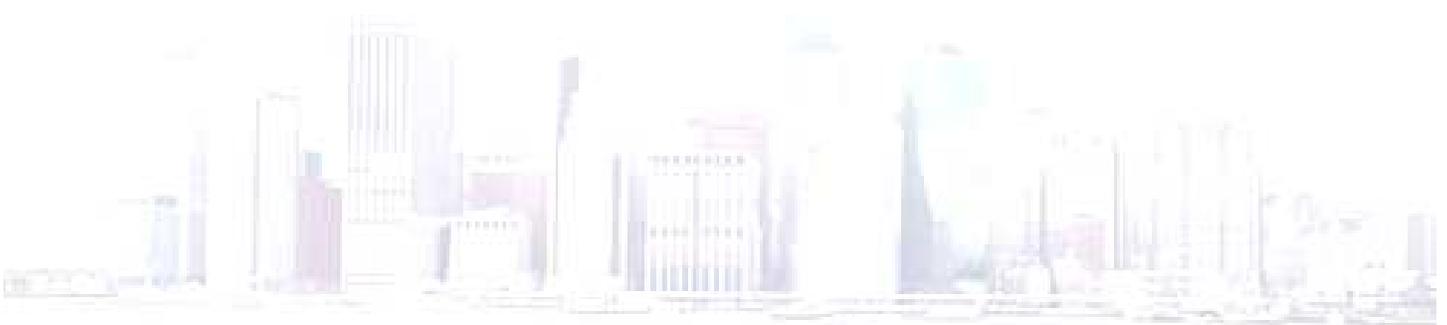


Center Profiles

WORKFORCE **1**

2009





The mission of the NYC **Workforce Investment Board** (WIB) is to support the Mayor's economic development agenda by ensuring that the City's workforce development system can deliver the skilled workers that local businesses need to grow, compete, and prosper in the 21st century economy. The WIB is comprised of over 40 members, appointed by the Mayor, who represent the City's leading businesses, labor unions, economic and workforce development organizations, educational institutions and community-based organizations. The WIB oversees, and establishes policies for, an array of employment and training services for businesses and jobseekers funded by the Workforce Investment Act of 1998.



The **NYC Department of Small Business Services** makes it easier for companies in New York City to do business. We provide direct assistance to business owners, foster neighborhood development in commercial districts, promote financial and economic opportunity among minority and women-owned businesses, prepare New Yorkers for jobs and link employers to a skilled and qualified workforce.

Connecting New Yorkers to Jobs and Training

WORKFORCE 1 SBS runs New York City's workforce development programs, which connect employers to a skilled workforce and provide training and placement services to the City's adult workforce.

Workforce1 Career Centers are located throughout the five boroughs and provide the City's jobseekers 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

Helping Businesses Form and Grow



NYC Business Solutions is at the forefront of the Mayor's commitment to support and grow New York City's small businesses.

The system, which is housed in eight Business Solutions Centers located in downtown business districts throughout the five boroughs, helps businesses connect to financing and incentives, navigate government, compete for contracts, recruit and train workers, and acquire emergency assistance. NYC Business Solutions administers incentive programs such as the Energy Cost Savings Program, Industrial Relocation Grant Program, Lower Manhattan Energy Program, and Printers Relocation Fund, which reduce operating costs and promote investment, employment, and relocation throughout New York City, and NYC Business Express, an interactive website that helps entrepreneurs navigate the process of opening and operating a business in the City. Currently, restaurant owners can use NYC Business Express to identify City, State and Federal requirements and access resources and incentives for their business.

NYC Business Solutions Hiring & Training helps businesses save time and money when recruiting employees by providing pre-screened, qualified job candidates, and connecting businesses to training programs designed to improve workforce skills and reduce turnover. SBS offers customized training grants tailored to the specific needs of employers and helps businesses apply for state and federal training programs.

