

## Demographics

### Educational Attainment (18 years+)

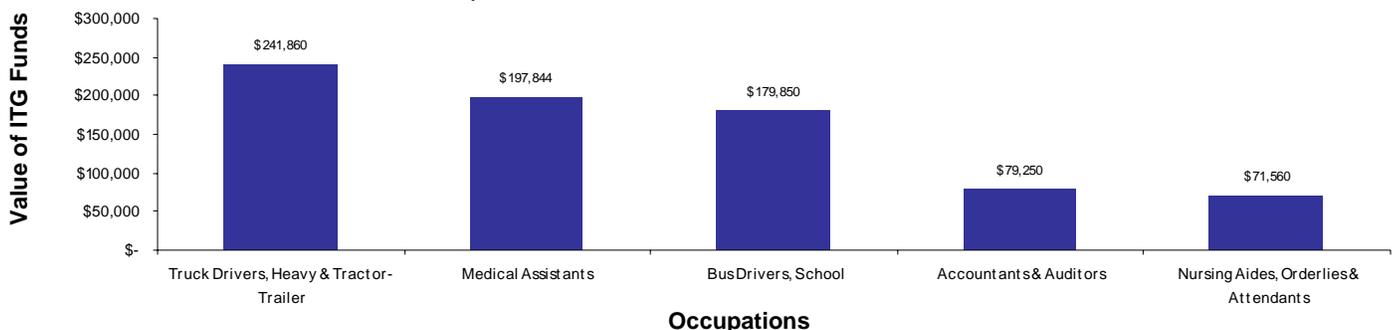


### Age Distribution



## Training

### Top Five Occupations by ITG Funding Represents 62% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

<sup>1</sup> "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

<sup>2</sup> "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

<sup>3</sup> Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

<sup>4</sup> Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

# Bronx

## Business Solutions Center Profile



### Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **four target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly provided by the Centers (e.g. legal assistance, accounting)

#### Center Information

358 East 149th Street  
Lower Level  
Bronx, NY 10455  
718.960.7988 p  
*Co-located with Bronx  
Workforce1 Career Center*

Hours: M-F, 9am-5pm  
Manager: Steven Rodriguez  
Vendor: Bronx Overall  
Economic Development  
Corporation

### Hires & Loans (2007)

- **Hires:** 206
- **Loans**  
Loans Facilitated: 18  
Financing Approved: \$5,247,350

### Seminars

- Business Basics
- Plan for Success
- Quickbooks
- How and Where to Get Financing
- Marketing 101

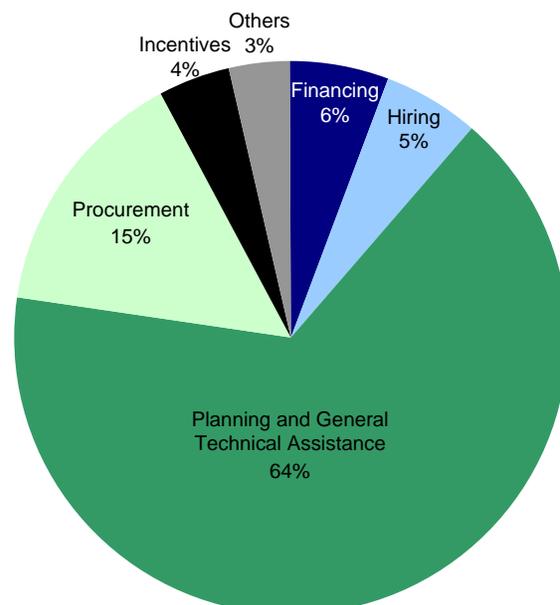
### Services (2007)

#### Clients Served

- New Clients: 1,063
- Total Clients: 1,532

#### Services Available:

- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance



# Brooklyn



## Workforce1 Career Center Profile

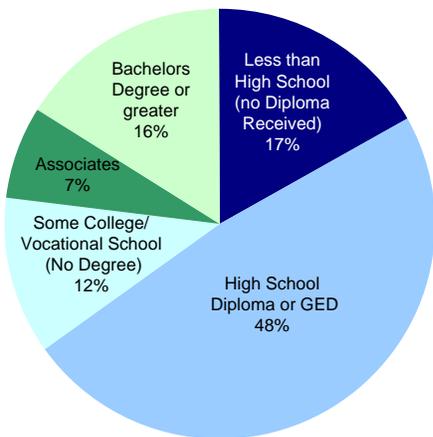
### Annual Highlights (2007)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

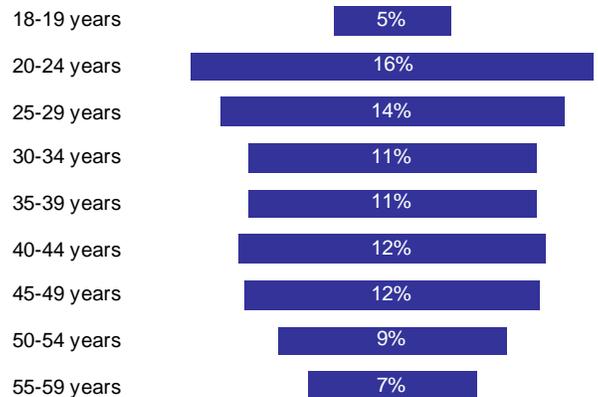
<p><b>Center Information</b></p> <p>9 Bond Street, 5<sup>th</sup> Fl Brooklyn, NY 11201 718.246.5219 p 718.246.3975 f</p> <p>Hours: M-F, 9am-5pm Manager: Patricia Saenz Vendor: Goodwill Industries Operating Budget: \$2,300,333 Facility Budget: \$869,730 Size: 25,461 sq. ft.</p>	<p><b>Jobseeker Customers</b></p> <ul style="list-style-type: none"> <li>Registered Jobseekers<sup>1</sup>: 11,287</li> <li>Front Door Traffic<sup>2</sup>: 44,180</li> <li>Total Job Placements: 3,752 Annual Placement Growth Rate: 14.85% Median Wage of Placements: \$10.00</li> </ul> <p><b>Community Partners<sup>3</sup></b></p> <ul style="list-style-type: none"> <li>Active Partners: 41</li> <li>Partner Placements: 438</li> <li>Top High-Performing Partners: Brooklyn Adult Learning Center, Brooklyn Navy Yard, New Horizons</li> </ul>	<p><b>Business Customers</b></p> <ul style="list-style-type: none"> <li>Target Sectors: Health Care &amp; Social Assistance, Retail</li> <li>Key Accounts: IHOP, Allied Healthcare</li> </ul> <p><b>Individual Training Grants (ITG)</b></p> <ul style="list-style-type: none"> <li>ITG Funds Utilized: \$1,568,898</li> <li>ITGs Issued: 636</li> <li>ITGs Completed<sup>4</sup>: 417</li> </ul>
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### Demographics

#### Educational Attainment (18 years+)

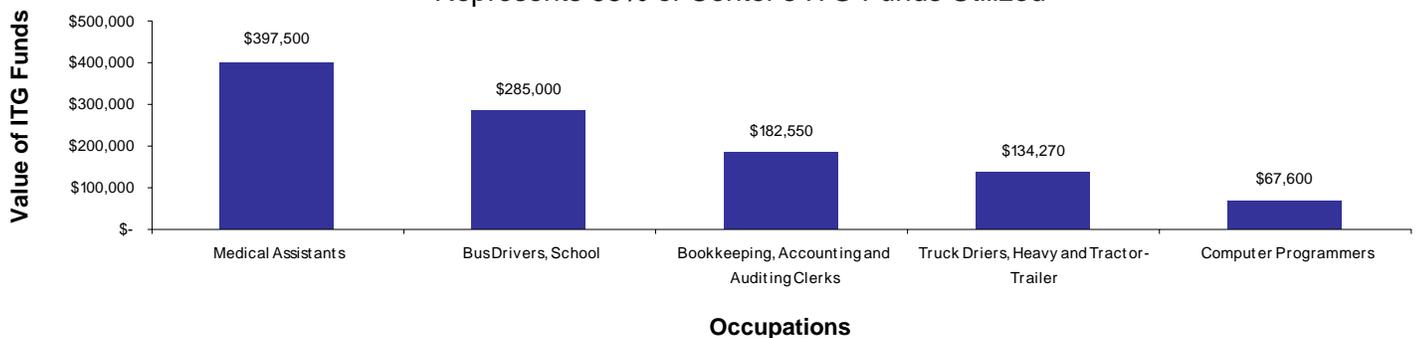


#### Age Distribution



### Training

#### Top Five Occupations by ITG Funding Represents 68% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development  
<sup>1</sup> "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.  
<sup>2</sup> "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.  
<sup>3</sup> Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.  
<sup>4</sup> Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

# Brooklyn

## Business Solutions Center Profile



### Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **four target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly provided by the Centers (e.g. legal assistance, accounting)

#### Center Information

9 Bond Street, 5<sup>th</sup> Fl  
Brooklyn, NY 11201  
718.875.3400 p  
*Co-located with Brooklyn  
Workforce1 Career Center*

Hours: M-F, 9am-5pm  
Manager: Kelvin Collins  
Vendor: Brooklyn Chamber of  
Commerce

### Hires & Loans (2007)

- **Hires:** 167
- **Loans**  
Loans Facilitated: 36  
Financing Approved: \$1,290,000

