

New York State Workforce Investment Act

*A n n u a l R e p o r t*  
**2003**  
*P r o g r a m Y e a r*

George E. Pataki, Governor   Linda Angello, Commissioner   Richard Calo, Chairman



Linda Angello  
*Commissioner of Labor*

### *Commissioner's Message*

On behalf of Governor George E. Pataki, the New York State Workforce Investment Board, the New York State Department of Labor and the many dedicated workforce development professionals who are working in partnership to deliver optimum services across the Empire State, I am pleased to submit New York State's Workforce Investment Act Title I Annual Report for Program Year 2003.

Our mission is to advocate job creation and economic growth through workforce development. This report looks at the many initiatives that are taking place at the state and local level funded through Workforce Investment Act Title I to meet the needs of the businesses and job seekers we serve. State and Local Workforce Investment Boards have been forging ahead to tackle the challenges that face both workers and employers, as we work to keep New York's economy competitive in the world arena.

There are many training and education initiatives that benefit from the cooperation of government, the business community, academia and community-based organizations. Throughout the challenging economic times of the last Program Year, Governor Pataki has continued his commitment to employ WIA funds as part of a state and local partnership for economic development. Since Governor Pataki announced the Building Skills in New York State program in 2002, over \$27 million dollars has been awarded to 479 companies statewide, to upgrade the skills of more than 31,466 workers. This public-private collaboration takes advantage of significant private sector investment to provide tangible economic and community benefits.

We are proud to offer an Annual Report that showcases the best of what we had to offer our customers across New York State in Program Year 2003. The State Board remains committed to working with our local boards to: strengthen our service delivery system, enhance our ability to provide and measure the quality of our services, and increase the capacity for strategic planning for a human capital advantage.

## State & Local Board Partnerships: Strategic Planning and Human Resource Challenges



At the close of Program Year 2002, the New York State Workforce Investment Board issued a competitive challenge to its 33 local boards: to undertake strategic planning around regional human capital needs. The State Board wanted to encourage local boards to interact with their communities, to coordinate demand-driven economic and workforce development needs with the policy, governance, and operations of the local workforce system.

Twenty-eight local boards undertook the challenge at the beginning of Program Year 2003. They have used \$2.8 million of WIA Statewide Activities funds to define and organize local community workforce functions. By design, the process required strong community involvement and gave local boards sufficient time to analyze results to see if their plans would work. Local boards report many positive results:

-  increased respect from their economic development partners;
-  more awareness of key issues and giving the board a role in those areas;
-  clearer sense of focus;
-  development of common goals for regional planning beyond the local workforce area boundaries;
-  stronger involvement of K-12 education system partners; and
-  an opportunity to develop new partnerships and a broader pool of interested parties to help the board identify issues and carry out its mission.

The State Board pushed strategic planning by accessing national research with New York State workforce implications. Through Program Year 2003, the State Board brought in national experts on issues of mutual interest to state and local board members. Tom Flint, Vice President for Lifelong Learning, Policy & Research at the Council on Adult & Experiential Learning, presented findings on "Adult Learners and Workforce Competitiveness." The Hudson Institute's Graham Toft discussed the Institute's findings detailed in "Beyond Workforce 2020: The Coming (and present) International Market for Labor".

Local Boards are reporting Key Workforce Issues emerging from the strategic planning process. These issues will provide both opportunity and challenge to the state and local boards as we seek to identify goals and strategies to address these regional issues. Program Year 2004 will see the State Board supporting and assisting local boards as they face these human resource challenges:

-  population issues (including an aging workforce and difficulty retaining our young people);

-  entry level skill issues (including literacy, basic math and science skills);
-  the changing nature of work (including helping individuals move from larger organizations to smaller companies);
-  strengthening the education-workforce connection; and
-  defining the labor and skill shortage in terms other than the unemployment insurance rate.

## Critical Success Factors for WIA Title I Program Participants

Accolades go to New York State's network of locally-operated One-Stop Career Centers, which delivered great results for WIA program participants during Program Year 2003. The efforts of all WIA Title I staff achieved a 100% pass rate on all 17 WIA program measures. Standards on 12 of those measures exceeded the federally negotiated thresholds. New York's One-Stop Career Centers continue to provide quality core and intensive services. For example, Adult and Dislocated Worker customers who received only core and intensive services had higher earnings than customers who received training. Special populations, including veterans, individuals with disabilities, older individuals and displaced homemakers continue to benefit from WIA services with employment retention rates comparable to those of other dislocated workers. And, in what is a challenging economic picture in many workforce areas, it is particularly noteworthy that we met and exceeded both the Adult and Dislocated Worker earnings measures.

The State Board continued its commitment to local One-Stop System services by authorizing supplemental allocations of Adult and Dislocated Worker funds from the WIA Statewide Activity fund. Supplemental allocations of \$11,572,890 in Adult funding and \$11,500,000 in Dislocated Worker funding supported training services for 7,738 additional individuals. Twenty-one local workforce areas increased Adult participation levels over their Program Year 2002 levels; 23 local workforce areas increased Dislocated Worker participation levels over Program Year 2002 levels. Despite a sizeable investment of state-level resources, the New York City workforce area served significantly fewer Adult and Dislocated Workers in Program Year 2003: serving approximately 60% fewer Adults and 23% fewer Dislocated Workers, affecting the State's total participant levels.

Program Year 2003 was the first year implementing the State Board's policy of awarding Supplemental Dislocated Worker funding tied to local area expenditures. Thirteen local workforce areas benefitted from an additional \$8,684,243 in funds to continue providing quality services where increased demand was clearly demonstrated by program registrations and expenditures.



## Critical Success Factors for Business

Building Skills in New York State (BUSINYS), the State Board's incumbent worker training grant program, celebrated its second full year of availability. This state-local partnership provides WIA Statewide Activity funds to meet real-time business training needs. Local and state board staff evaluated over 600 applications during Program Year 2003. To date, more than \$27 million has been awarded to over 479 companies offering training to over 31,466 New Yorkers. These grants benefit all sectors in New York's economy, with training across a diverse range of skills. A full-scale evaluation of the first two years of the outcomes of this innovative, on-line grant process will give the State Board guidance on how best to apply this investment of WIA funds.

In conjunction with Governor Pataki, the State Board has offered specific training opportunities to the Manufacturing Sector in process improvement and/or productivity techniques. The NY SMART (New York Skilled Manufacturing Resource Training grants) program offered a competitive grant process to manufacturers that employ 100 or more employees, and a brokered orientation and training grant option for manufacturers that employ fewer than 100. NY SMART will run through Program Year 2004. The initial response is promising, with at least 40 companies being awarded nearly \$5 million to train more than 7,371 workers.

Workforce trends indicate that internal career ladders no longer work well for employees or firms; firms are smaller and jobs are less differentiated. When career ladders exist, there are fewer of them, with far fewer rungs. These upward steps are less dependable and workers need much longer to reach and advance through those rungs. Program Year 2003 saw strong response from nine local workforce areas engaged in five different "Mapping Career Ladders in Key Industry Sectors" projects. These career ladder development initiatives will help businesses increase their employee retention rates and meet their need for skilled workers through mapping and curricula realignment. Sectors currently being mapped include information technology, advanced manufacturing, biotechnology, photonics and aerospace/defense. We commend the initiative of these local boards for developing broad partnerships of business, education, workforce and economic development professionals: Herkimer/Madison/Oneida; Finger Lakes; Capital District; Columbia/Greene; Saratoga/Warren/Washington; Fulton/Montgomery/Schoharie; Hempstead; Suffolk; and Oyster Bay. These career mapping projects are underwritten with an investment of \$3 million in WIA Statewide Activity funds.



## Critical Success Factors for Local Workforce Systems

The full State Board added a new feature to its bimonthly meetings by seeking direct dialog with local board chairs. Chairs and their executive directors are invited to address the State Board; providing an overview of their local system, key priorities and challenges they encounter in carrying out their mission. The State Board uses these opportunities to refine state policies or foster dialog among higher level management to resolve issues brought before them. The State Board appreciates the effort made by the chairs from Chautauqua, Tompkins, Saratoga/Warren/Washington, Cattaraugus/Allegany, and the Finger Lakes boards to strengthen the state-local partnership.