Contents:

Bronx

- Workforce1 Career Center
- Business Solutions Center

Hunts Point

- Workforce1 Career Center

Brooklyn

- Workforce1 Career Center
- Business Solutions Center

Manhattan

- Workforce1 Career Center
- Business Solutions Center
- Business Solutions Center

Queens: Jamaica

- Workforce1 Career Center
- Business Solutions Center

Queens: CUNY LaGuardia

- Workforce1 Career Center

Staten Island

- Workforce1 Career Center

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.

How to Read a Center Profile

Workforce1 Career Center

Brooklyn
WORKFORCE 1

Workforce1 Career Center Profile
www.NYC.gov/workforce

Annual Highlights (2008)

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. A NYC Business Solutions Center is located onsite.

Center Information

9 Bond Street, 5th Floor
Brooklyn, NY 11201
718.246.5219 p
718.246.3975 f

Hours: Mon. & Fri., 9am-5pm
Tues, Wed, Thurs., 9am-8pm
S (1st & 2nd of the month) 10am-3pm
Manager: Eric Morales

Vendor: Goodwill Industries
Size: 25,461 sq. ft.

Jobseeker Customers

- Front Door Traffic: 55,511
- Registered Jobseekers¹: 15,550
- Total Job Placements: 3,904

Annual Placement Growth Rate: 4.05%
Median Wage of Placements: \$10.00

Community Partners²

- Active Partners: 74
- Partner Placements: 1065
- Top Five Partners: Arbor, BUILD, Family Dynamics, St. John's Recreation Center, Crossover Baptist Church Community Employment Service

Business Customers

- Key Accounts: Allen Healthcare, AHRC, Modell's, Opinion Access, F, Martinelli Dell
- Target Sectors: Healthcare

Individual Training Grants (ITG)

- ITG Funds Utilized: \$2,384,016
- ITGs Issued: 1001
- ITGs Completed⁴: 800
- ITG Placements: 320

Demographics

Educational Attainment

Age Distribution

Training

Top Five Occupations by ITG Funding for Brooklyn Workforce1

Occupation	Value of ITGs Funded	% Funded
Bus Drivers, School	\$439,900	18%
Bookkeeping, Accounting, And Auditing Clerks	\$275,990	12%
Nursing Aides, Orderlies, And Attendants (ONA)	\$171,603	7%
Truck Drivers, Heavy And Tractor-Trailer	\$184,900	8%
Dental Assistants	\$162,500	7%

Center Information
Indicates basic contact information for the Workforce1 Career Center.

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

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

Training
This table demonstrates the top five occupations the Center issues the most individual training grants to.

Annual Highlights (2009)

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. A NYC Business Solutions Center is located onsite.

Center Information:
 9 Bond Street, 5th Floor
 Brooklyn, NY 11201
 718.246.5219 p
 718.246.3975 f

Hours:
 Mon. & Fri. 9am-5pm
 Tues, Wed, Thurs. 9am-8pm
 Sat (1st & 3rd of the month) 10am-3pm

Manager: Lakythia Ferby

Vendor: Goodwill Industries
Size: 25,461 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 76,119
- Registered Jobseekers²: 21,622
- Total Job Placements: 4,120
- Annual Placement Growth Rate: 5.5%
- Median Wage of Placements: \$9.00

Business Customers

- Key Accounts: Allen Healthcare, AJ Wright, AHRC
- Target Sector: Healthcare

Community Partners³

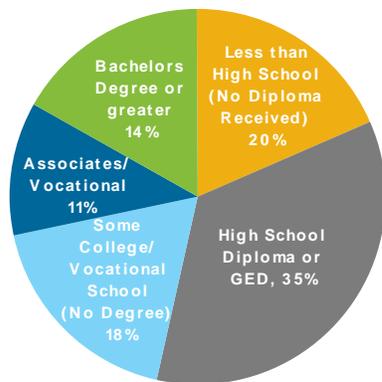
- Active Partners: 68
- Partner Placements: 1041
- Top Partners: BUILD, Arbor, NYCHARS, Dwayne "Pearl" Washington's Advocates for Students, Crossover Baptist Church Community Employment Service