### Seminars

- Business Basics
- Plan for Success
- Quickbooks
- How and Where to Get Financing  
(English, Russian)
- Marketing 101

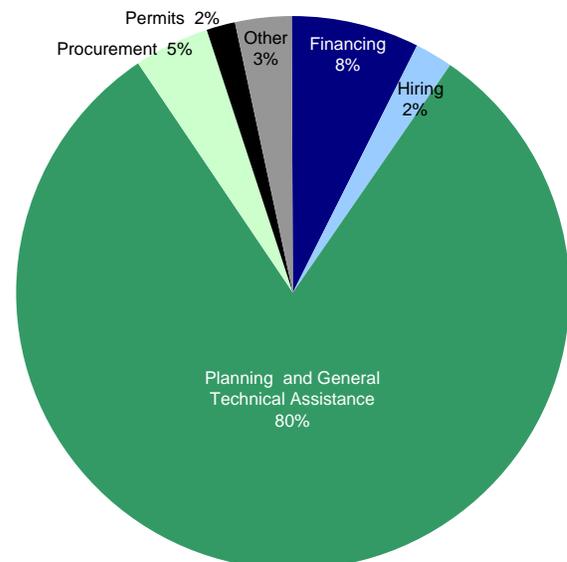
### Services (2007)

#### Clients Served

- New Clients: 1,876
- Total Clients: 2,074

#### Services Available:

- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance



### Annual Highlights (2007)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

#### Center Information

215 West 125<sup>th</sup> Street, 6<sup>th</sup> Fl  
 New York, NY 10027  
 917.493.7000 p  
 212.280.3729 f

Hours: MWF 8:30am-5pm  
 T&Th 8:30am-8:30pm

Manager: Alex Saavedra  
 Vendor: SEEDCO  
 Operating Budget: \$2,493,824  
 Facility Budget: \$676,800  
 Size: 19,755 sq. ft.

#### Jobseeker Customers

- Registered Jobseekers<sup>1</sup>: 12,425
- Front Door Traffic<sup>2</sup>: 32,417
- Job placements: 2,760  
 Annual Placement Growth Rate: 3.92%  
 Median Wage of Placements: \$10.00

#### Community Partners<sup>3</sup>

- Active Partners: 10
- Partner Placements: 622
- Top High-Performing Partners: Citizens Advice Bureau, Center for Family Life, Northern Manhattan Improvement Corp.

#### Business Customers

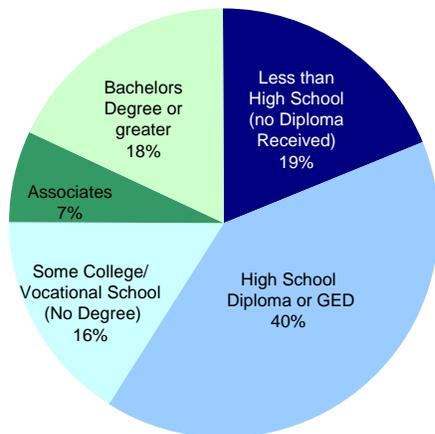
- Target Sectors: Health Care & Social Assistance, Accommodation & Food Service
- Key Accounts: Time Warner Cable

#### Individual Training Grants (ITG)

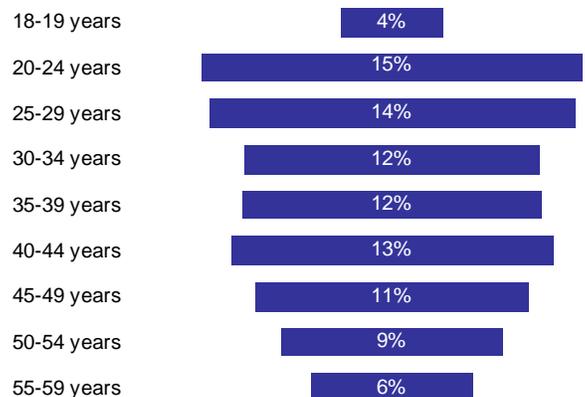
- ITG Funds Utilized: \$793,532
- ITGs Issued: 325
- ITGs Completed<sup>4</sup>: 139 (43%)

### Demographics

#### Educational Attainment (18 years+)

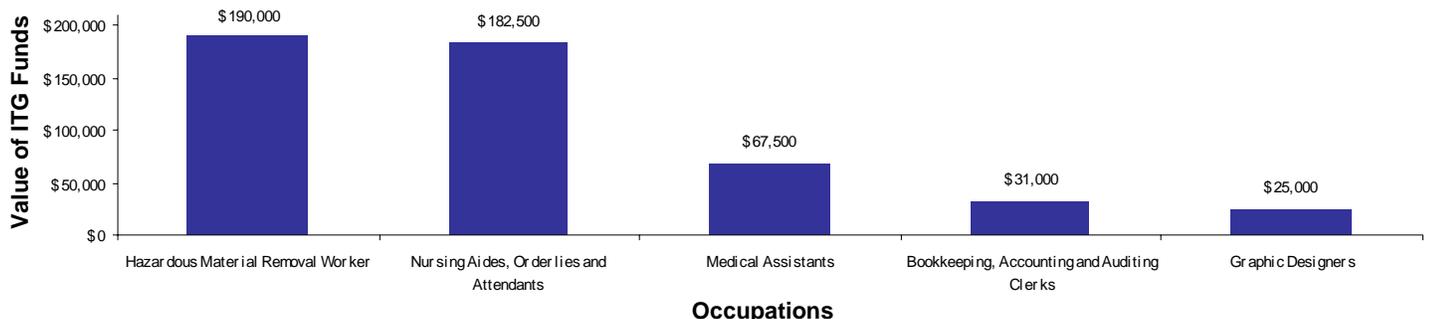


#### Age Distribution



### Training

#### Top Occupations by ITG Funding Represents 62% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

<sup>1</sup> "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

<sup>2</sup> "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

<sup>3</sup> Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

<sup>4</sup> Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

# Manhattan

## Business Solutions Centers Profile



### Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **four target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly provided by the Centers (e.g. legal assistance, accounting)

Center Information	Upper Manhattan	Lower Manhattan
	215 West 125 <sup>th</sup> St, 6 <sup>th</sup> Fl New York, NY 10027 917.493.7243 p <i>Co-located with Manhattan Workforce1 Career Center</i>  Hours: M-F, 9am-5pm Manager: Marla Pettinato Vendor: SEEDCO	79 John Street New York, NY 10038 212.618.8914  Hours: M-F, 9am-5pm Manager: Karen-Michelle Mirko Vendor: SEEDCO
<b>Hires &amp; Loans (2007)</b>	<ul style="list-style-type: none"> <li>▪ <b>Hires:</b> 92 (<i>July – Dec only</i>)</li> <li>▪ <b>Loans</b> Loans Facilitated: 22 Financing Approved: \$1,129,845</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Hires:</b> 133 (<i>July – Dec only</i>)</li> <li>▪ <b>Loans</b> Loans Facilitated: 38 Financing Approved: \$2,121,640</li> </ul>

### Services (2007)

#### Services Available:

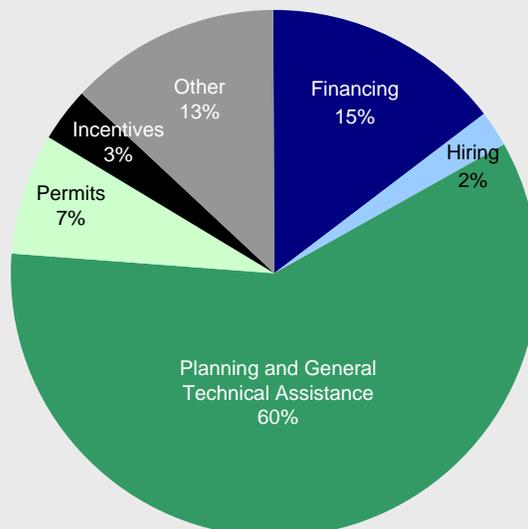
- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance

#### Top Seminars:

- Restaurant Boot Camp
- Day Care Institute
- Internet Marketing Essentials
- Business Basics (English, Spanish)
- Plan for Success (English, Cantonese)
- Quickbooks
- Marketing 101
- How & Where to Get Financing (English, Spanish)

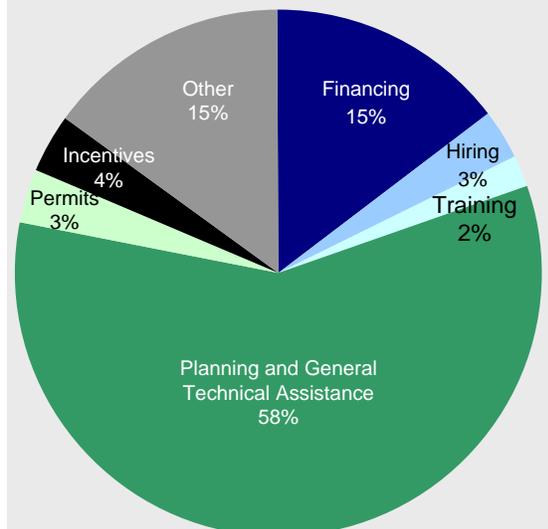
#### Clients Served

- New Clients: 1,634
- Total Clients: 2,377



#### Clients Served

- New Clients: 3,180
- Total Clients: 4,133



# Queens: Jamaica



## Workforce1 Career Center Profile 2007

### Annual Highlights (2007)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

#### Center Information

168-25 Jamaica Ave, 2<sup>nd</sup> Fl  
 Jamaica, NY 11432  
 718.557.6755 p  
 718.297.6395 f

Hours: M-F 8:30am–5pm  
 Manager: Paula Bailey  
 Vendor: DB Grant Associates  
 Operating Budget: \$2,724,011  
 Facility Budget: \$579,289  
 Size: 32,890 sq. ft.