Local board staff continued strategic planning meetings with State Board staff on issues of state and national concern throughout Program Year 2003. State Board staff implemented and disseminated "Local Area Report Cards" during the Program Year with an open dialog among all Workforce Investment Board Directors on how best to use the reports for program improvement, as well as policy realignment. These report cards provide snapshots of local area enrollments, expenditures, performance standards, swipe card data and other data analysis relevant to raising the bar for local workforce systems. State and local board staff are developing appropriate standards to measure each of the indicators to help better understand thresholds for 'success' and areas that need improvement.

Program Year 2003 also saw the first full year of data available through the mandated swipe card systems in each of the State's One-Stop Career Centers. The State Board invested in this technology in Program Year 2002 to get a better understanding of the unregistered core services sought by the customers in a One-Stop Career Center. Initial data reports showed 767,590 visits made to our One-Stop Career Centers, representing 213,356 unique customers. Initial data analysis identified opportunities for policy clarification that will help ensure consistent use of the technology. The final data report card provided to local board staff on swipe cards will serve as the foundation for standards to be used in Program Year 2004. Local board staff have used the data to frame issues to raise with front-line staff about repeat customer usage, service access and ratios of unregistered to registered core customers. More analysis and discussion to better utilize the data accumulated through the "front doors" of our One-Stop Career Centers is needed.

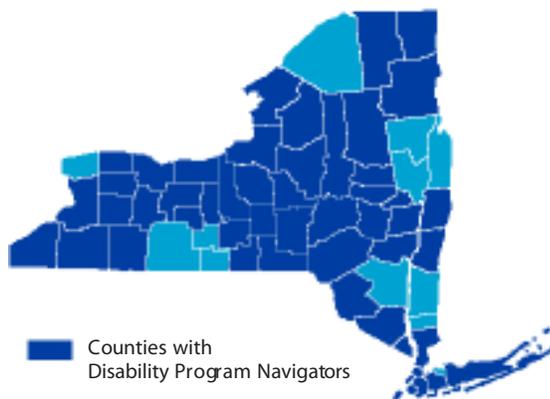
The State Board salutes the eight local workforce areas awarded \$75,000 each in incentive awards during Program Year 2003 for innovative, results-based promising practices. The State Board awards incentives in five different categories: Services to Business





Customers; Services to Job Seekers; Local Board Development / Practices; One-Stop Design and Management; and Workforce Development Partnership initiatives. All incentive awards are posted on the State's Workforce New York website for the widest possible dissemination. Congratulations to the following local boards for their innovative work: Genesee/Livingston/Orleans/Wyoming; Herkimer/Madison/Oneida; Broome/Tioga; Tompkins; Hempstead; Columbia/Greene; Monroe ; and Orange County.

New York State was pleased to offer a new opportunity to local workforce systems through a unique funding award from the US Department of Labor and the Social Security Administration. The Disability Program Navigator (DPN) grant, awarded to NYS in Program Year 2003, was supplemented by \$500,000 in WIA Statewide Activity funds to run a pilot of DPNs in 16 local workforce areas. The funds support 26 DPNs with the charge to develop strategies to increase the employment opportunities and self-sufficiency of persons with disabilities. Through a community of practice with the four workforce areas that received direct federal awards, DPNs work closely with One-Stop Career Center staff, local business networks and supportive service providers to help individuals with disabilities "navigate" the opportunities available to them to secure meaningful employment. Special recognition to Broome/Tioga, Herkimer/Madison/Oneida, Suffolk and New York City, which were awarded national DPN awards from over 600 eligible workforce areas.



And finally, the State Board, through two of its subcommittees and with significant input from many local boards, continues development of the national Work Readiness Credential. This multi-state project completed Phase I early in Program Year 2003, and has moved fully into the assessment development aspect of Phase II of the project. Local boards and their businesses provide continued feedback on various aspects of the process and project.





## Continuous Learning & Improvement

State and local staff spent considerable time during Program Year 2003 gaining a better understanding of the dynamics behind the WIA program measures.

The challenges experienced by numerous local workforce areas in reaching the Adult Earnings Change measure during Program Year 2001 and 2002 led to detailed data analysis and dialog with policy staff. Analysis of the data proved that enrolling and serving employed workers actually enhanced local area performance in many areas and was not serving as a drag on the measure. This helped foster a dialog around utilizing our program success with the Dislocated Worker program model and replicating similar quality and results for the Adult program.

Continued challenges in meeting the WIA Youth performance standards provided an opportunity for significant technical assistance through 13 youth contractor sessions that focused on developing competitive procurement instruments for youth services and data gap analysis. These efforts focused attention on the data elements essential for accurate performance reporting and increased demand for training on the case management systems used for WIA reporting.

Federal guidance issued on the “Common Measures” gave state staff the opportunity to provide seven sessions around New York State focused on the WIA Adult and Dislocated Worker measures and how the federal guidance would influence their program reporting and performance.

In response to the national dialog on infrastructure, staffing and participants being served, New York’s local workforce areas completed “homework assignments” to map the data responding to these critical issues. New York continues to be a national leader in WIA participants served and infrastructure costs are a relative bargain at an average of 6.94% of the WIA Program Year 2003 local formula allocation.

In conjunction with New York State Association of Training and Employment Professionals (NYATEP) New York held five One-Stop Operator Communities of Practice meetings during Program Year 2003 to provide opportunities for One-Stop operators to raise immediate and long-range operational issues.

Finally, New York State remains committed to bringing together workforce professionals from across the state and we joined with NYATEP, the USDOL and the State University of New York to sponsor two conferences during Program Year 2003.

**Table A - Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
<b>Participants</b>	71.0	75.5	1,474	76,691	2,238	65.9
<b>Employers</b>	68.0	72.1	1,521	20,125	1,907	79.8

**Table B- Outcomes for Adults**

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	70.0	66.4	30,635
			46,142
<b>Employment Retention Rate</b>	79.0	83.4	29,225
			35,053
<b>Earnings Change in Six Months</b>	\$2,575	\$3,124	\$106,534,131
			34,099
<b>Employment and Credential Rate</b>	60.0	62.2	8,951
			14,391

**Table C - Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	54.8	1,128 2,060	72.1	1,012 1,404	54.7	1,077 1,969	64.3
Employment Retention Rate	72.2	2,026 2,806	81.1	1,244 1,534	76.2	1,078 1,414	83.3	1,613 1,936
Earnings Change in Six Months	\$2,811	\$7,749,363 2,757	\$2,000	\$2,851,718 1,426	\$2,854	\$3,921,631 1,374	\$1,088	\$1,988,664 1,827
Employment and Credential Rate	54.0	622 1,152	73.1	410 561	55.0	565 1,027	60.6	478 789

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	70.5	6,892 9,777	65.3	23,743 36,365
Employment Retention Rate	87.8	8,721 9,937	81.6	20,504 25,116
Earnings Change in Six Months	\$2,537	\$24,008,394 9,464	\$3,350	\$82,525,737 24,635

**Table E - Dislocated Worker Program Results At A Glance**

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	79.0	71.0	15,395
			21,676
<b>Employment Retention Rate</b>	87.0	87.9	11,991
			13,634
<b>Earnings Replacement in Six Months</b>	87.0	90.2	\$163,371,648
			\$181,095,883
<b>Employment and Credential Rate</b>	52.0	59.0	6,213
			10,534

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
<b>Entered Employment Rate</b>	81.9	934	71.8	239	64.0	1,655	58.5	24
		1,140		333		2,585		41
<b>Employment Retention Rate</b>	87.1	765	87.1	176	85.0	1,238	87.2	34
		878		202		1,457		39
<b>Earnings Replacement Rate</b>	82.3	\$10,198,243	81.5	\$2,071,144	74.4	\$15,404,051	200.2	\$357,658
		\$12,385,349		\$2,542,054		\$20,716,129		\$178,672
<b>Employment And Credential Rate</b>	76.0	465	58.1	97	53.9	605	52.6	10
		612		167		1,123		19

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
<b>Entered Employment Rate</b>	73.2	7,716	68.9	7,679
		10,534		11,142
<b>Employment Retention Rate</b>	89.0	6,020	86.9	5,971
		6,764		6,870
<b>Earnings Replacement Rate</b>	87.7	\$80,692,442	92.8	\$82,679,206
		\$92,001,543		\$89,094,340

