

NYC Workforce Profile

Congressional District 14 Representative Carolyn Maloney



As authorized by the Workforce Investment Act of 1998 (WIA), the **New York City Workforce Investment Board (WIB)** is the local federal oversight body for workforce development services for youth and adult populations in New York City. This profile provides a summary of these services in your congressional district for the calendar year 2009.

NYC Workforce System

The mission of the WIB is to ensure that the City's workforce development system can deliver the skilled workers that local businesses need to grow, compete, and prosper.

- The WIB, the largest Local Workforce Investment Area (LWIA) in the country, with nearly four million workers across the five boroughs, oversees workforce development programs and policy as administered by the **Department of Small Business Services (SBS)** and the **Department of Youth and Community Development (DYCD)**.
- The WIB is comprised of members appointed by Mayor Bloomberg including: representatives from local business, educational institutions, labor unions, Community-based organizations (CBOs), and other government agencies.
- Since 2002, WIA funding allocated to New York City has been dramatically reduced by 43% (for FY2011 approx. \$61 million), a record low, while adult job placements during the same time have increased from 500 annually in 2004 to over 25,000 annually in 2009.
- The Board is committed to workforce development programming with a business-driven approach to education, training, and careers, which is essential to meet the demands of the local economy.
- Our vision is for New York City to have the nation's leading workforce development system, characterized by innovation, high standards, and a focus on measurable outcomes.

District Snapshot *

	CD 14 Statistics	NYC Statistics
Unemployment Rate	8.5% (Manhattan) 8.6% (Queens)	9.5%
Median Worker Earnings	\$74,669	\$36,125
Poverty Rate	9.7%	21.2%

NYC Workforce Funding



Serving Congressional District 14 Adult Jobseekers & Businesses



Using a business-driven approach to workforce development SBS operates adult services through a system of **Workforce1 Career Centers**. NYC's **Workforce1 Career Centers** helps New Yorkers find and keep in-demand jobs, by providing jobseekers with a full array of employment services including job placement, career advisement, job search counseling, and skills training.

NYC Business Solutions is a set of no-cost services offered by the **NYC Department of Small Business Services** to help businesses of all sizes start, operate and expand in New York City. NYC Business Solutions provides recruitment services which save businesses time and money in finding the right employees to staff their open positions. Other services include Training, Business Courses, Legal Review of Contracts and Leases, Accessing Financing and Incentives, Navigating Government, Selling to Government and Minority and Women-Owned Business Certification.

Workforce1 Career Centers (2009):

- **Number of customers served:** 6,095
- **Number of customers placed in jobs:** 867
- **Number of customers trained:** 428

NYC Business Solutions Centers (2009):

- **Number of loans awarded:** 191 (Manhattan); 73 (Queens)
- **Number of employers served:** 138 (Manhattan); 109 (Queens)
- **Number of training funds awarded:** 24 (Manhattan); 24 (Queens)
- **Number of pro-bono legal consultations provided:** 154 (Manhattan); 22 (Queens)
- **Number of course sessions attended:** 1,239 (Manhattan); 599 (Queens)
- **Number of businesses launched:** 60 (Manhattan); 25 (Queens)

District Workforce and Business Services



LaGuardia Community College
Workforce1 Career Center
29-10 Thomson Avenue, Rm
C-400, 4th Floor
Long Island City, NY 11101
Telephone: 718.609.2130



NYC Business Solutions
Midtown Center
188 Madison Avenue, Room 052
New York, NY 10016
Telephone: 212.592.7036

*Source: 2010 NYS Department of Labor website <http://www.labor.ny.gov/stats/lslaus.shtml>, Half in Ten website <http://halfintenn.org/key-2008-poverty-statistics-for-your-congressional-district>, Suite 101.com website http://poverty.suite101.com/article.cfm/poverty_in_new_york and the NYC Labor Market Information Service

Serving Congressional District 14 Youth Jobseekers



DYCD oversees the operation of youth development programs which include: work readiness support, summer employment, mentoring, skills training, job search, GED preparation and more. These services are vital for the professional development and economic independence of the City's youth.