#### Jobseeker Customers

- Registered Jobseekers<sup>1</sup>: 18,218
- Front Door Traffic<sup>2</sup>: 44,258
- Total Job Placements: 3,620  
 Annual Placement Growth Rate: 19.35%  
 Median Wage of Placements: \$10.00

#### Community Partners

- Active Partners<sup>3</sup>: 12
- Partner Placements: 467
- Top High-Performing Partners:  
 Arbor–NY Job Partners, First Baptist Church of Corona, Rockaway Development & Revitalization Corp (RDRC)

#### Business Customers

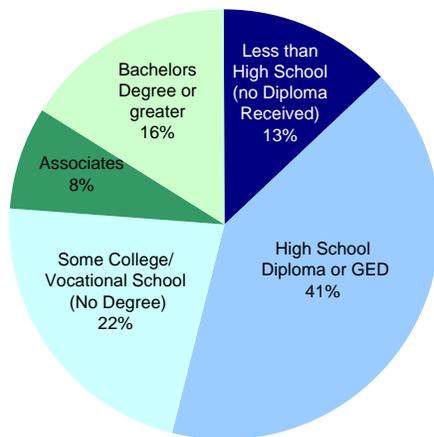
- Target Sectors: Finance & Insurance, Transportation & Warehousing
- Key Accounts: Delta, Astoria Federal, Swissport, Banana Republic, Washington Mutual

#### Individual Training Grants (ITG)

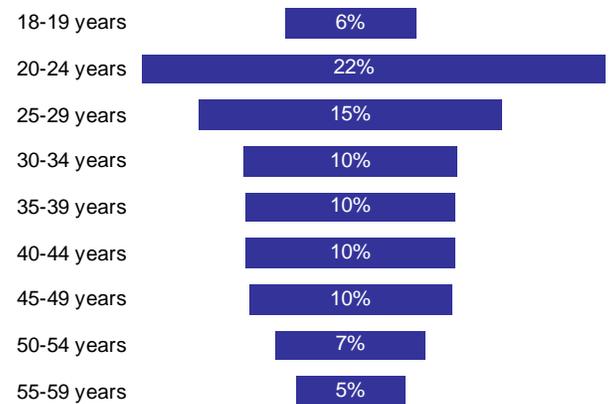
- ITG Funds Utilized: \$1,287,324
- ITGs Issued: 523
- ITGs Completed<sup>4</sup>: 334

## Demographics

### Educational Attainment (18 years+)

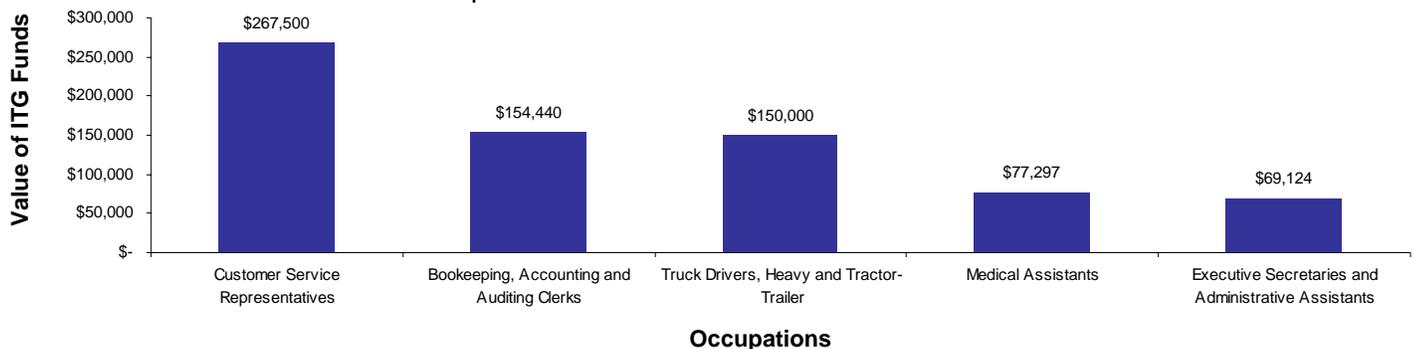


### Age Distribution



## Training

### Top Five Occupations by ITG Funding Represents 54% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

<sup>1</sup> "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

<sup>2</sup> "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

<sup>3</sup> Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

<sup>4</sup> Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

# Queens

## Business Solutions Centers Profile



### Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **five target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly delivered by the Centers (e.g legal assistance, accounting)

#### Center Information

168-25 Jamaica Ave, 2<sup>nd</sup> Fl  
Jamaica, NY 11432  
718.557.6772  
*Co-located with Queens  
Workforce1 Career Center*

Hours: M-F, 8:30am-5pm  
Manager: Pintso Topgay  
Vendor: DB Grant Associates

### Hires & Loans (2007)

- **Hires:** 397
- **Loans:**  
Loans Facilitated: 24  
Total Financing Approved: \$2,133,000

### Seminars (2007)

- Business Basics
- Plan for Success (English & Mandarin)
- Quickbooks (English & Mandarin)
- How and Where to Get Financing
- How to Start Your Own Childcare Business
- How to Start Your Own Hair Salon Business
- Marketing 101
- MWBE Workshops

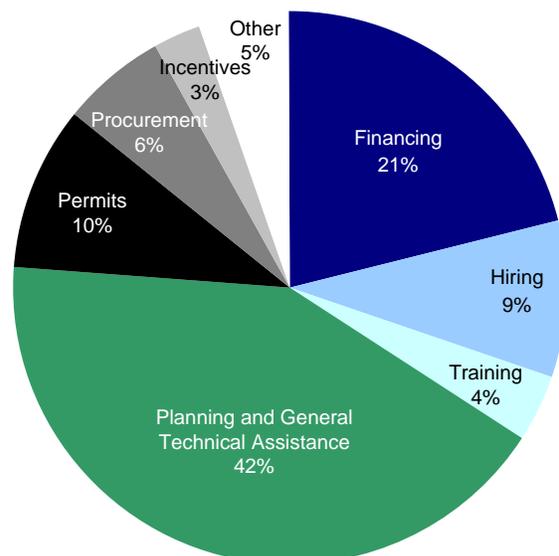
### Services

#### Clients Served

- New Clients: 1,290
- Total Clients: 1,562

#### Services Available:

- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance



# Queens: CUNY LaGuardia



## Workforce1 Career Center Profile 2007

### Annual Highlights (2007)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

#### Center Information

29-10 Thomson Avenue  
Rm C-400, 4th Floor  
Long Island City, NY 11101  
718.609.2130 p

Hours: M-F, 9am-5pm  
Manager: Beth Lord  
Vendor: CUNY LaGuardia  
Operating Budget: \$1,329,937  
Facility Budget: N/A  
(in-kind donation by CUNY)  
Size: 4,024 sq. ft.

#### Jobseeker Customers

- Registered Jobseekers<sup>1</sup>: 6,894
- Front Door Traffic<sup>2</sup>: 15,458
- Total Job Placements: 2,133  
Annual Placement Growth Rate: 27.48%  
Median Wage of Placements: \$8.75

#### Community Partners<sup>3</sup>

- Active Partners: 10
- Partner Placements: 298
- Top High-Performing Partners:  
Arbor-NY Job Partners, Goodwill Industries, Home to Work

#### Business Customers

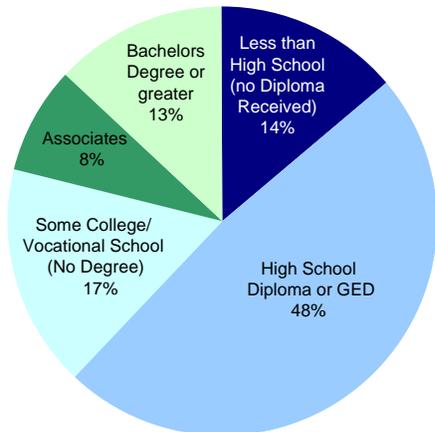
- Target Sectors: Retail, Health Care & Social Assistance
- Key Accounts: Opinion Access, Sovereign Bank, St. Mary's Children Hospital

#### Individual Training Grants (ITG)

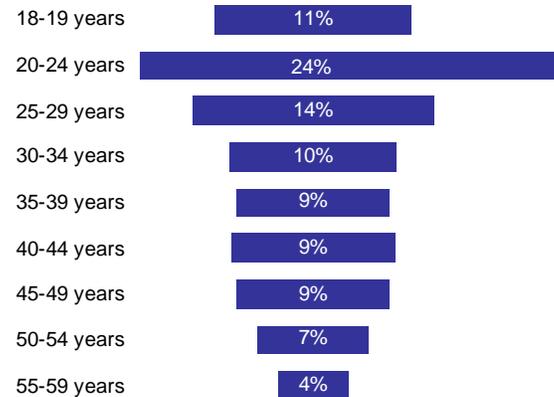
- ITG Funds Utilized: \$440,506
- ITGs Issued: 178
- ITGs Completed<sup>4</sup>: 74