Individual Training Grants (ITG)

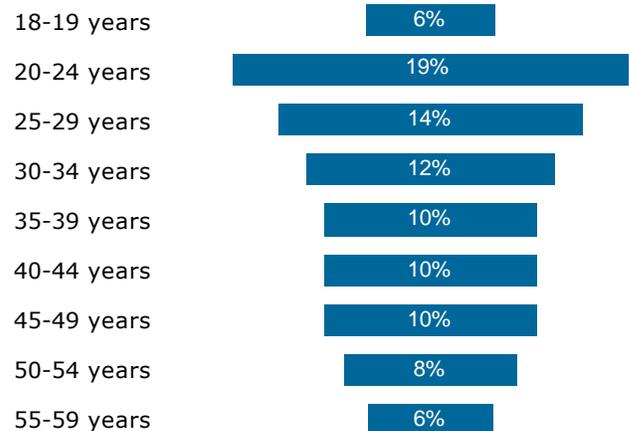
- ITG Funds Utilized: \$3,377,077
- ITGs Issued: 1,688
- ITGs Completed⁴: 1346
- ITG Placements: 544

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Brooklyn Workforce1

Occupation	Value of ITGs Funded	% Funding
Bookkeeping, Accounting, And Auditing Clerks	\$489,994	15%
Bus Drivers, School	\$388,300	11%
Nursing Aides, Orderlies, And Attendants (CNA)	\$366,558	11%
Security Guards	\$316,603	9%
Graphic Designers	\$144,545	4%

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

¹ Front Door Traffic is the number of customer visits to the Career Center, including repeat visits by the same customer.

² 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.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2009)

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. A NYC Business Solutions Center is located onsite.

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

Hours:
 Mon & Fri 8:30am-5pm
 Tues, Wed, Thurs 8:30am-8pm
 Sat (1st & 3rd of the month) 10am-3pm

Manager: Shannon Cantu

Vendor: Wildcat Service Corp
Size: 30,150 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 79,165
- Registered Jobseekers²: 38,230
- Total Job Placements: 5,617
- Annual Placement Growth Rate: 116%
- Median Wage of Placements: \$8.50

Business Customers

- Key Accounts: Caring Home Care, UPS, Best Buy, The Royal Care
- Target Sectors: Retail & Healthcare

Community Partners³

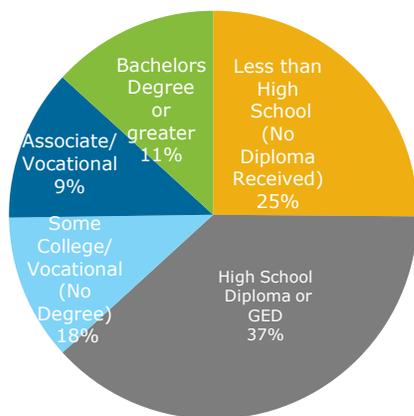
- Active Partners: 61
- Partner Placements: 516
- Top Partners: New York Public Library, F.E.G.S., Bronx Educational Opportunities Center, NYC Housing Authority

Individual Training Grants (ITG)

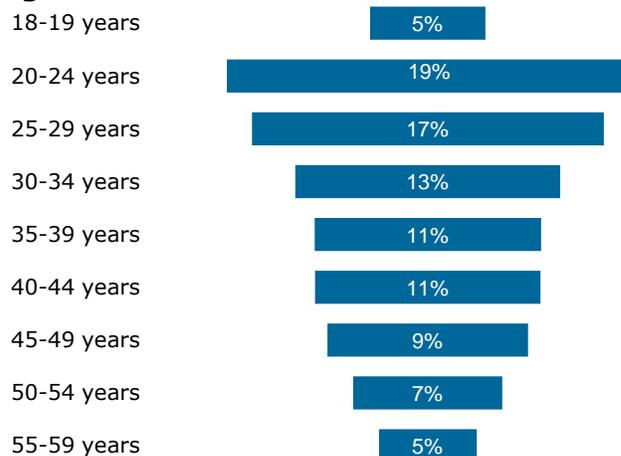
- ITG Funds Utilized: \$3,275,883
- ITGs Issued: 1,664
- ITGs Completed⁴: 1,221
- ITG Placements: 568