City-wide Statistics:

- **Number enrolled:** 3,990
- **Number of programs:** 99
- **Number who received work readiness training:** 2,587
- **Number who received a degree or certified certificate:** 858
- **Number who received literacy/numeracy skills tutoring:** 2,477
- **Number enrolled in Summer Youth Employment Program:** 52,255

District 14 Statistics:

- **Number of youth enrolled in WIA-funded programs:** 427
- **Number of WIA programs:** 14
- **Number of youth enrolled in American Recovery & Reinvestment Act (ARRA)-funded programs:** 116
- **Number of ARRA programs:** 9

Workforce System Partners Serving Congressional District 14

Adult Community Partners

To effectively serve the City's workforce and business communities, a key system priority is to build the capacity and networks between the local workforce system and CBOs. In 2009, over 325 partner CBO's were engaged and over 4,500 system-wide job placements were made through collaboration between CBO's and Workforce1 Career Centers.

- **Number of active Workforce1 Career Center Partners (2009):** 60
- **Partner placements:** 433
- **Top five partners:** NYC Dept. of Parks and Recreation, CUNY LaGuardia Community College (Catch), SCO Family of Services, Culinary Training Institute, NYC Housing Authority

Youth Community Partners

By contracting with local CBOs, DYCD provides targeted services to the City's youth and businesses through over 50 service providers.

- **Number of community providers (2009):** 10
- **Community providers:** Catholic Charities Neighborhood Services Inc., Hellenic American Neighborhood Action Committee (HANAC), Henkels & McCoy Inc., Henry St. Settlement, Intl. Sheet Metal Workers Local Union 28, Jacob A. Riis Neighborhood Settlement Inc., Research Foundation of CUNY, Stanley M. Isaacs Neighborhood Center Inc., Sunnyside Community Service Inc., and YMCA of Greater New York/Corporate

System Partners Serving Congressional District 14

Key Partners

The NYC WIA system partners and collaborates with key City and State agencies in order to streamline services to best serve New Yorkers. Many of these key partners are also valuable members of the WIB.

Key Partners include:

- City University of New York (CUNY)
- New York State Department of Labor (NYSDEL)
- New York State Education Department (SED)
- New York City Department for the Aging (DFTA)
- New York State Vocational and Educational Services for Individuals with Disabilities (VESID)
- Job Corps
- New York City Housing Authority (NYCHA)
- American Indian Community House

Jobseeker Success Stories

Charmaine Whitelock was a business owner for approximately three years in Jamaica, West Indies and prior to that in pharmaceutical sales. She immigrated to New York from Jamaica in 2009 and attended an orientation at the Queens Workforce1 Career Center. Quickly taking advantage of the Career Center's services, she found at the orientation, the facilitator provided useful interviewing tips. In November 2009 she attended an Astoria Federal Savings Bank prescreening event and interviewed with an account manager, who referred her to a bank teller position and credits the useful tips she acquired at the Workforce1 orientation as assisting her in securing a full-time position at the bank. She is earning \$11/hour compared to her previous salary of \$7/hour.

Audrey Pace enrolled in the Henkels & McCoy WIA Out-of-School-Youth Career Connections program after completing the Young Adult Internship Program and felt she still needed additional skills and experience in order to find employment. Audrey started the program unmotivated and unfocused. She had minimal work experience and dropped out of high school after the 10th grade. She had no GED. Over the course of her successful training and passing the NRF certification exam on the first attempt, she was immediately placed in the Culinary Tech Center (CTC) upon completion of her training. She completed the culinary training in June 2010, earning many awards. She is now doing an unpaid internship through the CTC to gain additional experience as a professional chef.

WIB Contact Information

Cesar Cardenas
Director of Intergovernmental Affairs
NYC Workforce Investment Board
ccardenas@sbs.nyc.gov
212.513.6422