## Demographics

### Educational Attainment (18 years+)

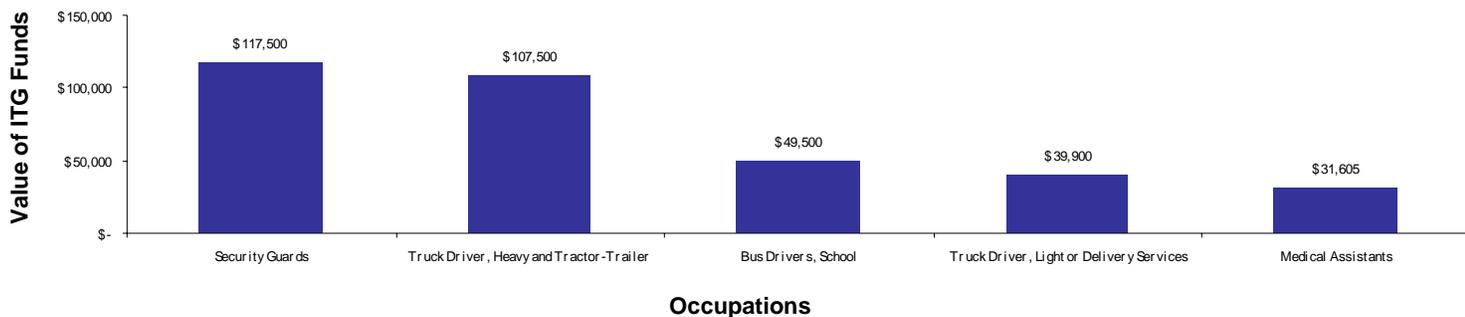


### Age Distribution



## Training

### Top Five Occupations by ITG Funding Represents 79% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

<sup>1</sup> "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

<sup>2</sup> "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

<sup>3</sup> Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

<sup>4</sup> Number of ITGs issued and ITGs completed do not represent the same cohort of customers

# Staten Island



## Workforce1 Career Center Profile

### Annual Highlights (2007)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

#### Center Information

60 Bay Street  
Staten Island, NY 10301  
718.285.8388 p  
718.981.8724 f

Hours: M-F, 9am-5pm  
Manager: Robin Johnson  
Vendor: Arbor E&T  
Operating Budget: \$834,487  
Facility Budget: \$320,000  
Size: 8,100 sq. ft.

#### Jobseeker Customers

- Registered Jobseekers<sup>1</sup>: 3,485
- Front Door Traffic<sup>2</sup>: 13,789
- Job Placements: 1,827
- Annual Placement Growth Rate: 7.47%
- Median Wage of Placements: \$9.00

#### Community Partners<sup>3</sup>

- Active Partners: 6
- Partner Placements: 146
- Top High-Performing Partners: Under Development

#### Business Customers

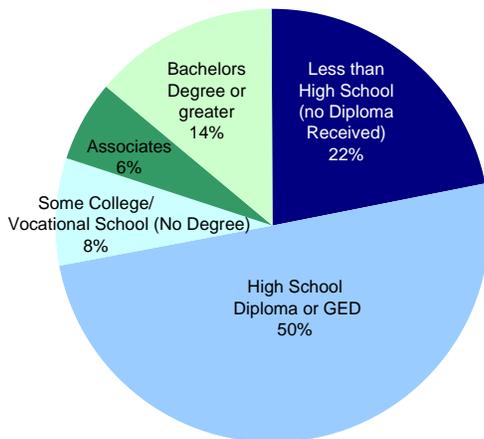
- Target Sectors: Finance & Insurance, Health Care & Social Assistance, Retail
- Key Accounts: Au Bon Pain, BR Guest

#### Individual Training Grants (ITG)

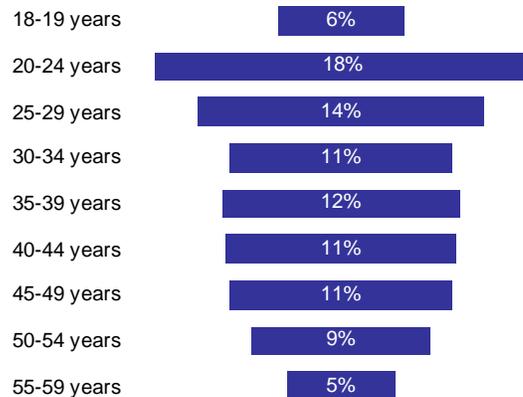
- ITG Funds Utilized: \$625,338
- ITGs Issued: 253
- ITGs Completed<sup>4</sup>: 168

## Demographics

### Educational Attainment (18 years+)

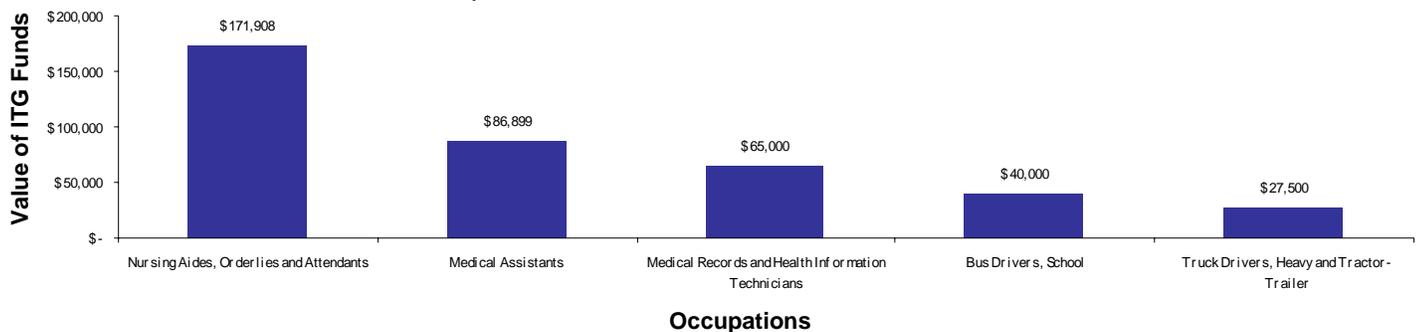


### Age Distribution



## Training

### Top Five Occupations by ITG Funding Represents 63% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

<sup>1</sup> "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

<sup>2</sup> "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

<sup>3</sup> Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made during CY2007.

<sup>4</sup> Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

# Partner Profiles – Methodology



January 2008

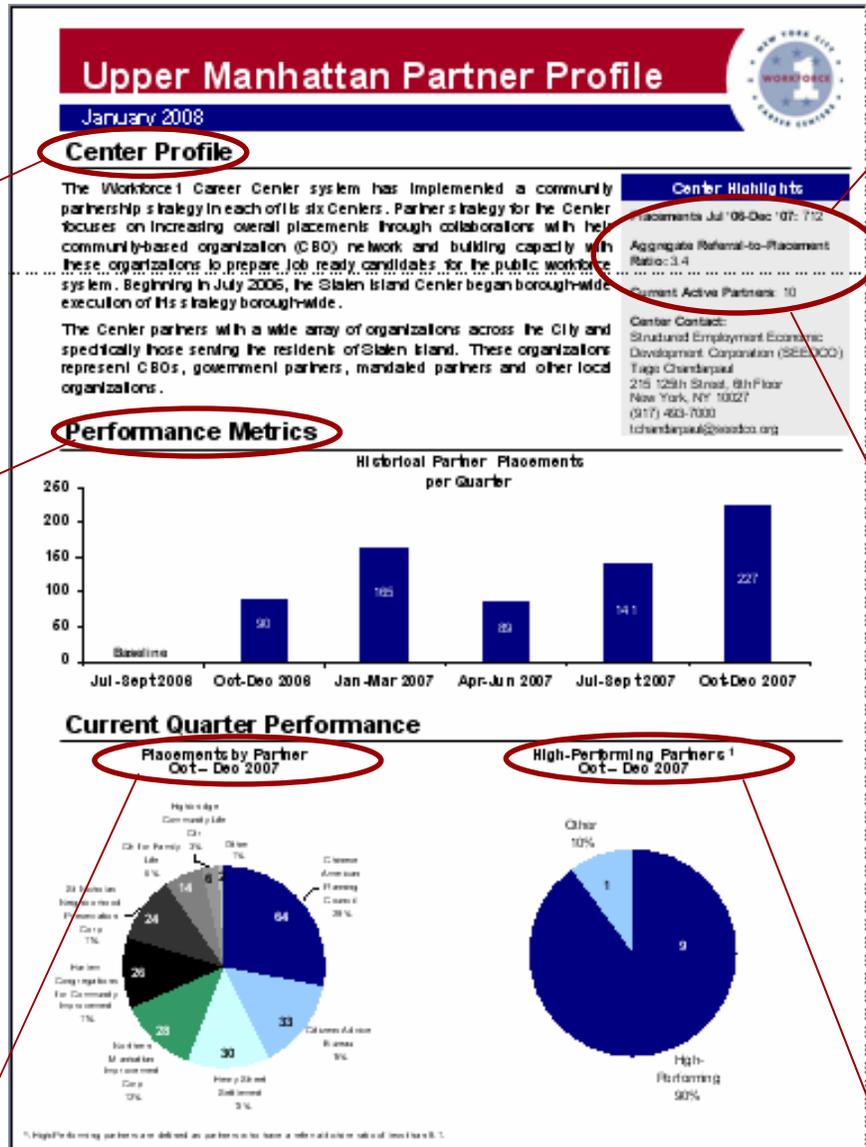
## Summary

Partner profiles are designed for internal and external use to provide information about the Workforce1 Career Center system's approach to partnering with Community-Based Organizations. These profiles provide an overview of each Center's partner program performance from inception to date, a detailed snapshot of the most recent quarter's performance, and detail about certain partner organizations that the system and each Center has engaged.