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Bronx Workforce1

Occupation	Value of ITGs Funded	% Funding
Nursing Aides, Orderlies, and Attendants (CNA)	\$640,920	20%
Bus Drivers, School	\$555,700	17%
Security Guards	\$209,490	6%
Bookkeeping, Accounting, And Auditing Clerks	\$192,570	6%
Medical Assistants	\$165,641	5%

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

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "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.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2009)

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. The Hunts Point Center opened on August 19, 2008.

Center Information

1029 East 163rd Street 3rd Fl
Bronx, NY 10474
718.542.6777 p
718.542.6778 f

Hours:

Mon 9am-5pm
Tues, Wed, Thurs 9am-8pm
Fri 9am-4pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Regina Jones

Vendor: VIP Community Services
Size: 4,020 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 14,696
- Registered Jobseekers²: 6,169
- Total Job Placements: 1,030
- Median Wage of Placements: \$9.00

Community Partners³

- Active Partners: 75
- Partner Placements: 282
- Top Partners: New York Public Library, F.E.G.S., Bronx Educational Opportunities Center, NYC Housing Authority, Southeast Bronx Neighborhood Centers

Business Customers

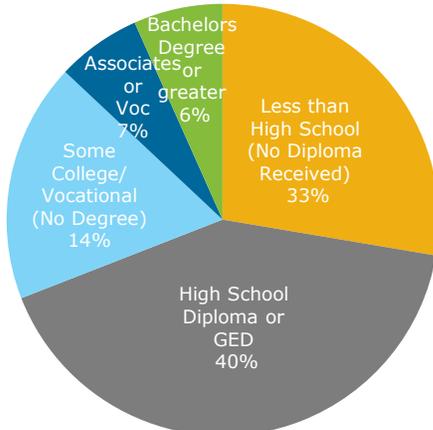
- Key Accounts: Allied Barton Security, TGI Fridays, People Care, Banana Republic
- Target Sectors: Healthcare and Social Assistance, Retail Trade

Individual Training Grants (ITG)

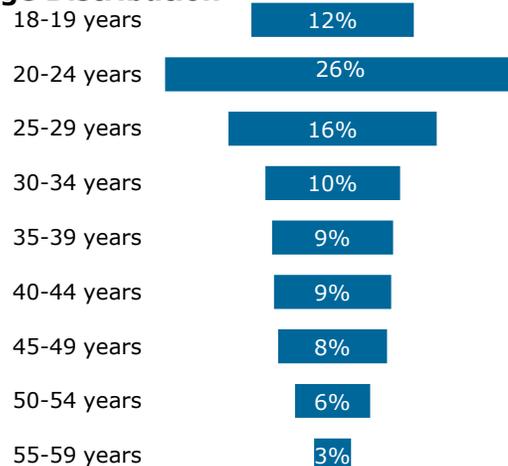
- ITG Funds Utilized: \$1,191,741
- ITGs Issued: 684
- ITGs Completed⁴: 574
- ITG Placements: 309

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Hunts Point Workforce1

Occupation	Value of ITGs Funded	% Funding
Security Guards	\$416,455	35%
Bus Drivers, School	\$171,100	14%
Medical Assistants	\$92,130	8%
Bookkeeping, Accounting, And Auditing Clerks	\$89,150	7%
Nursing Aides, Orderlies, And Attendants (CNA)	\$80,068	7%

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

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "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.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2009)

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 Ave
Rm C-400 4th Fl
Long Island City, NY 11101
718.609.2130 p
718.609.2099 f

Hours:

Mon & Fri 9am-5pm
Tues, Wed, Thurs 9am-8pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Beth Lord