**Table H - Older Youth Results At A Glance**

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	62.0	64.5	1,273
			1,973
<b>Employment Retention Rate</b>	76.0	75.9	1,067
			1,405
<b>Earnings Change in Six Months</b>	\$2,850	\$2,765	\$3,602,914
			1,303
<b>Credential Rate</b>	42.0	47.2	1,032
			2,186

**Table I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	<b>Entered Employment Rate</b>	57.2	210	100.0	3	77.3	109	64.0
	367		3		141		1,829	
<b>Employment Retention Rate</b>	68.1	162	100.0	1	77.0	94	75.1	970
		238		1		122		1,291
<b>Earnings Change in Six Months</b>	\$2,788	\$630,138	\$0	\$0	\$1,461	\$163,607	\$2,840	\$3,438,730
		226		1		112		1,211
<b>Credential Rate</b>	39.5	157	66.7	2	56.6	90	46.8	943
		397		3		159		2,016

**Table J - Younger Youth Results At A Glance**

	Negotiated Performance Level	Actual Performance Level	
<b>Skill Attainment Rate</b>	69.0	67.7	12,685
			18,744
<b>Diploma or Equivalent Attainment Rate</b>	42.0	51.8	2,187
			4,222
<b>Retention Rate</b>	46.0	48.7	1,857
			3,813

**Table K - Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	<b>Skill Attainment Rate</b>	63.2	1,636	71.2	1,905	72.8
2,588			2,677		2,761	
<b>Diploma or Equivalent Attainment Rate</b>	46.3	259	75.9	318	39.5	391
		560		419		989
<b>Retention Rate</b>	44.0	258	52.0	238	56.2	616
		586		458		1,096

**Table L - Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	<b>Adults</b>	78.1	13,047	\$2,621	\$41,700,377	0.4	108	\$4,361	\$131,485,323	82.6
	16,713		15,909		30635		30,152		1,141	
<b>Dislocated Workers</b>	83.7	8,817	90.9	\$128,764,929	1.2	190	\$6,452	\$95,463,249	86.2	1,502
		10,533		\$141,661,277		15395		14,795		1,743
<b>Older Youth</b>	68.4	912	\$2,783	\$3,509,378	0.1	1	\$2,275	\$2,718,875		
		1,333		1,261		1273		1,195		

**Table M - Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	46,791	31,855
<b>Dislocated Workers</b>	33,673	18,753
<b>Older Youth</b>	3,542	2,116
<b>Younger Youth</b>	23,170	11,179

**Table N - Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		\$55,035,641
<b>Local Dislocated Workers</b>		\$63,457,989
<b>Local Youth</b>		\$69,152,398
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		\$5,384,945
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		\$11,540,295
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Miscellaneous</b>	\$11,018,313
	<b>ASSISTANCE TO LOCAL AREAS (to carry out Adult employment and training activities)</b>	\$11,543,685
	<b>INCUMBENT WORKER TRAINING INITIATIVES (to upgrade the skills of workers to continue to meet business needs)</b>	\$18,857,863
<b>Total of All Federal Spending Listed Above</b>		\$245,991,129

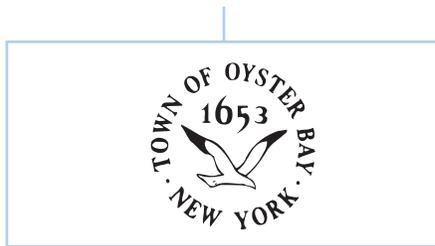
# Long Island Region



## Hempstead/Long Beach



## Oyster Bay/North Hempstead/Glen Cove



## Suffolk



## Regional Highlights

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In Suffolk County, 43 BUSINYS training grants have been awarded for a total of \$2,935,478. A total of \$565,812 in BUSINYS grants was awarded in the Oyster Bay Consortium Area during the past program year, and \$234,071 in BUSINYS grants were awarded in the Hempstead/Long Beach Area.
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On January 20, 2004 the Oyster Bay Consortium Workforce Investment Board sponsored a conference entitled "*Aligning Education, Business and our Future Workforce with a Continuum of Change.*" The event was attended by representatives from local business, education, and workforce, including all three Long Island Region WIBs. The conference promoted awareness of the trends and issues in the local economy and helped define present and future workforce needs.
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Suffolk County WIB is working on the Partnership Opportunities with Workforce Employment Resources (POWER) Project. With funding from a USDOL Work Incentive Grant and in partnership with VESID and Abilities, Inc., the POWER project provides a comprehensive array of activities to assure universal access to the One-Stop System for individuals with disabilities.
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In response to the workforce challenges of the new century, the Town of Hempstead Workforce Investment Board has enacted the "*HempsteadWorks for a Human Capital Advantage Project,*" funded through a grant from the State Board. The WIB worked to raise awareness among business, government, education, labor, community leaders and citizens concerning crucial workforce issues.
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The three WIBs of the region and the New York State Department of Labor have collaborated to establish the "*Workforce New York Long Island Business Team.*" The mission of the Team is to establish and maintain: multiple points of entry where businesses can obtain assistance in recruiting, training and developing workers; a customer-friendly process for applying resources from various funds in response to business, employment, community and economic development needs; an enhanced business perception of the publicly funded workforce investment system; and a public-private sector partnership working to improve the quality of the Long Island workforce, business climate and economy.

**Table O - Local Program Activities**

Local Area Name		Adults	1,259	
Hempstead/Long Beach	Total Participants Served	Dislocated Workers	1,779	
		Older Youth	37	
		Younger Youth	174	
	Total Exiters	Adults	386	
		Dislocated Workers	542	
		Older Youth	19	
		Younger Youth	67	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	72.7	
	Employers	68.0	64.8	
Entered Employment Rate	Adults	70.0	87.9	
	Dislocated Workers	79.0	89.2	
	Older Youth	62.0	62.5	
Retention Rate	Adults	79.0	83.0	
	Dislocated Workers	87.0	85.5	
	Older Youth	73.0	63.6	
	Younger Youth	47.0	51.7	
Earnings Change/Earnings Replacement in Six Months	Adults	2,857	2,369	
	Dislocated Workers	92.0	79.6	
	Older Youth	2,850	4,216	
Credential/Diploma Rate	Adults	60.0	76.5	
	Dislocated Workers	52.0	75.7	
	Older Youth	42.0	60.9	
	Younger Youth	45.0	83.3	
Skill Attainment Rate	Younger Youth	73.0	100.0	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17



**Table O - Local Program Activities**

Local Area Name		Adults	304	
Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Dislocated Workers	713	
		Older Youth	27	
		Younger Youth	148	
	Total Exiters	Adults	101	
		Dislocated Workers	258	
		Older Youth	21	
		Younger Youth	134	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	82.8	
	Employers	68.0	64.0	
Entered Employment Rate	Adults	78.0	91.0	
	Dislocated Workers	83.0	88.4	
	Older Youth	62.0	85.0	
Retention Rate	Adults	79.0	81.5	
	Dislocated Workers	87.0	85.3	
	Older Youth	73.0	53.8	
	Younger Youth	47.0	56.3	
Earnings Change/Earnings Replacement in Six Months	Adults	2,962	104	
	Dislocated Workers	92.0	79.3	
	Older Youth	3,961	493	
Credential/Diploma Rate	Adults	70.0	91.2	
	Dislocated Workers	60.0	83.3	
	Older Youth	45.0	45.0	
	Younger Youth	56.0	90.9	
Skill Attainment Rate	Younger Youth	72.0	99.2	
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14

**Table O - Local Program Activities**

Local Area Name		Adults	1,595
Suffolk County	Total Participants Served	Dislocated Workers	1,642
		Older Youth	47
		Younger Youth	435
	Total Exiters	Adults	680
		Dislocated Workers	692
		Older Youth	15
		Younger Youth	135
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	80.8
	Employers	68.0	66.7
Entered Employment Rate	Adults	75.0	84.2
	Dislocated Workers	81.0	78.8
	Older Youth	63.0	71.4
Retention Rate	Adults	79.0	84.9
	Dislocated Workers	87.0	84.9
	Older Youth	76.0	88.9
	Younger Youth	47.0	63.1
Earnings Change/Earnings Replacement in Six Months	Adults	2,900	390
	Dislocated Workers	89.0	75.2
	Older Youth	3,309	1,719
Credential/Diploma Rate	Adults	68.0	81.0
	Dislocated Workers	58.0	79.1
	Older Youth	44.0	35.7
	Younger Youth	56.0	92.6
Skill Attainment Rate	Younger Youth	70.0	84.0
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Met Exceeded
		2	0 15