General information about the partner program at each Center. Profiles for Centers with Outreach teams also provide CEO-specific information.

**Performance Metrics** details placements from July 2006 to the most recent quarter. Centers with CEO teams also have charts breaking out placements made within the Center's Target Area since July 2007.

**Placements by Partner** details the number and percentage of placements each partner contributed to the total number of placements from the most recent quarter. The number of partners displayed in the chart varies by Center, depending on the number of partners and overall placements.



Highlights contain performance overview from July 2006 to the most recent quarter and Center contact information. **Placement and Aggregate Referral-to-Placement Ratio** information are for July 2006 to the most recent quarter.

**Active Partners** reflects Center-specific partner organizations who made referrals to the Center in the most recent quarter.

**High-Performing Partners** details the number of partners who have achieved a Referral-to-Placement ratio of 8:1 or less. Beginning in January 2008, the standard for "high-performing" will change to 4:1 to reflect changes in the Strategic Operating Plan.

# Partner Profiles – Methodology

January 2008



## Upper Manhattan Partner Profile



### Partner Organizations

Partner Organization	Zip Code	Description
American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services

Partner Organization	Zip Code	Description
Citizens Advice Bureau	10465	Settlement house that provides ESL and job readiness training as well as a range of social services
Center for Family Life	11232	Provides foster care prevention, family services, and employment services for public assistance recipients
Chinese American Planning Council	10012	Provides comprehensive neighborhood-based family and social services. Programs for adults include ESL and job readiness training
Harlem Congregations for Community Improvement	10039	Coalition of over 90 interfaith organizations devoted to the revitalization of Harlem. Provides adult basic education, GED and job readiness programs
Hightledge Community Life Center	10462	Provides adult, youth and family services. Programs include adult basic education, GED, ESL and nurse's aide training
Henry Street Settlement	10002	Provides social services and arts programming as well as job readiness training
Northern Manhattan Improvement Corp	10033	Provides a range of programs, including adult basic education, pre-GED, GED, ESL and vocational training
Phelps Community Development Corporation	10460	Works through Phelps Housing, a nonprofit provider of affordable housing, to serve Phelps residents and surrounding communities. Provides adult basic education, ESL, computer and job readiness training and placement services
St. Nicholas Neighborhood Preservation Corp	11208	Provides comprehensive services to the Williamsburg-Greenpoint community. Services include GED, ESL and job readiness training

WIA-Mandated Partners

Top High-Performing CBO Partners

The City's ten WIA-mandated partners are listed with brief descriptions

Select Center-specific partners that are high-performing. These partners have a referral-to-placement ratio of less than 8:1.

Sources: Most in Profile Direct op. ; City website and file folders.

# Brooklyn Workforce1 Partner Profile



January 2008

## Center Profile

The Workforce1 Career Center system has implemented a community partnership strategy in each of its six Centers. Partner strategy for the Center focuses on increasing overall placements through collaborations with their Community-Based Organization (CBO) network and building capacity with these organizations to prepare job ready candidates for the public workforce system. Beginning in July 2006, the Brooklyn Center began borough-wide execution of this strategy.

In July 2007, the Center expanded its partner work with the addition of an Outreach Team, one of the eight Center for Economic Opportunity (CEO) investments managed by SBS. In addition to its existing borough-wide partner focus, the three-member CEO-funded Outreach team leverages relationships with CBOs in the Bedford-Stuyvesant community of Brooklyn. These teams are intended to be mobile units and provide direct connection to community organizations.

### Center Highlights

Placements Jul '06-Dec '07: 439

Aggregate Referral-to-Placement Ratio: 2:3

Current Active Partners: 41

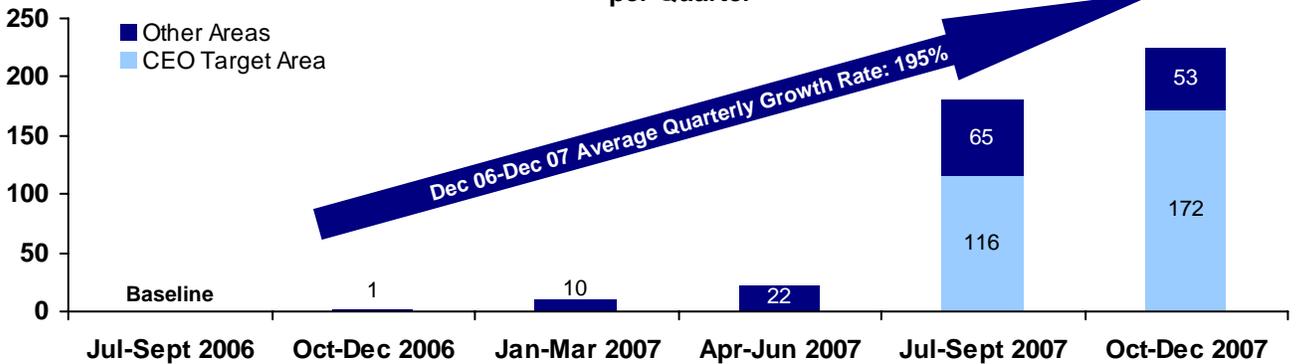
Partners in Target District: 13

#### Center Contact:

Goodwill Industries of Greater NY and Northern NJ, Inc.  
 Sharquana Robertson  
 9 Bond Street, 5th Floor  
 Brooklyn, NY 11201  
 (718) 246-5219  
 srobertson@goodwillny.org

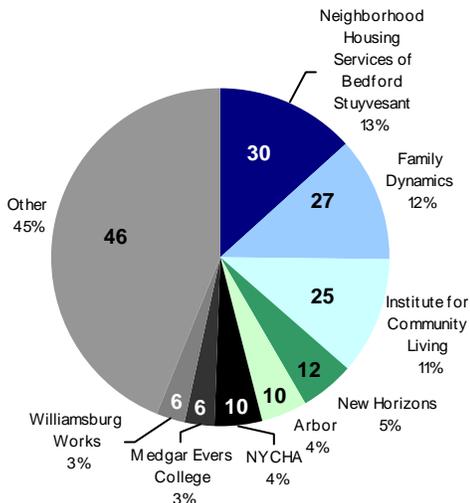
## Performance Metrics

Historical Partner Placements per Quarter

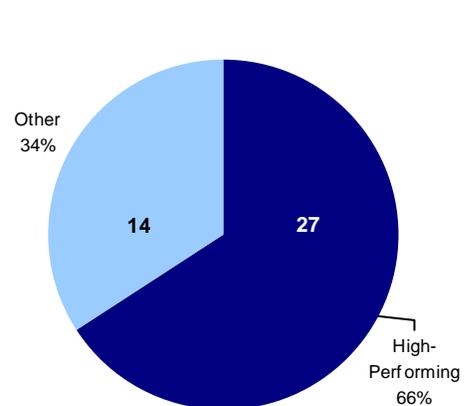


## Current Quarter Performance

Placements by Partner Oct - Dec 2007



High-Performing Partners<sup>1</sup> Oct - Dec 2007



<sup>1</sup>: High-Performing partners are defined as partners who have a referral-to-hire ratio of less than 8:1.

# Brooklyn Partner Profile



## Partner Organizations

WIA-Mandated Partners	Partner Organization	Zip Code	Description
	American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
	City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
	Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
	Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
	NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
	NY State Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
	NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
	NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
	NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services	

Top High-Performing CBO Partners	Partner Organization	Zip Code	Description
	Brooklyn Adult Learning Center	11201	Provides free literacy classes for adults
	Brooklyn Navy Yard	11205	Provides pre-employment training
	Bushwick Family Residence	11221	Transitional family shelter that provides residents with job readiness training and other services
	CAMBA	11226	Provides adult literacy and job readiness programs
	Family Dynamics	11206	Provides family support and youth education programs, including adult education and employment assistance
	Institute for Community Living	11206	Provides vocational and job readiness training to individuals with mental disabilities
	Neighborhood Housing Services of Bedford Stuyvesant	11221	Provides employment assistance to help clients towards the goal of home ownership
	New Horizons	11206	Provides adult basic education, GED and ESL programs
	Ridgewood Bushwick Senior Citizen Council	11221	Provides job readiness and ESL training to individuals 60 years and older
Williamsburg Works	11206	Provides educational programs: GED, ESL and skills training. In addition to social service assistance, work readiness training is offered.	

# Bronx Workforce1 Partner Profile

January 2008



## Center Profile

The Workforce1 Career Center system has implemented a community partnership strategy in each of its six Centers. Partner strategy for the Center focuses on increasing overall placements through collaborations with their Community-Based Organization (CBO) network and building capacity with these organizations to prepare job ready candidates for the public workforce system. Beginning in July 2006, the Bronx Center began borough-wide execution of this strategy.