Vendor: CUNY LaGuardia

Size: 4,024 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 25,591
- Registered Jobseekers²: 10,213
- Total Job Placements: 2,699
- Annual Placement Growth Rate: - 34.4%
- Median Wage of Placements: \$8.00

Community Partners³

- Active Partners: 75
- Partner Placements: 462
- Top Partners: NYC Dept. of Parks and Recreation, CUNY LaGuardia Community College (Catch), SCO Family of Services, Culinary Training Institute

Business Customers

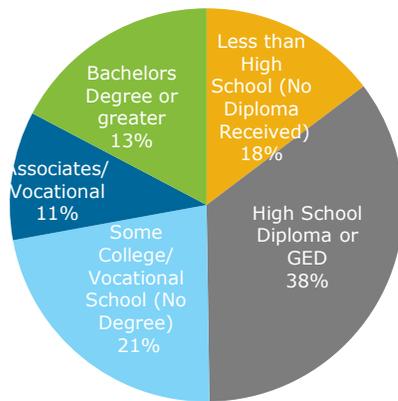
- Key Accounts: Opinion Access, Whole Foods, Levy Restaurants, Best Yet Market
- Target Sectors: Retail, Accommodation, Food Services

Individual Training Grants (ITG)

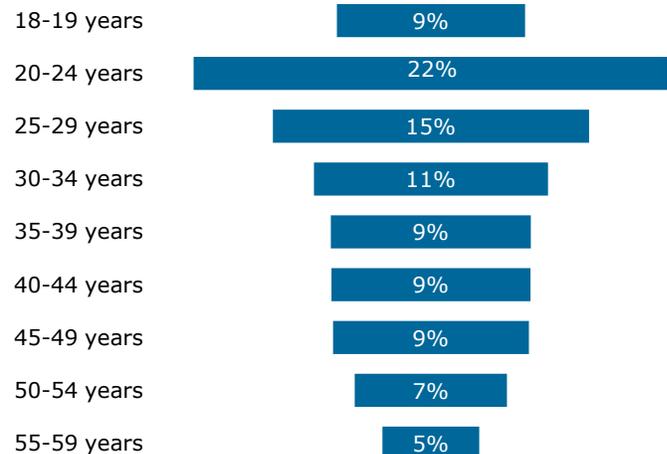
- ITG Funds Utilized: \$2,101,171
- ITGs Issued: 1,108
- ITGs Completed⁴: 861
- ITG Placements: 378

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for CUNY LaGuardia Workforce1

Occupation	Value of ITGs Funded	% Funding
Security Guards	\$576,360	27%
Bus Drivers, School	\$242,700	12%
Nursing Aides, Orderlies, And Attendants (CNA)	\$136,977	7%
Network and Computer Systems Administrators	\$188,286	9%
Bookkeeping, Accounting, And Auditing Clerks	\$185,205	9%

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

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "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.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2009)

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. A NYC Business Solutions Center is located onsite.

Center Information

168-25 Jamaica Ave 2nd Fl
 Jamaica, NY 11432
 718.557.6755 p
 718.297.6395 f

Hours:

Mon, & Fri 8:30am-6pm
 Tues, Wed, Thurs 8:30am-8pm
 Sat (1st & 3rd of the month) 10am-3pm

Manager: Paula Bailey

Vendor: DB Grant Associates

Size: 32,890 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 89,567
- Registered Jobseekers²: 33,443
- Total Job Placements: 5,657
- Annual Placement Growth Rate: 49.7%
- Median Wage of Placements: \$10.00

Community Partners³

- Active Partners: 84
- Partner Placements: 1192
- Top Partners: Goodwill Industries, Employment Works, Rockaway Development and Revitalization Corporation

Business Customers

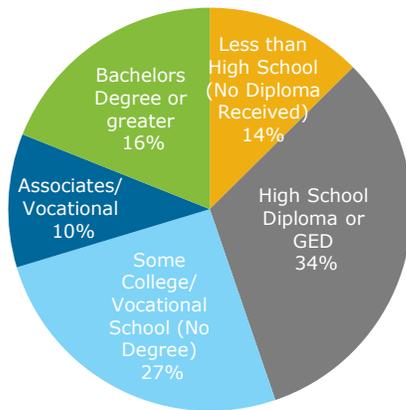
- Key Accounts: Amerivents, Ricky's NYC, LIS Translations, AHRC
- Target Sectors: Retail, Professional, Scientific & Technical Services