# New York City Region



New York City



## Regional Highlights

-  The New York City One-Stop System and flagship Workforce1 Career Centers made significant progress during Program Year 2003. The Workforce1 Career Centers operate in Queens, the Bronx and Upper Manhattan with a new center in Brooklyn opened in May of 2004. Two new Career Centers will open in Lower Manhattan and Staten Island in Program Year 2004, along with two CUNY affiliates at LaGuardia Community College in western Queens and CUNY on the Concourse in the Bronx.
-  New York City has gained resources to help the One-Stop System expand and improve services to people with disabilities. Through funding from the NYSDOL, the City engaged the firm Hire disAbility as its Disability Program Navigator (DPN). In the first eight months, the One-Stop System participation of registered individuals with disabilities increased 118%. Work Incentive Grants from NYSDOL funded equipment modules for the Workforce1 Career Centers, further improving the Centers' accessibility.
-  The Mandarin Hotel, located in the City's Columbus Center complex, filled 320 positions through a partnership between the City's Small Business Services (SBS) and the NYSDOL. A joint campaign launched in August 2003 included extensive community outreach. As a result, 91% of those hired came from the outreach and recruitment partnership (320 of the 353 staff hired).
-  Under the WIB's leadership, SBS and the Brooklyn Workforce1 Career Center are coordinating a hiring initiative with Steiner Studios and other film industry-related employers at the Brooklyn Navy Yard, which may bring hundreds of jobs to the City. As a single point-of-contact for local job seekers, production companies and vendors involved in Steiner Studio productions, SBS will establish a recruitment outpost at the Navy Yard in October 2004 in cooperation with the Career Centers, the Training and Employment Council in Brooklyn, New York City Housing Authority, the Brooklyn Navy Yard Development Corporation and numerous Community Based Organizations.
-  The Brooklyn Workforce1 Career Center is helping fill up to 800 retail jobs through a public private partnership with business tenants of the Atlantic Terminal Center, a new shopping mall in downtown Brooklyn. The Career Center partnered with the CUNY-led New York City Sales and Service Training Partnership and the National Retail Federation, the world's largest retail trade association, to help local CBOs assess, train and place jobseekers with Atlantic Terminal employers.
-  In April, the Queens Workforce1 Career Center hosted a roundtable discussion with the Mayor's Office of Immigrant Affairs and 20 CBOs to discuss ways the Career Center can better meet the needs of immigrant and limited English-proficiency customers. Based on this input, we will develop a plan to improve services.





**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	19,923	
		New York City		Dislocated Workers
Older Youth	1,931			
Younger Youth	12,518			
Total Exitters				
		Adults	16,659	
		Dislocated Workers	10,208	
		Older Youth	1,241	
		Younger Youth	6,292	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	65.3	
	Employers	68.0	65.4	
Entered Employment Rate	Adults	68.0	62.5	
	Dislocated Workers	76.0	62.7	
	Older Youth	60.0	60.3	
Retention Rate	Adults	79.0	80.7	
	Dislocated Workers	87.0	85.7	
	Older Youth	76.0	73.0	
	Younger Youth	43.0	38.4	
Earnings Change/Earnings Replacement in Six Months	Adults	3,084	3,707	
	Dislocated Workers	87.0	92.4	
	Older Youth	3,055	2,941	
Credential/Diploma Rate	Adults	56.0	46.5	
	Dislocated Workers	49.0	47.2	
	Older Youth	42.0	50.6	
	Younger Youth	39.0	43.3	
Skill Attainment Rate	Younger Youth	67.0	53.2	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16



# Hudson Valley Region



## Dutchess

**Dutchess Works**  
Dutchess County Workforce Connection

## Orange

**ORANGE WORKS**

## Rockland

**...to prepare our workforce for the 21st century**

## Sullivan

**SULLIVAN WORKS**  
One Stop System

## Ulster

**Ulster County WORKFORCE SYSTEM ONESTOP Job Center**

## Westchester Putnam

Westchester-Putnam

**Workforce New York**  
Put us to work for you

## Yonkers

Yonkers

**Workforce New York**  
Put us to work for you

**Workforce New York**  
Put us to work for you



## Regional Highlights

-  The WIBs of Dutchess, Orange, Ulster and Sullivan Counties recognize the impact a highly skilled workforce has on the regional economy. As a result, the Mid-Hudson Regional WIB meets regularly to sponsor workforce conferences, discuss common concerns, formulate regional strategies, and partner to achieve better results. This collective effort resulted in the Lifelong Learning project. The main goal is to promote Lifelong Learning practices by helping companies implement a process to educate current and potential employees on changing skill requirements and career opportunities.
-  The Hudson Valley area was awarded \$268,500 in Building Skills in New York grants to provide training to incumbent workers.
-  Ulster County has developed a Business Resource Committee dubbed the “Red Carpet Team.” The Team includes representatives of the Chamber of Commerce, Office of Employment and Training, New York State Department of Labor, Empire Zone, Ulster County Development Corporation and VESID. Together they have developed a wide range of services to businesses and have successfully attracted new businesses to the county.
-  Dutchess County spent significant resources during Program Year 2003 to reinvent its youth programs. The model they developed will mirror the Dutchess Works One-Stop Center by opening the equivalent of a Youth One-Stop Center. It will offer assessment, referral (both educational and vocational), job placement and mentoring within a single center. Program launch is planned for Program Year 2004.



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	562	
		Dutchess County		Dislocated Workers
Older Youth	24			
Younger Youth	143			
Total Exitters				
		Adults	229	
		Dislocated Workers	94	
		Older Youth	31	
		Younger Youth	144	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	67.6	
	Employers	68.0	74.7	
Entered Employment Rate	Adults	76.0	97.2	
	Dislocated Workers	79.0	96.1	
	Older Youth	62.0	57.9	
Retention Rate	Adults	79.0	85.8	
	Dislocated Workers	87.0	91.9	
	Older Youth	68.0	61.5	
	Younger Youth	46.0	58.8	
Earnings Change/Earnings Replacement in Six Months	Adults	2,800	2,830	
	Dislocated Workers	87.0	89.6	
	Older Youth	2,300	1,629	
Credential/Diploma Rate	Adults	55.0	73.5	
	Dislocated Workers	52.0	70.5	
	Older Youth	42.0	13.2	
	Younger Youth	44.0	46.8	
Skill Attainment Rate	Younger Youth	70.0	74.9	
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	915	
		Orange County		Dislocated Workers
Older Youth	42			
Younger Youth	162			
Total Exitters				Adults
		Dislocated Workers	258	
		Older Youth	30	
		Younger Youth	205	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	70.8	
	Employers	68.0	69.7	
Entered Employment Rate	Adults	75.0	96.9	
	Dislocated Workers	79.0	85.3	
	Older Youth	70.0	81.8	
Retention Rate	Adults	79.0	92.5	
	Dislocated Workers	87.0	93.4	
	Older Youth	74.0	76.9	
	Younger Youth	47.0	76.7	
Earnings Change/Earnings Replacement in Six Months	Adults	2,812	1,007	
	Dislocated Workers	92.0	82.3	
	Older Youth	2,300	3,697	
Credential/Diploma Rate	Adults	60.0	82.3	
	Dislocated Workers	52.0	77.8	
	Older Youth	42.0	33.3	
	Younger Youth	42.0	62.1	
Skill Attainment Rate	Younger Youth	72.0	91.0	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15