In July 2007, the Center expanded its partner work with the addition of an Outreach Team, one of the eight Center for Economic Opportunity (CEO) investments managed by SBS. In addition to its existing borough-wide partner focus, the one-member CEO-funded Outreach team leverages relationships with CBOs in the Morrisania, Mott Haven and Port Morris communities of the Bronx. These teams are intended to be mobile units and provide direct connection to community organizations.

### Center Highlights

Placements Jul '06-Dec '07: 132

Aggregate Referral-to-Placement Ratio: 6.5

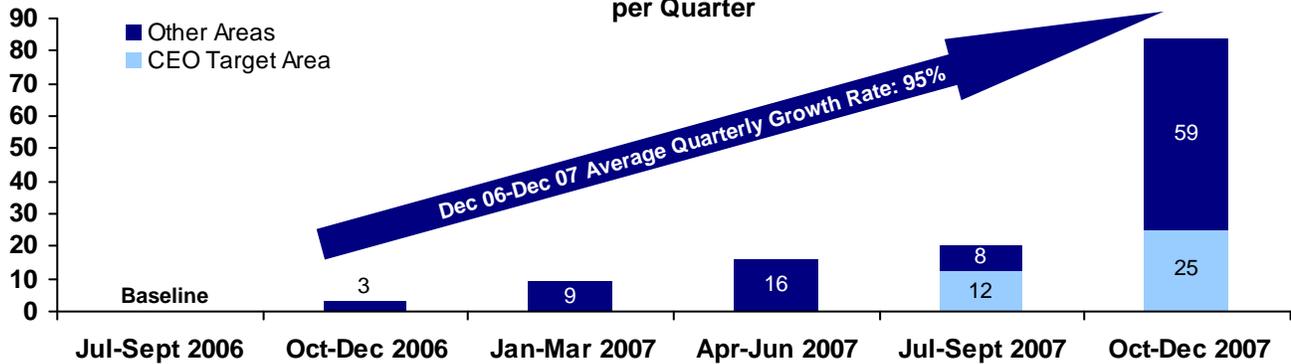
Current Active Partners: 43

Partners in Target District: 16

**Center Contact:**  
 Wildcat Service Corporation  
 Gladys Perez  
 358 E. 149<sup>th</sup> St  
 Bronx, NY 10455  
 (718)960-7958  
 gperez@wildcatatwork.org

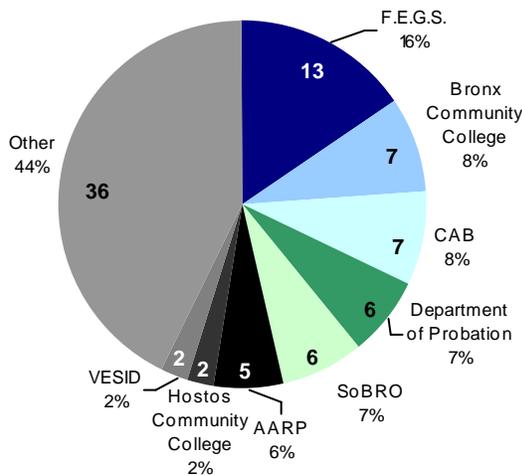
## Performance Metrics

Historical Partner Placements per Quarter

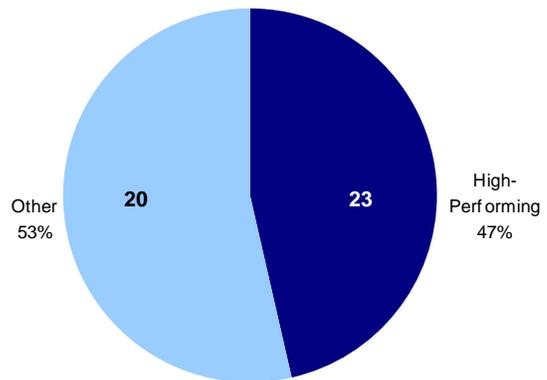


## Current Quarter Performance

Placements by Partner Oct - Dec 2007



High-Performing Partners<sup>1</sup> Oct - Dec 2007



<sup>1</sup>: High-Performing partners are defined as partners who have a referral-to-hire ratio of less than 8:1.

# Workforce1 Partner Profile



## Partner Organizations

WIA-Mandated Partners	Partner Organization	Zip Code	Description
	American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
	City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
	Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
	Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
	NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
	NY State Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
	NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
	NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
	NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services	

Top High-Performing CBO Partners	Partner Organization	Zip Code	Description
	AARP (American Association of Retired Persons)	10455	Serves people who are 50 years and older; provides services for members that are looking for part-time and full time employment
	Bronx Community College	10453	Provides adult vocational training, ESL, healthcare technology training, building trades, and professional development
	Citizens Advice Bureau	10455	Settlement house that provides ESL and job readiness training as well as a range of social services
	Department of Probation	10451	Back-to-Work program for people on probation that provides job readiness training in collaboration with Wildcat programs
	F.E.G.S.	10455	Provides Back-to-Work programming, job readiness training, services for the deaf, residential services for individuals with mental illness, and counseling services
	Hostos Community College	10451	Provides adult basic education, GED, ESL, reading, math and reading in Spanish, and adult vocational training
	SoBRO (South Bronx Overall Economic Development Corporation)	10455	Provides ESL, GED, civic and computer literacy courses, vocational training and certification in high-growth industries, as well as job placement services

# LaGuardia Partner Profile

January 2008



## Center Profile

The Workforce1 Career Center system has implemented a community partnership strategy in each of its six Centers. Partner strategy for the Center focuses on increasing overall placements through collaborations with their Community-Based Organization (CBO) network and building capacity with these organizations to prepare job ready candidates for the public workforce system. Beginning in July 2006, the LaGuardia Center began borough-wide execution of this strategy.

As of April 2008 the Center will expand its partner work with the addition of an Outreach Team, one of the eight Center for Economic Opportunity (CEO) investments managed by SBS. In addition to its existing borough-wide partner focus, the two-member CEO-funded Outreach team will leverage relationships with CBOs in the Long Island City & Astoria, and Corona & Woodside communities in Queens, and the Greenpoint neighborhood of Brooklyn. These teams are intended to be mobile units and provide direct connection to community organizations.

### Center Highlights

Placements Jul '06-Dec '07: 308

Aggregate Referral-to-Placement Ratio: 4.9

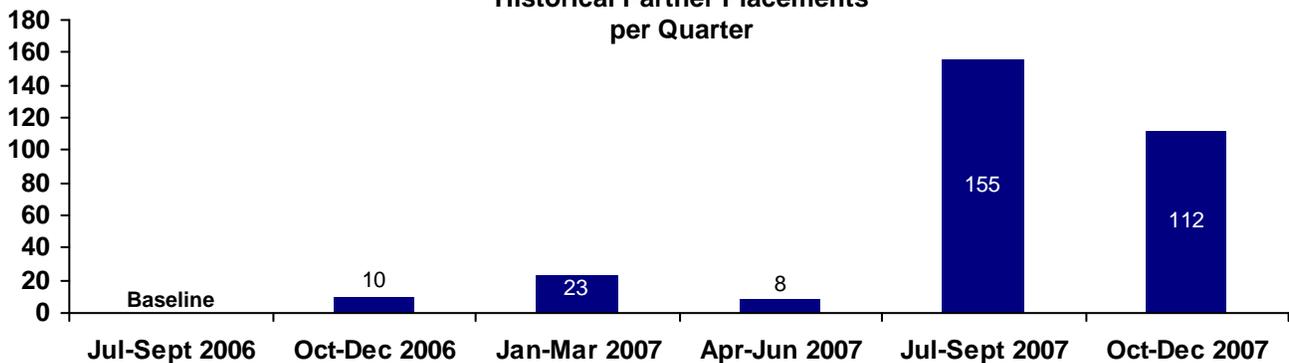
Current Active Partners: 10

#### Center Contact:

LaGuardia Community College  
 Beth Lord  
 29-10 Thomson Avenue  
 Room C-400, 4th Floor  
 Long Island City, NY 11101  
 (718) 609-2115  
 blord@lagcc.cuny.edu

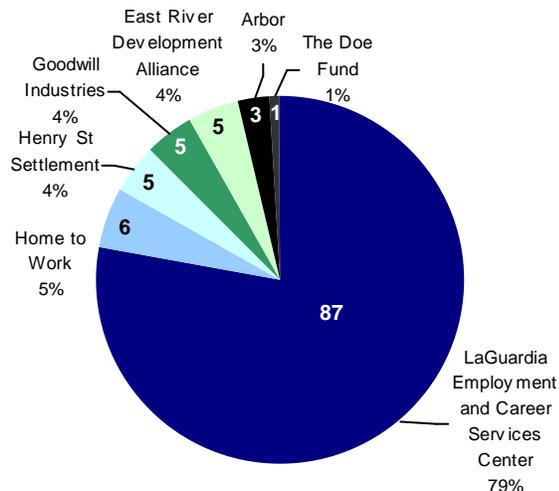
## Performance Metrics

Historical Partner Placements per Quarter

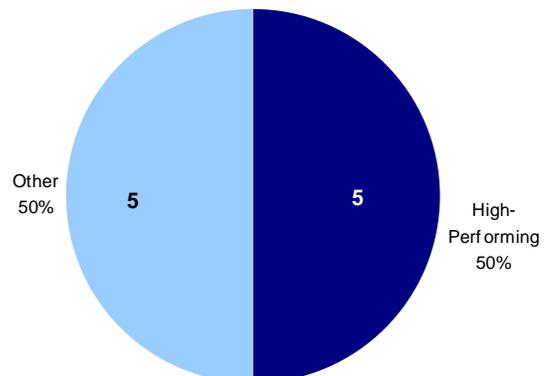


## Current Quarter Performance

Placements by Partner Oct - Dec 2007



High-Performing Partners<sup>1</sup> Oct - Dec 2007



<sup>1</sup>: High-Performing partners are defined as partners who have a referral-to-hire ratio of less than 8:1.