Individual Training Grants (ITG)

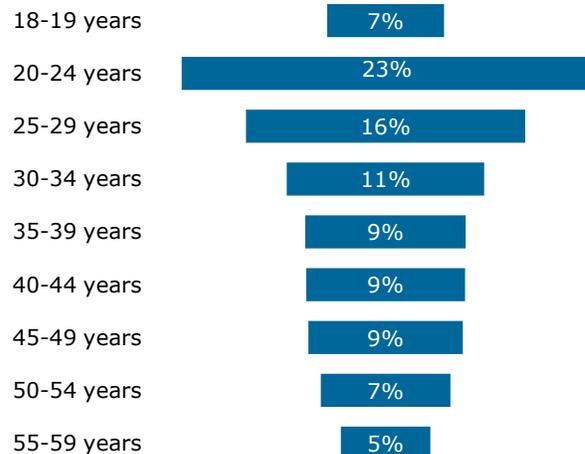
- ITG Funds Utilized: \$2,933,913
- ITGs Issued: 1,477
- ITGs Completed⁴: 1,141
- ITG Placements: 584

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Queens Workforce1

Occupation	Value of ITGs Funded	% Funding
Bus Drivers, School	\$ 489,900	17%
Security Guards	\$ 379,708	13%
Customer Service Representatives	\$ 356,199	12%
Bookkeeping, Accounting, And Auditing Clerks	\$ 352,380	2%
Graphic Designers	\$ 116,910	4%

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

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "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.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2009)

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
718.981.8749 f

Hours:

Mon & Fri 9am-5pm
Tues, Wed, Thurs 9am-8pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Keith Rasmussen

*2010 location: 120 Stuyvesant Street

Vendor: Arbor E&T

Size: 8,100 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 25,943
- Registered Jobseekers²: 9,067
- Total Job Placements: 2,167
- Annual Placement Growth Rate: 9.7%
- Median Wage of Placements: \$10.00

Business Customers

- Key Accounts: Bestcare, Inc., Partners in Care, AHRC, Whole Foods
- Target Sectors: Accommodation, Food Services

Community Partners³

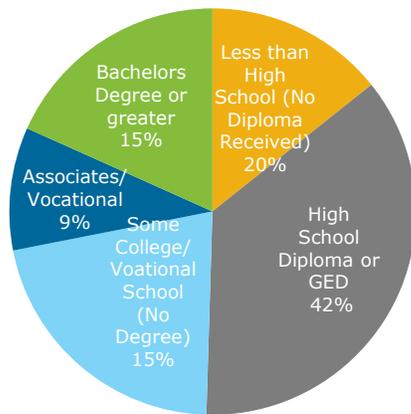
- Active Partners: 30
- Partner Placements: 355
- Top Partners: Restaurant Opportunities Center, Project Hospitality, CUNY BMCC, New York Public Library

Individual Training Grants (ITG)

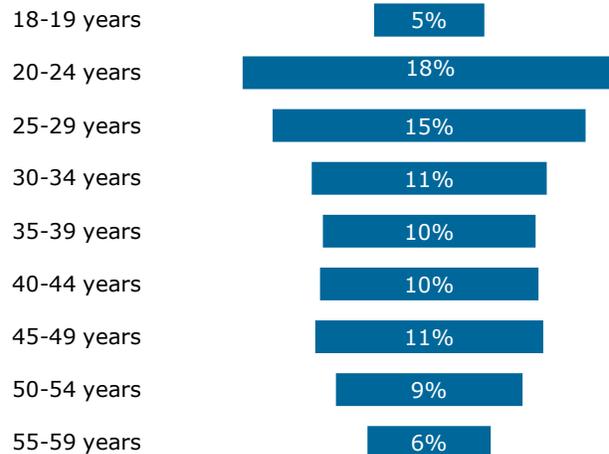
- ITG Funds Utilized: \$2,376,565
- ITGs Issued: 1,063
- ITGs Completed⁴: 858
- ITG Placements: 412