**Table O - Local Program Activities**

Local Area Name		Adults	294	
Rockland County	Total Participants Served	Dislocated Workers	486	
		Older Youth	8	
		Younger Youth	198	
	Total Exiters	Adults	51	
		Dislocated Workers	102	
		Older Youth	4	
		Younger Youth	131	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	77.2	
	Employers	68.0	72.2	
Entered Employment Rate	Adults	73.0	92.9	
	Dislocated Workers	75.0	100.0	
	Older Youth	62.0	100.0	
Retention Rate	Adults	79.0	90.0	
	Dislocated Workers	87.0	91.5	
	Older Youth	73.0	100.0	
	Younger Youth	46.0	100.0	
Earnings Change/Earnings Replacement in Six Months	Adults	3,007	3,632	
	Dislocated Workers	92.0	109.2	
	Older Youth	2,945	3,989	
Credential/Diploma Rate	Adults	60.0	50.0	
	Dislocated Workers	50.0	91.3	
	Older Youth	50.0	91.7	
	Younger Youth	43.0	100.0	
Skill Attainment Rate	Younger Youth	69.0	94.0	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	172	
Sullivan County		Dislocated Workers	89	
		Older Youth	20	
		Younger Youth	26	
		Total Exitters	Adults	114
		Dislocated Workers	57	
		Older Youth	7	
		Younger Youth	10	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	86.3	
	Employers	68.0	68.8	
Entered Employment Rate	Adults	80.0	88.9	
	Dislocated Workers	79.0	82.9	
	Older Youth	76.0	100.0	
Retention Rate	Adults	79.0	86.5	
	Dislocated Workers	87.0	81.8	
	Older Youth	69.0	100.0	
	Younger Youth	47.0	50.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,771	2,021	
	Dislocated Workers	92.0	96.6	
	Older Youth	2,850	7,559	
Credential/Diploma Rate	Adults	72.0	71.2	
	Dislocated Workers	52.0	75.7	
	Older Youth	51.0	100.0	
	Younger Youth	56.0	50.0	
Skill Attainment Rate	Younger Youth	75.0	89.3	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16



**Table O - Local Program Activities**

Local Area Name		Adults	201	
Ulster County	Total Participants Served	Dislocated Workers	189	
		Older Youth	10	
		Younger Youth	131	
	Total Exitters	Adults	210	
		Dislocated Workers	133	
		Older Youth	10	
		Younger Youth	144	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	84.6	
	Employers	68.0	84.0	
Entered Employment Rate	Adults	78.0	77.8	
	Dislocated Workers	81.0	77.3	
	Older Youth	62.0	42.9	
Retention Rate	Adults	79.0	88.9	
	Dislocated Workers	87.0	89.5	
	Older Youth	71.0	100.0	
	Younger Youth	42.0	42.2	
Earnings Change/Earnings Replacement in Six Months	Adults	2,575	2,819	
	Dislocated Workers	92.0	82.0	
	Older Youth	2,860	2,745	
Credential/Diploma Rate	Adults	69.0	74.6	
	Dislocated Workers	56.0	73.9	
	Older Youth	46.0	27.3	
	Younger Youth	42.0	39.5	
Skill Attainment Rate	Younger Youth	71.0	95.2	
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	2,280	
		Westchester County Balance/Putnam	Dislocated Workers	1,094
	Older Youth	31		
	Younger Youth	452		
	Total Exiters	Adults	783	
		Dislocated Workers	358	
		Older Youth	8	
		Younger Youth	114	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	78.4	
	Employers	68.0	61.5	
Entered Employment Rate	Adults	70.0	91.6	
	Dislocated Workers	79.0	96.3	
	Older Youth	62.0	42.9	
Retention Rate	Adults	79.0	91.3	
	Dislocated Workers	87.0	92.8	
	Older Youth	76.0	88.9	
	Younger Youth	42.0	51.5	
Earnings Change/Earnings Replacement in Six Months	Adults	2,786	2,746	
	Dislocated Workers	92.0	100.4	
	Older Youth	2,850	2,550	
Credential/Diploma Rate	Adults	60.0	66.4	
	Dislocated Workers	52.0	70.2	
	Older Youth	42.0	37.5	
	Younger Youth	42.0	86.8	
Skill Attainment Rate	Younger Youth	67.0	77.2	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16



**Table O - Local Program Activities**

Local Area Name		Adults	803	
Yonkers	Total Participants Served	Dislocated Workers	456	
		Older Youth	10	
		Younger Youth	93	
	Total Exiters	Adults	409	
		Dislocated Workers	211	
		Older Youth	5	
		Younger Youth	19	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	75.7	
	Employers	68.0	58.7	
Entered Employment Rate	Adults	70.0	90.3	
	Dislocated Workers	79.0	90.0	
	Older Youth	61.0	66.7	
Retention Rate	Adults	79.0	84.6	
	Dislocated Workers	87.0	85.3	
	Older Youth	76.0	0.0	
	Younger Youth	46.0	36.8	
Earnings Change/Earnings Replacement in Six Months	Adults	2,785	2,252	
	Dislocated Workers	92.0	106.4	
	Older Youth	2,850	0	
Credential/Diploma Rate	Adults	55.0	68.9	
	Dislocated Workers	49.0	64.9	
	Older Youth	36.0	0.0	
	Younger Youth	38.0	56.3	
Skill Attainment Rate	Younger Youth	65.0	65.6	
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	1	13

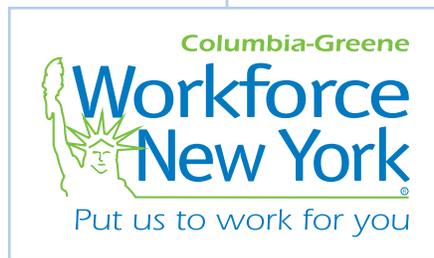
# Greater Capital Region



## Capital Region



## Columbia-Greene



## Fulton/Montgomery/Schoharie



## Saratoga/Warren/Washington



## Regional Highlights

-  The four WIBs of the Greater Capital Region have received: BUSINYS grants totaling \$2,841,652, serving 44 businesses and 4,252 trainees; \$610,883 in grants under NY Smart program, targeted to the manufacturing industry, to provide incumbent worker training at seven businesses; and \$339,000 in Accelerate NY grants, a program for small and medium sized business to support the development of a business plan.
-  The Greater Capital Region WIB's convened during Program Year 2003 at the "*Regional Workforce Summit*," bringing together over 200 participants from business, education, economic development and human services organizations to discuss the future of the workforce development. This occurred within the context of a discussion about how the convergence of the global economy, technological advances, changing markets and telecommunications has changed the issues of workforce development permanently. The conference produced a commitment by the four WIBs for a regional approach to strategic planning and workforce programs.
-  The Capital Region WIB has implemented a pilot project to address the career needs of the WIA-registered customers at the One-Stop Career Centers. The Career Portal assists job seekers and those interested in career advancement to identify career ladders in appropriate occupations for their skills and abilities.
-  The Capital Region WIB has offered e-learning as a training option to incumbent workers and job seekers for over two years. More than 1,300 incumbent workers from more than 60 businesses have taken advantage of this valuable on-the-job training tool, using licenses obtained from NYWired for Education to access a catalog with a wide variety of courses.
-  All four WIBs offer an Employee Enhancement Program (EEP) in the region. The EEP is a 12-hour soft skills training, four-session workshop designed to increase job retention and improve employee success. During the past year, 15 companies sent a total of 85 employees (49 were WIA participants) through this program.



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	1,312	
Capital Region		Dislocated Workers	2,630	
		Older Youth	90	
		Younger Youth	605	
		Total Exitters	Adults	491
		Dislocated Workers	786	
		Older Youth	45	
		Younger Youth	192	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	74.9	
	Employers	68.0	71.3	
Entered Employment Rate	Adults	81.0	88.1	
	Dislocated Workers	79.0	90.4	
	Older Youth	60.0	70.8	
Retention Rate	Adults	79.0	81.7	
	Dislocated Workers	87.0	95.0	
	Older Youth	76.0	85.7	
	Younger Youth	47.0	53.8	
Earnings Change/Earnings Replacement in Six Months	Adults	3,192	4,203	
	Dislocated Workers	92.0	93.5	
	Older Youth	2,400	2,770	
Credential/Diploma Rate	Adults	56.0	78.8	
	Dislocated Workers	49.0	79.1	
	Older Youth	36.0	36.0	
	Younger Youth	41.0	42.4	
Skill Attainment Rate	Younger Youth	70.0	72.8	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17