# Workforce1 Partner Profile



## Partner Organizations

WIA-Mandated Partners	Partner Organization	Zip Code	Description
	American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
	City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
	Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
	Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
	NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
	NY State Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
	NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
	NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
	NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services	

Top High-Performing CBO Partners	Partner Organization	Zip Code	Description
	Arbor - New York Job Partners	11201	Serves low income and dislocated jobseekers. Provides job placement, internship assistance, and upgrade training for individuals looking to increase their incomes.
	Borden Avenue Veterans Residence	11101	Provides pre-employment and post-employment services, individual counseling, financial management, and housing and relocation assistance
	East River Development Alliance	11101	Provides GED, ESL, computer literacy classes, job readiness training, free tax preparation, and pre-screening for various services
	Goodwill Industries	11101	Provides training for jobs in IT, healthcare, retail, food services, banking, and manufacturing in addition to job readiness training
	Henry Street Settlement	10002	Provides social services and arts programming as well as job readiness training
	Home to Work	11101	CUNY program for homemakers who are re-entering the workforce
	Hotel Teach	11101	A CUNY program offered at LaGuardia Community College to train immigrant adults for jobs in the hospitality industry
	LaGuardia Employment and Career Services Center	11101	Serves the student population at CUNY LaGuardia. Provides job readiness training and employment assistance, including resume and interview workshops and job fairs
	The Doe Fund	10039	Serves the homeless population and individuals with histories of incarceration and job abuse. Provides job readiness training and placement assistance.

# Queens Workforce1 Partner Profile

January 2008



## Center Profile

The Workforce1 Career Center system has implemented a community partnership strategy in each of its six Centers. Partner strategy for the Center focuses on increasing overall placements through collaborations with their Community-Based Organization (CBO) network and building capacity with these organizations to prepare job ready candidates for the public workforce system. Beginning in July 2006, the Queens Center began borough-wide execution of this strategy.

In July 2007, the Center expanded its partner work with the addition of an Outreach Team, one of the eight Center for Economic Opportunity (CEO) investments managed by SBS. In addition to its existing borough-wide partner focus, the three-member CEO-funded Outreach team leverages relationships with CBOs in the Jamaica, Queens community. These teams are intended to be mobile units and provide direct connection to community organizations.

### Center Highlights

Placements Jul '06-Dec '07: 491

Aggregate Referral-to-Placement Ratio: 4.4

Current Active Partners: 12

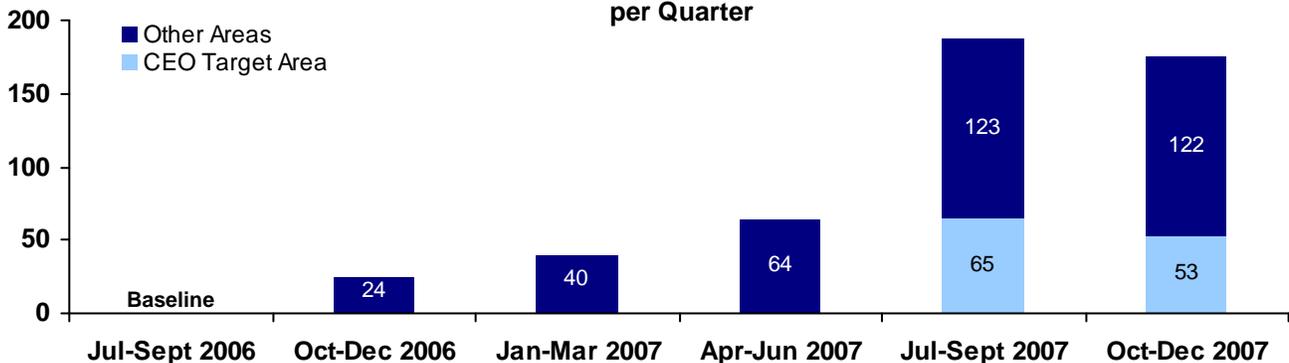
Partners in Target District: 2

#### Center Contact:

Grant Associates  
 Martin D'Andrade  
 168-25 Jamaica Avenue, 2nd Floor  
 Jamaica, NY 11432  
 (718) 577-2157  
 mdandrade@grantassociatesinc.com

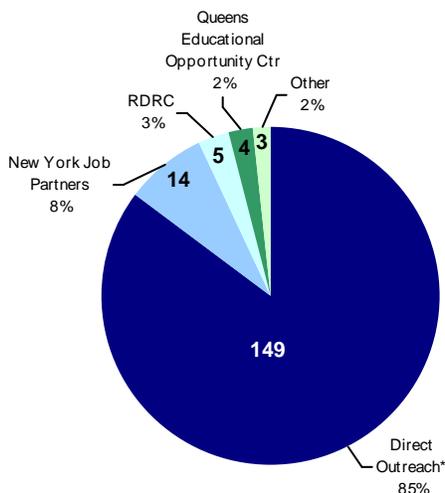
## Performance Metrics

Historical Partner Placements per Quarter

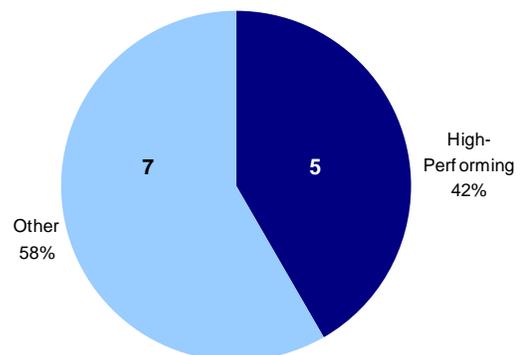


## Current Quarter Performance

Placements by Partner Oct - Dec 2007



High-Performing Partners<sup>1</sup> Oct - Dec 2007



<sup>1</sup> High-Performing partners are defined as partners who have a referral-to-hire ratio of less than 8:1.

\* "Direct Outreach" refers to the effort at the Queens Center to target customers through a targeted marketing campaign, outreach incentives and advertising.

# Workforce1 Partner Profile



## Partner Organizations

WIA-Mandated Partners	Partner Organization	Zip Code	Description
	American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
	City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
	Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
	Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
	NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
	NY State Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
	NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
	NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
	NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services	

Top High-Performing CBO Partners	Partner Organization	Zip Code	Description
	Arbor - New York Job Partners	11201	Serves low income and dislocated workers. Provides job placement assistance and develops internships with private employers leading to permanent employment. Also provides upgrade training for individuals in low wage or part time employment looking to increase their incomes
	First Baptist Church of Corona	11368	Provides support services to individuals in the community
	Jamaica Service Program for Older Adults (JSPOA)	11432	Provides career services and employment training to individuals 55 years and older; transportation services and social services available
	Rockaway Development & Revitalization Corp. (RDRC)	11691	Provides job placement assistance and numerous training programs, including GED, training in culinary arts, home healthcare, retail sales/customer service, computer training / Web design, micro-enterprise skills, home-based childcare provision, and taxi driving

# Staten Island Partner Profile

January 2008



## Center Profile

The Workforce1 Career Center system has implemented a community partnership strategy in each of its six Centers. Partner strategy for the Center focuses on increasing overall placements through collaborations with their Community-Based Organization (CBO) network and building capacity with these organizations to prepare job ready candidates for the public workforce system. Beginning in July 2006, the Staten Island Center began execution of this strategy.

The Center partners with a wide array of organizations across the City and specifically those serving the residents of Staten Island. These organizations represent CBOs, government partners, mandated partners and other local organizations.