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Staten Island Workforce1

Occupation	Value of ITGs Funded	% Funding
Nursing Aides, Orderlies, and Attendants (CNA)	\$522,720	22%
Bookkeeping, Accounting, and Auditing Clerks	\$429,600	18%
Medical Assistants	\$192,664	8%
Medical Records and Health Information Technicians	\$172,448	7%
Executive Secretaries and Administrative Assistants	\$156,290	7%

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

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "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.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2009)

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. A NYC Business Solutions Center is located onsite.

Center Information
 215 West 125th Street 6th Fl
 New York, NY 10027
 917.493.7000 p
 212.280.3729 f

Hours:
 Mon, Fri 8:30am-5pm
 Tues, Wed, Thurs 8:30am-8:30pm
 Sat (1st & 3rd of the month) 10am-3pm

Manager: Alex Saavedra

Vendor: SEEDCO
Size: 19,755 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 65,476
- Registered Jobseekers²: 29,334
- Total Job Placements: 3,836
- Annual Placement Growth Rate: 38.6%
- Median Wage of Placements: \$9.50

Business Customers

- Key Accounts: Costco Wholesale, TJ Maxx, New York Health Care, Time Warner Cable
- Target Sectors: Health, Social Assistance

Community Partners³

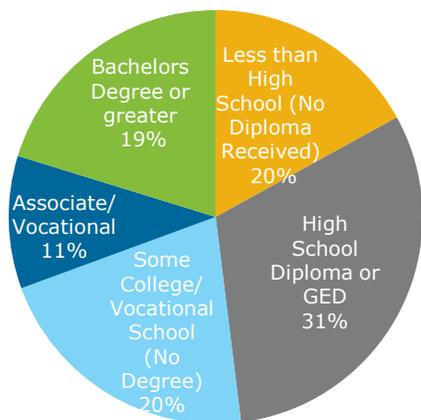
- Active Partners: 68
- Partner Placements: 681
- Top Partners: Chinese American Planning Council, Strive, Northern Manhattan Improvement Corporation, Highbridge Community Life

Individual Training Grants (ITG)

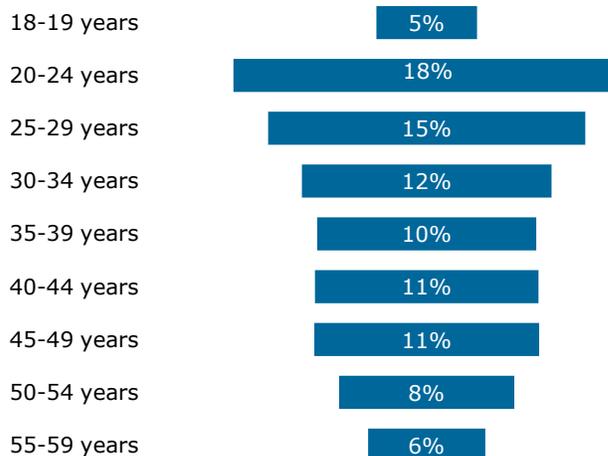
- ITG Funds Utilized: \$2,992,435
- ITGs Issued: 1,453
- ITGs Completed⁴: 1,151
- ITG Placements: 631

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Upper Manhattan Workforce1

Occupation	Value of ITGs Funded	% Funding
Nursing Aides, Orderlies, And Attendants (CNA)	\$453,980	15%
Security Guards	\$310,370	10%
Bookkeeping, Accounting, And Auditing Clerks	\$244,480	8%
Graphic Designers	\$181,500	6%
Maids And Housekeeping Cleaners	\$177,000	6%

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

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "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.

³ Total number of active Partners as indicated on the Master Partner Director, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.