**Table O - Local Program Activities**

Local Area Name		Adults	227	
Columbia/Greene	Total Participants Served	Dislocated Workers	140	
		Older Youth	34	
		Younger Youth	206	
	Total Exitters	Adults	94	
		Dislocated Workers	96	
		Older Youth	21	
		Younger Youth	90	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	85.2	
	Employers	68.0	77.3	
Entered Employment Rate	Adults	73.0	81.7	
	Dislocated Workers	79.0	83.2	
	Older Youth	78.0	85.7	
Retention Rate	Adults	83.0	93.2	
	Dislocated Workers	87.0	91.1	
	Older Youth	75.0	63.6	
	Younger Youth	47.0	54.8	
Earnings Change/Earnings Replacement in Six Months	Adults	2,750	3,387	
	Dislocated Workers	92.0	90.6	
	Older Youth	2,850	807	
Credential/Diploma Rate	Adults	66.0	85.2	
	Dislocated Workers	52.0	73.3	
	Older Youth	60.0	53.3	
	Younger Youth	56.0	79.5	
Skill Attainment Rate	Younger Youth	73.0	93.6	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
		Not Met	Met	Exceeded
Overall Status of Local Performance		1	0	16



Creating Workforce Solutions



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	472	
Fulton/Montgomery/Schoharie		Dislocated Workers	289	
		Older Youth	58	
		Younger Youth	196	
		Total Exitters	Adults	109
		Dislocated Workers	92	
		Older Youth	16	
		Younger Youth	43	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	84.3	
	Employers	68.0	85.2	
Entered Employment Rate	Adults	81.0	97.1	
	Dislocated Workers	79.0	95.7	
	Older Youth	80.0	100.0	
Retention Rate	Adults	79.0	90.5	
	Dislocated Workers	87.0	96.5	
	Older Youth	76.0	100.0	
	Younger Youth	47.0	100.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,575	4,000	
	Dislocated Workers	92.0	124.9	
	Older Youth	2,850	2,706	
Credential/Diploma Rate	Adults	71.0	91.7	
	Dislocated Workers	53.0	80.6	
	Older Youth	57.0	88.9	
	Younger Youth	56.0	79.3	
Skill Attainment Rate	Younger Youth	70.0	82.6	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17



**Table O - Local Program Activities**

Local Area Name		Adults	522	
Saratoga/Warren/Washington	Total Participants Served	Dislocated Workers	192	
		Older Youth	38	
		Younger Youth	211	
		Total Exitters	Adults	332
		Dislocated Workers	135	
		Older Youth	19	
		Younger Youth	135	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	81.8	
	Employers	68.0	80.2	
Entered Employment Rate	Adults	75.0	79.1	
	Dislocated Workers	82.0	82.8	
	Older Youth	72.0	88.2	
Retention Rate	Adults	79.0	86.4	
	Dislocated Workers	87.0	93.7	
	Older Youth	76.0	82.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,575	1,546	
	Dislocated Workers	87.0	98.7	
	Older Youth	2,850	2,463	
Credential/Diploma Rate	Adults	65.0	68.4	
	Dislocated Workers	56.0	63.1	
	Older Youth	45.0	40.0	
Skill Attainment Rate	Younger Youth	42.0	53.8	
	Younger Youth	69.0	71.6	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16





# North Country Region



## Clinton/Essex/Franklin/Hamilton



## Jefferson/Lewis



## St. Lawrence



## Regional Highlights

-  The Jefferson/Lewis Workforce Area played a lead role in the operation of the local Manufacturing Training Consortium. The purpose of the consortium is to identify workforce-training needs across disciplines in the field of manufacturing and locate sites for cluster workforce development training. Emphasis on the Career Ladder initiative and On-the-Job training component increased as the companies became more fully aware of the link between worker training and workforce development.
-  St. Lawrence County WIB is assisting in a collaborative effort undertaken by Clarkson University, the Council for International Trade, Technology, Education and Communication (CITEC) and the Potsdam Planning and Development Office to create a business “incubator” in a building at Clarkson’s former downtown campus.
-  Clinton/Essex/Franklin/Hamilton WIBs most active sector committee is its Health care committee, which partners with the Northern Area Health Education Center, Inc. As a result of those efforts, a new consortium of seven colleges across the northern part of the state is now working towards shared curricula and distance-learning courses. The consortia will allow for sufficient demand and students to make courses economically feasible without “flooding” any part of the rural market.



**ONEWORKSOURCE**  
BUSINESS & EMPLOYMENT CENTER



**Table O - Local Program Activities**

Local Area Name		Adults	487
North Country	Total Participants Served	Dislocated Workers	131
		Older Youth	26
		Younger Youth	167
		Adults	368
	Total Exitters	Dislocated Workers	89
		Older Youth	15
		Younger Youth	61
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	90.6
	Employers	68.0	81.0
Entered Employment Rate	Adults	70.0	96.4
	Dislocated Workers	82.0	97.6
	Older Youth	66.0	85.7
Retention Rate	Adults	79.0	93.5
	Dislocated Workers	87.0	96.6
	Older Youth	76.0	85.0
	Younger Youth	47.0	63.6
Earnings Change/Earnings Replacement in Six Months	Adults	2,775	3,715
	Dislocated Workers	92.0	120.7
	Older Youth	2,850	3,599
Credential/Diploma Rate	Adults	59.0	87.0
	Dislocated Workers	56.0	77.6
	Older Youth	42.0	66.7
	Younger Youth	56.0	76.1
Skill Attainment Rate	Younger Youth	72.0	77.9
<b>Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")</b>			
None		0	0
None		0	0
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	522
Jefferson/Lewis			Dislocated Workers
	Older Youth		97
	Younger Youth		567
	Total Exitters		Adults
		Dislocated Workers	108
		Older Youth	21
		Younger Youth	167
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	83.6
	Employers	68.0	82.9
Entered Employment Rate	Adults	71.0	94.5
	Dislocated Workers	82.0	94.6
	Older Youth	80.0	93.3
Retention Rate	Adults	79.0	93.3
	Dislocated Workers	87.0	96.6
	Older Youth	81.0	90.9
	Younger Youth	47.0	92.0
Earnings Change/Earnings Replacement in Six Months	Adults	3,096	5,583
	Dislocated Workers	87.0	78.6
	Older Youth	3,961	3,897
Credential/Diploma Rate	Adults	64.0	80.7
	Dislocated Workers	58.0	85.7
	Older Youth	60.0	81.3
	Younger Youth	56.0	81.0
Skill Attainment Rate	Younger Youth	74.0	89.9
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Met Exceeded
		0	0 17



**Table O - Local Program Activities**

Local Area Name		Adults	542	
St. Lawrence County	Total Participants Served	Dislocated Workers	272	
		Older Youth	86	
		Younger Youth	256	
	Total Exiters	Adults	258	
		Dislocated Workers	173	
		Older Youth	68	
		Younger Youth	190	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	79.5	
	Employers	68.0	79.7	
Entered Employment Rate	Adults	70.0	94.9	
	Dislocated Workers	80.0	92.4	
	Older Youth	62.0	68.9	
Retention Rate	Adults	79.0	91.7	
	Dislocated Workers	87.0	93.3	
	Older Youth	76.0	89.2	
	Younger Youth	47.0	53.8	
Earnings Change/Earnings Replacement in Six Months	Adults	2,649	5,677	
	Dislocated Workers	85.0	66.3	
	Older Youth	2,850	2,967	
Credential/Diploma Rate	Adults	60.0	82.9	
	Dislocated Workers	56.0	84.1	
	Older Youth	50.0	73.2	
	Younger Youth	57.0	55.2	
Skill Attainment Rate	Younger Youth	73.0	71.9	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16



# Mohawk Valley Region



## Herkimer-Madison-Oneida



## Regional Highlights

-  The WIB has two grant-funded projects to serve individuals with disabilities. These grants are transforming the One-Stop System and creating new partnerships among community agencies and the Workforce Investment System. The grants serve individuals with disabilities in conjunction with about 20 community agencies. Many of these agencies had no direct contact with the One-Stop System prior to these projects.
-  To meet the long-range need for science and technology workers, the WIB has increased its partnerships with high schools, particularly by supporting efforts to provide mentoring and internship activities to disadvantaged students. The WIB acts as a catalyst for grant-writing projects that seek to upgrade the skills of IT and cyber-security students through projects submitted to the National Science Foundation.