### Center Highlights

Placements Jul '06-Dec '07: 161

Aggregate Referral-to-Placement Ratio: 3.8

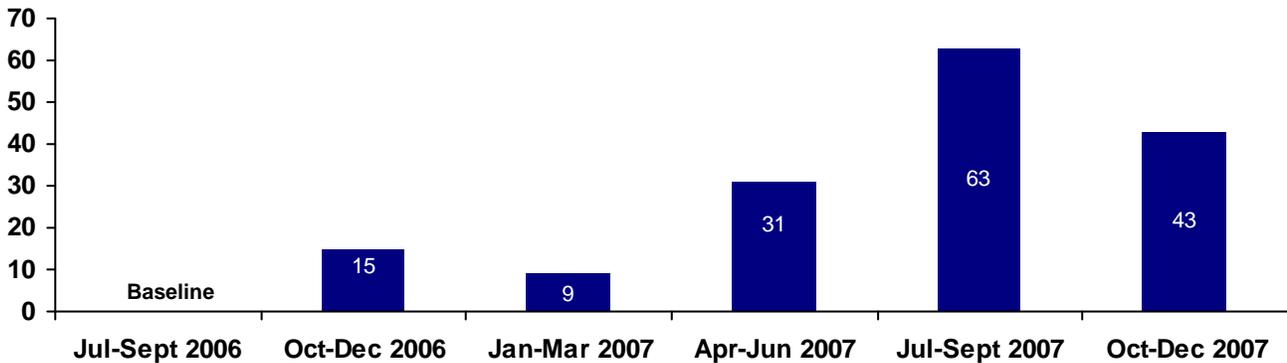
Current Active Partners: 6

#### Center Contact:

Arbor Education & Training  
Robin Johnson  
60 Bay Street  
Staten Island, NY 10301  
(718) 285-8388  
rjohnson@arboryc.org

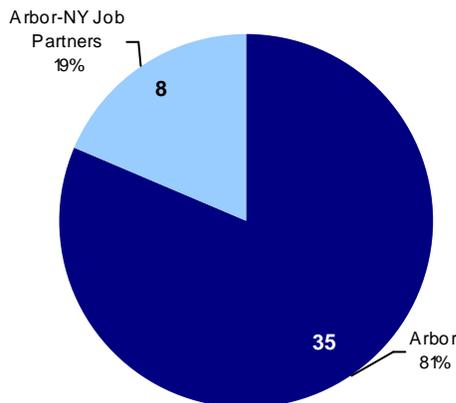
## Performance Metrics

Historical Partner Placements per Quarter

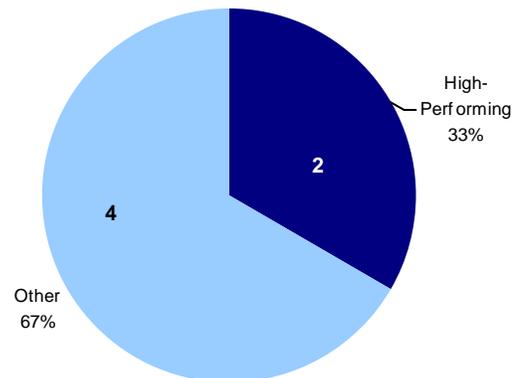


## Current Quarter Performance

Placements by Partner Oct - Dec 2007



High-Performing Partners<sup>1</sup> Oct - Dec 2007



<sup>1</sup>: High-Performing partners are defined as partners who have a referral-to-hire ratio of less than 8:1.

# Workforce1 Partner Profile



## Partner Organizations

	Partner Organization	Zip Code	Description
<b>WIA-Mandated Partners</b>	American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
	City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
	Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
	Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
	NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
	NY State Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
	NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
	NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
	NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
	Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services

Note: High-performing partners were under development for the October to December 2007 period.

# Upper Manhattan Partner Profile

January 2008



## Center Profile

The Workforce1 Career Center system has implemented a community partnership strategy in each of its six Centers. Partner strategy for the Center focuses on increasing overall placements through collaborations with their Community-Based Organization (CBO) network and building capacity with these organizations to prepare job ready candidates for the public workforce system. Beginning in July 2006, the Upper Manhattan Center began execution of this strategy.

The Center partners with a wide array of organizations across the City and specifically those serving the residents of Upper Manhattan. These organizations represent CBOs, government partners, mandated partners and other local organizations.

### Center Highlights

Placements Jul '06-Dec '07: 712

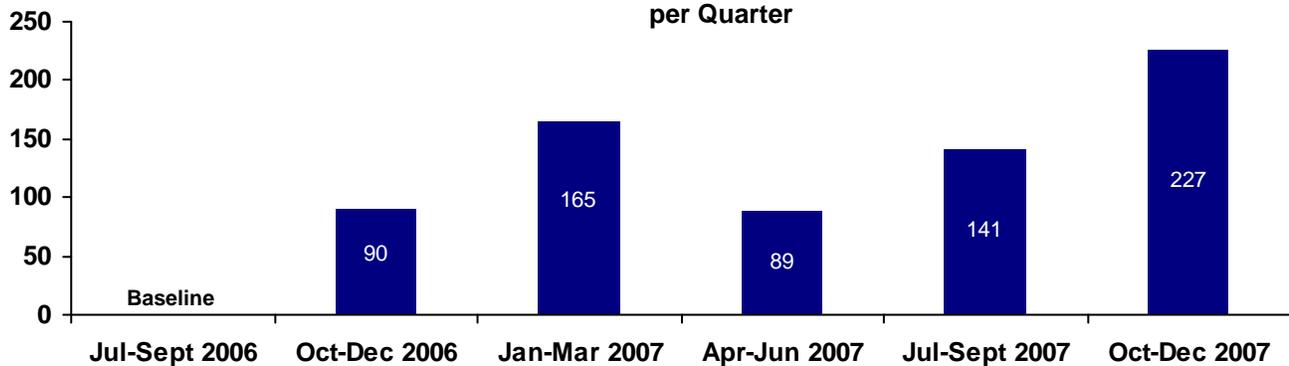
Aggregate Referral-to-Placement Ratio: 3.4

Current Active Partners: 10

**Center Contact:**  
 Structured Employment Economic Development Corporation (SEEDCO)  
 Tage Chandarpaul  
 215 125th Street, 6th Floor  
 New York, NY 10027  
 (917) 493-7000  
 tchandarpaul@seedco.org

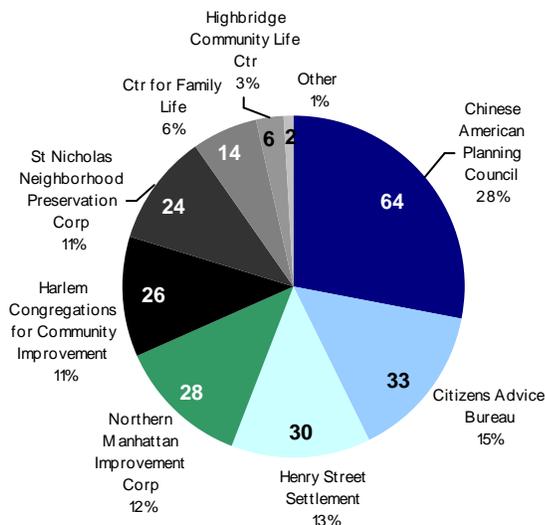
## Performance Metrics

Historical Partner Placements per Quarter

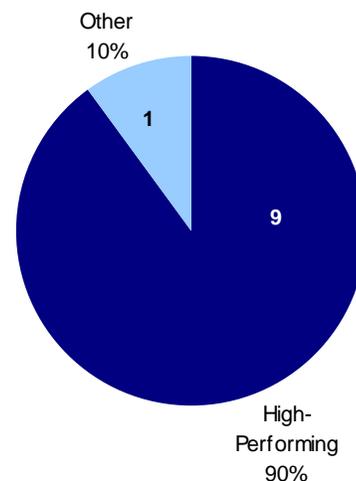


## Current Quarter Performance

Placements by Partner Oct - Dec 2007



High-Performing Partners<sup>1</sup> Oct - Dec 2007



<sup>1</sup>: High-Performing partners are defined as partners who have a referral-to-hire ratio of less than 8:1.

# Upper Manhattan Partner Profile



## Partner Organizations

WIA-Mandated Partners	Partner Organization	Zip Code	Description
	American Indian Community House	10004	Provides job readiness, computer skills training and other services to meet the needs of Native American residents of New York City
	City University of New York (CUNY)	Multiple	Educational programs and other vocational training for adults; provides a pipeline of job-ready candidates
	Human Resources Administration (HRA)	Multiple	Provides basic educational and skills development in addition to job opportunity leads to public service recipients
	Job Corps	Multiple	Provides academic and vocational services for individuals 16-24 yrs; trains and refers job ready candidates for Workforce1 services
	NY State Department of Education	Multiple	Through a funding collaboration with the State Department of Education, CUNY provides on-site educational services at the Centers
	NY State Department of Labor (DOL)	Multiple	Provides unemployment services to unemployment assistance recipients
	NYC Department of the Aging (DFTA)	Multiple	Provides vocational training workshops, job readiness training and other services to adults aged 60+
	NYC Division of Youth and Community Development	Multiple	Provides youth and family programming, including workforce development services
	NYC Housing Authority	Multiple	Provides job readiness training to residents in public housing
Vocational and Educational Services for Individuals with Disabilities (VESID)	Multiple	Provides vocational rehabilitation and counseling services	

Top High-Performing CBO Partners	Partner Organization	Zip Code	Description
	Citizens Advice Bureau	10455	Settlement house that provides ESL and job readiness training as well as a range of social services
	Center for Family Life	11232	Provides foster care prevention, family services, and employment services for public assistance recipients
	Chinese American Planning Council	10012	Provides comprehensive neighborhood-based family and social services. Programs for adults include ESL and job readiness training
	Harlem Congregations for Community Improvement	10039	Coalition of over 90 interfaith organizations devoted to the revitalization of Harlem. Provides adult basic education, GED and job readiness programs
	Highbridge Community Life Center	10452	Provides adult, youth and family services. Programs include adult basic education, GED, ESL and nurse's aide training
	Henry Street Settlement	10002	Provides social services and arts programming as well as job readiness training
	Northern Manhattan Improvement Corp	10033	Provides a range of programs, including adult basic education, pre-GED, GED, ESL and vocational training
	Phipps Community Development Corporation	10460	Works through Phipps Housing, a nonprofit provider of affordable housing, to serve Phipps residents and surrounding communities. Provides adult basic education, ESL, computer and job readiness training and placement services
	St Nicholas Neighborhood Preservation Corp	11206	Provides comprehensive services to the Williamsburg-Greenpoint community. Services include GED, ESL and job readiness training