

SBS and WIB Host Delegation from Hong Kong at Queens Workforce1

On June 4, staff from the New York City Department of Small Business Services (SBS) and the WIB hosted five civil servants from the Labour Department of the Hong Kong Special Administrative



Region, People's Republic of China at the Queens Workforce1 Career Center. SBS and WIB staff provided the delegates with an overview of the City's demand-driven workforce development services for businesses and jobseekers, and arranged for a tour of the Career Center. Meeting participants enjoyed the opportunity to discuss key similarities and differences between the New York City and Hong Kong workforce systems.

WIB and SBS Participate in Workforce Innovation Fund Retreat

On May 21st, WIB and SBS staff joined partners from local foundations on a day-long retreat to develop common goals for future investments in local workforce development programs. The New York City Workforce Innovation Fund is comprised of SBS, the New York City Workforce Investment Board, and a group of local private foundations whose purpose is to pool resources to spur innovation. The Workforce Innovation Fund's current projects include the New York City Sectors Initiative, two training and employment initiatives in healthcare and biotechnology; the Sector Strategies Practicum, a year-long program designed to build the capacity of New York City-based organizations to launch and grow sector initiatives; and a Public Workshop Series, designed to increase awareness of sector initiatives in the City. In the coming months, the Workforce Innovation Fund will meet to develop a plan for future initiatives informed by the recent retreat.

Thank You to Two WIB Members!



The WIB would like to extend an enthusiastic thank you to **Robert Battista** and **George Ntim** for connecting their businesses with the NYC Business Solutions Services, provided by SBS.



WIB Workforce Policy Committee Passes Training Provider Resolution

On May 22, the NYC Workforce Investment Board (WIB) Workforce Policy Committee passed a resolution regarding compliance standards for New York State licensed training providers. The resolution allows SBS to require that courses offered by training providers receiving vouchers from the Workforce1 Career Centers be approved by an appropriate licensing body. This is another step in promoting accountability across the training offerings funded by the City.

NYC Labor Market Information Service (NYCLMIS) Introduced at Quarterly Meeting

On June 12, the New York City Labor Market Information Service (NYCLMIS) was introduced at the NYC WIB quarterly meeting. The NYCLMIS provides labor market analysis primarily intended for the public workforce system and undertakes research and technical assistance projects to inform policy makers of critical issues affecting New York City's labor market and economy. The service is a joint endeavor of the NYC WIB and Center for Urban Research (CUR) at the Graduate Center of the City University of New York (CUNY). Lesley Hirsch, the Research Director of the NYCLMIS presented a preview of findings from the soon to be released Transportation Sector Profile. The profile will be available in July on the WIB and CUR websites. Please contact **Lea Kilraine** at lkilraine@sbs.nyc.gov for additional information.

WIB Welcomes Department of Education Representative

The WIB is pleased to welcome **Ms. Jo Ellen Lynch** to the WIB as the Department of Education representative. 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.

Upcoming Events

WIB Executive Committee Meeting
8:30am-9:30am
July 30, 2008
110 William Street

Coro Fellow Completes Research on Turnover Costs

Over the last month, **Jorge Rios**, a Coro Fellow with the WIB, completed his research project on turnover rates and costs within key industries in New York City. His research centered on providing accurate occupation-specific turnover rates in three key industries: healthcare and social assistance, retail, and accommodation and food services and identifying strategies for the City's Department of Small Business Services (SBS) to

engage businesses to market services that reduce turnover. To complete this research, Jorge conducted desk research and interviews with WIB members in these industries as well as other important community stakeholders. His research was presented to key SBS staff and will be used in future business engagement and outreach. Thank you to **Kathy Kearns** for her active participation in this project.