**Table O - Local Program Activities**

Local Area Name		Adults	1,170
Oneida/Herkimer/Madison	Total Participants Served	Dislocated Workers	834
		Older Youth	103
		Younger Youth	897
	Total Exitters	Adults	503
		Dislocated Workers	338
		Older Youth	48
		Younger Youth	212
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	74.9
	Employers	68.0	75.9
Entered Employment Rate	Adults	79.0	91.3
	Dislocated Workers	85.0	95.6
	Older Youth	62.0	72.7
Retention Rate	Adults	79.0	87.8
	Dislocated Workers	88.0	92.5
	Older Youth	73.0	83.3
	Younger Youth	46.0	51.9
Earnings Change/Earnings Replacement in Six Months	Adults	3,056	3,391
	Dislocated Workers	92.0	96.2
	Older Youth	2,850	2,912
Credential/Diploma Rate	Adults	73.0	86.8
	Dislocated Workers	60.0	83.9
	Older Youth	44.0	37.1
	Younger Youth	48.0	67.6
Skill Attainment Rate	Younger Youth	68.0	68.9
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
None		0	0
None		0	0
		Not Met	Met Exceeded
Overall Status of Local Performance		0	0 17



# Central Region



## Cayuga-Cortland



## Onondaga



## Oswego



## Regional Highlights

-  The Cayuga/Cortland area received four BUSINYS Grants and three SMART 100 grants. CNYWorks (Onondaga County WIA) has successfully obtained Accelerate NY, BUSINYS and SMART grants that have provided almost \$1.5 million in training money to serve 3,183 employees of area businesses.
-  The Cayuga/Cortland WIB responded to the economic shifts of the region by developing an Information-Based Planning approach using “real time data” to identify the key industry sectors in the region to invest training dollars. This resulted in a new and greatly reduced demand occupation list for the area and helped target funding to participant and employer needs.
-  The Onondaga LWIB continues to be proactive in regard to economic shifts in its continued use of the “*Community Audit of CNY Workforce Development Needs*.” The Community Audit helps get clients involved in the job search and job training programs that have excellent prospects for success.
-  The Oswego WIB has developed a number of responses to the emerging workforce trends including: the development and implementation of the Disability Navigator Program; the completion of the Skills Gap Project with 10 businesses and 97 workers assessed; participation of 83 workers in skill remediation with 62 increasing their skill levels; and improvement in the Business Systems Team that allowed for the delivery of a unified program.



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	258
Cayuga/Cortland			Dislocated Workers
		Older Youth	42
		Younger Youth	161
	Total Exiters	Adults	203
		Dislocated Workers	148
		Older Youth	20
		Younger Youth	49
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	41.2
	Employers	68.0	78.2
Entered Employment Rate	Adults	72.0	92.3
	Dislocated Workers	82.0	97.0
	Older Youth	77.0	86.7
Retention Rate	Adults	79.0	94.0
	Dislocated Workers	87.0	94.5
	Older Youth	75.0	80.0
Earnings Change/Earnings Replacement in Six Months	Younger Youth	44.0	65.5
	Adults	2,648	2,578
	Dislocated Workers	87.0	93.5
Credential/Diploma Rate	Older Youth	3,000	501
	Adults	67.0	78.8
	Dislocated Workers	57.0	90.3
Skill Attainment Rate	Older Youth	50.0	54.5
	Younger Youth	52.0	65.5
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Met
		2	0
			Exceeded
			15



**Table O - Local Program Activities**

Local Area Name		Adults	983	
Onondaga County	Total Participants Served	Dislocated Workers	847	
		Older Youth	77	
		Younger Youth	911	
	Total Exitters	Adults	456	
		Dislocated Workers	332	
		Older Youth	52	
		Younger Youth	595	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	75.4	
	Employers	68.0	73.4	
Entered Employment Rate	Adults	69.0	79.0	
	Dislocated Workers	86.0	82.6	
	Older Youth	65.0	55.2	
Retention Rate	Adults	79.0	77.9	
	Dislocated Workers	87.0	88.3	
	Older Youth	73.0	65.8	
	Younger Youth	47.0	37.9	
Earnings Change/Earnings Replacement in Six Months	Adults	2,800	2,271	
	Dislocated Workers	90.0	83.9	
	Older Youth	3,000	1,835	
Credential/Diploma Rate	Adults	62.0	62.1	
	Dislocated Workers	52.0	77.9	
	Older Youth	45.0	20.3	
	Younger Youth	38.0	53.4	
Skill Attainment Rate	Younger Youth	71.0	89.4	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15



**Table O - Local Program Activities**

Local Area Name		Adults	538	
Oswego County	Total Participants Served	Dislocated Workers	276	
		Older Youth	27	
		Younger Youth	195	
	Total Exiters	Adults	342	
		Dislocated Workers	111	
		Older Youth	14	
		Younger Youth	54	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	86.7	
	Employers	68.0	70.4	
Entered Employment Rate	Adults	83.0	90.6	
	Dislocated Workers	85.0	90.7	
	Older Youth	80.0	70.0	
Retention Rate	Adults	79.0	91.0	
	Dislocated Workers	87.0	96.5	
	Older Youth	78.0	95.8	
	Younger Youth	47.0	65.5	
Earnings Change/Earnings Replacement in Six Months	Adults	3,428	4,059	
	Dislocated Workers	92.0	94.8	
	Older Youth	2,850	4,214	
Credential/Diploma Rate	Adults	76.0	78.4	
	Dislocated Workers	60.0	81.4	
	Older Youth	55.0	55.6	
	Younger Youth	52.0	82.8	
Skill Attainment Rate	Younger Youth	70.0	92.3	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
		Not Met	Met	Exceeded
Overall Status of Local Performance		0	0	17

# Southern Tier Region



## Broome/Tioga



## Chemung-Schuyler-Steuben



## Chenango/Delaware/Otsego



## Tompkins



## Regional Highlights

- 

The Broome/Tioga WIB has continued to sponsor the CareerBuilder section in the Press & Sun Bulletin. A column by WIB Director Patrick Doyle appears in the Sunday paper and in a weekly pull-out section. The column touches on a wide range of topics from career advice to employment opportunities. It is featured along with a photograph that profiles someone local in the world of work and a question-and-answer section.
- 

B-T Works also cooperated with the Press & Sun Bulletin and the Binghamton Mets on the "3<sup>rd</sup> Annual Work Tryout Camp," giving career changers a chance to try out various jobs in Greater Binghamton.
- 

The Chenango/Delaware/Otsego WIB launched, after a year of development, a regional Internship Web site ([www.wdcintern.org](http://www.wdcintern.org)) designed to promote college and high school student internship requests and business internship opportunities.
- 

The Chemung/Schuyler/Steuben WIB hosted the second annual Job Squad Jam in April at Watson Homestead in Coopers Plains. Over 100 youth and staff participated in this event. Keynote speaker was Guy Vickers, President of the Hilfiger Foundation.
- 

The Accelerate NY Grant has had a positive impact on all regional participating companies and is providing an opportunity for local one stop systems to better align in meeting the workforce needs of small and medium sized businesses. For Chenango/Otsego/Delaware Counties the companies are: AJS Controls, Inc., Custom Electronics, Inc and Gilbert Machine & Tool, Sherburne Metals. For Broome/Tioga Counties they include: ArroTech LLC, Binghamton Simulator Company and Crowley Fabricating & Machine. For Tompkins County the participants are: C&D Assembly, Inc, Fingerlakes Fabricating and MPL, Inc. For Steuben/Schuyler/Chemung Counties the companies are: Cameron Fabricating Corp., Hardinge Brothers Workholding Division, Silicon Carbide Products, Inc., Taylor Precision Machining and Vergason T. Technology, Inc.
- 

A number of local companies received BUSINYS awards, including: Control Concepts, Nelson A. Taylor Co., Inc., BAE Systems Controls, Inc., Universal Instruments Corporation, L-3 Communications Corporation, P B Industries, LLC, Endicott Interconnect Technologies, Inc. and Nationwide Credit, Inc.