Industry/Occupation	Number Employed in NYC	Entry-level Salary in NYC	Mean Salary in NYC	National Industry Turnover Rate*	NYC Turnover Rate	Turnover Costs	Costs per capita	SBS Subsidy**	SBS Subsidy Rate**
Health care & Social Assistance				30%					
Home care aides	38,910	\$18,570	\$21,130	-	45%	\$245,817.75	\$5,462.62	\$38,026.02	15%
Home health aides	78,390	\$16,730	\$20,410	-	50%	\$249,118.83	\$4,960.44	\$4,982.38	17%
Retail				54%					
Cashiers	62,890	\$15,510	\$20,210	-	65% - 100%	\$350,504.00	\$4,673.39	\$62,762.00	18%
Sales clerks	102,320	\$16,440	\$25,560	-	65% - 85%	\$368,513.00	\$4,913.51	\$62,969.00	17%
Food & Accommodations Services				74%					
Hotel, Motel, and Resort Desk Clerks	2,370	\$21,790	\$33,440	-	65%	\$419,280.33	\$6,450.47	\$56,554.33	13%
Food preparation workers	31,760	\$16,330	\$23,130	-	110% - 130%	\$589,248.80	\$4,910.41	\$101,002.40	17%
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	4,690	\$17,840	\$25,090	-	100%	\$530,190.67	\$5,301.91	\$84,618.67	16%

Sources: U.S. Bureau of Labor Statistics, U.S. Occupational Employment Statistics, NY State Department of Labor, SBS turnover calculator
 * National turnover rates provided by Job Openings and Labor Turnover Statistics (JOLTS) report are only provided at a national scope and include all occupational levels within an industry.
 ** SBS subsidy is the savings in turnover costs to employer if employer uses SBS services.
 ** Subsidy rate is the percentage of turnover costs subsidized by SBS through advertisement service, search firm services, and training services.

Youth Board/ Youth Council Meets to Discuss Capacity Building

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 devoted the majority of its time to a presentation and a panel discussion on supporting providers for high quality services. This presentation 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 and partnership building efforts in relation to that program, Youth Council and Youth Board letters urging support of the Summer Jobs Stimulus Act of 2008, and the WIB Economic Development Roundtable.

MEMBER SPOTLIGHT:

Kathleen Kearns, Senior Vice President, Development & External Affairs, Continuum Health Partners



Kathy Kearns is Senior Vice President at Continuum Health Partners, the parent company of Beth Israel Medical Center, St. Luke's-Roosevelt Hospital Center, Long Island College Hospital, and The New York Eye & Ear Infirmary, in New York City.

Kathy joined the WIB in 2003, and chaired the Strategic Planning Committee. She presently serves on the current Executive Committee and is Chair of the Business Engagement and Member Recruitment Workgroup. Kathy also worked as a member of the WIB's Healthcare Taskforce to develop a response to the Berger Commission Report.

Why are you a member of the WIB?

Kathy was first introduced to the WIB by Commissioner Walsh, an old friend from the days when she worked at Beth Israel and the Commissioner was running the Union Square

Business Improvement District. Kathy was intrigued by the Commissioner's vision for public service and the many opportunities that the WIB affords for impacting the lives of New Yorkers.

Complementing this first introduction to the WIB, Kathy feels fortunate to have had a successful career with the same business for the last 20 years and recognizes that there is a huge group of New Yorkers that we as a City need to do everything we can to ensure have the same opportunities as those that were afforded to her. The WIB plays many roles, vital in that is the training opportunities available to help New Yorkers lead successful, fruitful lives.

Through her work with the WIB, Kathy has been continually inspired by her colleagues. "They are great examples of civic service...coming from many different industries but committed to working together to make the City a better place to live and work." Working collaboratively with her colleagues on the workforce challenges

facing New York City fosters Kathy's continued interest and support of the WIB.

Why are the services offered through the system important to businesses?

"Business Services are important for a number of reasons, most importantly, trying to help small business owners." Kathy knows that time is precious for small business owners and that they need as much help as they can to attract workers and understand the effects that the local economy has on their business.

"We all know that this is the biggest area of growth in the City and the country. Anything that we can do to help these businesses thrive is important." Kathy recognizes that the work that we do helping larger businesses is also key as they play a vital role in the City's economy.

What is your favorite place in NYC?

Her church, St. Ignatius Loyola on the Upper East Side. Kathy and her husband were married there.