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	581	
		Broome/Tioga		Dislocated Workers
Older Youth	60			
Younger Youth	134			
Total Exitters				Adults
		Dislocated Workers	247	
		Older Youth	45	
		Younger Youth	94	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	77.0	
	Employers	68.0	80.5	
Entered Employment Rate	Adults	72.0	94.1	
	Dislocated Workers	79.0	94.9	
	Older Youth	70.0	65.2	
Retention Rate	Adults	79.0	84.4	
	Dislocated Workers	87.0	95.5	
	Older Youth	76.0	62.5	
Earnings Change/Earnings Replacement in Six Months	Younger Youth	47.0	52.5	
	Adults	2,300	2,147	
	Dislocated Workers	87.0	95.2	
Credential/Diploma Rate	Older Youth	2,850	1,728	
	Adults	64.0	77.9	
	Dislocated Workers	55.0	80.5	
Skill Attainment Rate	Older Youth	55.0	35.5	
	Younger Youth	52.0	26.4	
	Younger Youth	72.0	77.1	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14



**Table O - Local Program Activities**

Local Area Name		Adults	1,824	
Chemung/Schuylers/Steuben	Total Participants Served	Dislocated Workers	433	
		Older Youth	61	
		Younger Youth	272	
	Total Exiters	Adults	2,045	
		Dislocated Workers	290	
		Older Youth	37	
		Younger Youth	123	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	73.8	
	Employers	68.0	71.3	
Entered Employment Rate	Adults	70.0	63.1	
	Dislocated Workers	80.0	66.0	
	Older Youth	67.0	67.9	
Retention Rate	Adults	79.0	86.4	
	Dislocated Workers	87.0	86.4	
	Older Youth	77.0	76.9	
	Younger Youth	47.0	47.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,790	1,070	
	Dislocated Workers	92.0	104.6	
	Older Youth	2,750	2,587	
Credential/Diploma Rate	Adults	63.0	83.0	
	Dislocated Workers	56.0	77.8	
	Older Youth	42.0	38.9	
	Younger Youth	57.0	60.7	
Skill Attainment Rate	Younger Youth	70.0	68.1	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16



**Table O - Local Program Activities**

Local Area Name		Adults	604	
Chenango/Delaware/Otsego	Total Participants Served	Dislocated Workers	355	
		Older Youth	70	
		Younger Youth	193	
	Total Exiters	Adults	224	
		Dislocated Workers	199	
		Older Youth	38	
		Younger Youth	67	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	78.8	
	Employers	68.0	71.1	
Entered Employment Rate	Adults	82.0	94.4	
	Dislocated Workers	84.0	97.1	
	Older Youth	68.0	91.3	
Retention Rate	Adults	79.0	91.3	
	Dislocated Workers	89.0	98.4	
	Older Youth	76.0	92.6	
	Younger Youth	47.0	71.9	
Earnings Change/Earnings Replacement in Six Months	Adults	2,607	4,294	
	Dislocated Workers	87.0	102.4	
	Older Youth	2,525	3,993	
Credential/Diploma Rate	Adults	55.0	81.7	
	Dislocated Workers	52.0	75.7	
	Older Youth	46.0	56.3	
	Younger Youth	56.0	57.1	
Skill Attainment Rate	Younger Youth	70.0	78.5	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17





**Table O - Local Program Activities**

Local Area Name		Adults	360	
Tompkins County	Total Participants Served	Dislocated Workers	313	
		Older Youth	20	
		Younger Youth	43	
	Total Exiters	Adults	113	
		Dislocated Workers	154	
		Older Youth	22	
		Younger Youth	57	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	77.6	
	Employers	68.0	79.3	
Entered Employment Rate	Adults	70.0	78.6	
	Dislocated Workers	79.0	89.6	
	Older Youth	72.0	100.0	
Retention Rate	Adults	79.0	86.9	
	Dislocated Workers	87.0	91.1	
	Older Youth	70.0	70.0	
	Younger Youth	47.0	69.6	
Earnings Change/Earnings Replacement in Six Months	Adults	2,575	299	
	Dislocated Workers	92.0	113.4	
	Older Youth	2,415	18	
Credential/Diploma Rate	Adults	60.0	89.7	
	Dislocated Workers	58.0	92.0	
	Older Youth	47.0	56.5	
	Younger Youth	56.0	57.1	
Skill Attainment Rate	Younger Youth	71.0	88.2	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# Finger Lakes Region



## Monroe



## Genesee / Livingston / Orleans / Wyoming



## Ontario / Wayne / Seneca / Yates



## Regional Highlights

-  In response to the economic shifts in the region, the three WIBs in the region have secured \$4,342,459 in Building Skills in New York State grants (funded with WIA State Level Activity funds) for 84 companies to train 4,164 incumbent workers. To help local businesses develop their applications, the WIBs mobilized business services teams to assist companies.
-  Finger Lakes WORKS identified a demand in health care employment and developed a communication plan and a career ladder to inform people about employment and training opportunities in this field. As a result of the concentrated effort to educate the public, the WIB has a 77% increase in health care-related training.
-  The Finger Lakes WIB produced a local cable access television show entitled: *"Finger Lakes WORKS: Making Connections,"* a 30-minute talk show format bringing together workforce issues and solutions to the Finger Lake viewers. Five shows were produced.



**Table O - Local Program Activities**

Local Area Name		Adults	1,270	
Monroe County	Total Participants Served	Dislocated Workers	1,043	
		Older Youth	71	
		Younger Youth	723	
	Total Exiters	Adults	709	
		Dislocated Workers	522	
		Older Youth	51	
		Younger Youth	248	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	80.4	
	Employers	68.0	79.3	
Entered Employment Rate	Adults	75.0	77.4	
	Dislocated Workers	85.0	80.5	
	Older Youth	62.0	63.9	
Retention Rate	Adults	79.0	92.7	
	Dislocated Workers	87.0	91.2	
	Older Youth	76.0	50.0	
Earnings Change/Earnings Replacement in Six Months	Younger Youth	47.0	69.0	
	Adults	2,800	1,479	
	Dislocated Workers	87.0	82.2	
Credential/Diploma Rate	Older Youth	2,850	2,708	
	Adults	67.0	92.1	
	Dislocated Workers	52.0	48.4	
Skill Attainment Rate	Older Youth	45.0	16.7	
	Younger Youth	52.0	42.0	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14

**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	2,057	
		GLOW		Dislocated Workers
Older Youth	71			
Younger Youth	322			
Total Exitters				
		Adults	1,697	
		Dislocated Workers	346	
		Older Youth	46	
		Younger Youth	180	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	64.3	
	Employers	68.0	71.4	
Entered Employment Rate	Adults	74.0	72.0	
	Dislocated Workers	85.0	74.1	
	Older Youth	80.0	84.0	
Retention Rate	Adults	79.0	87.7	
	Dislocated Workers	87.0	89.0	
	Older Youth	75.0	56.5	
	Younger Youth	47.0	57.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,082	851	
	Dislocated Workers	89.0	83.8	
	Older Youth	2,406	625	
Credential/Diploma Rate	Adults	67.0	71.7	
	Dislocated Workers	61.0	73.8	
	Older Youth	57.0	40.0	
	Younger Youth	56.0	59.4	
Skill Attainment Rate	Younger Youth	72.0	87.8	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	0	13

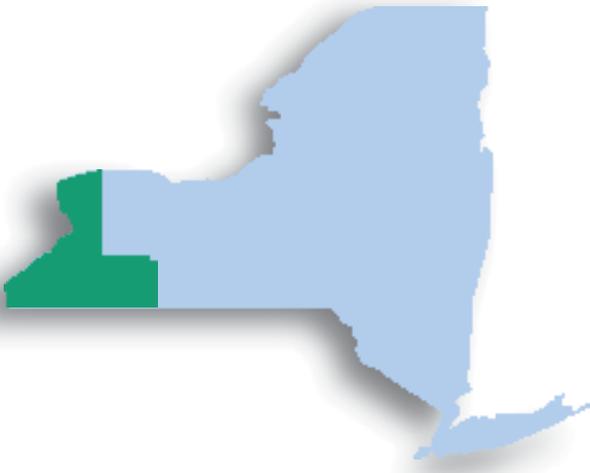


**Table O - Local Program Activities**

Local Area Name		Adults	958	
Finger Lakes	Total Participants Served	Dislocated Workers	661	
		Older Youth	62	
		Younger Youth	327	
	Total Exiters	Adults	668	
		Dislocated Workers	457	
		Older Youth	22	
		Younger Youth	96	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	79.6	
	Employers	68.0	71.9	
Entered Employment Rate	Adults	78.0	92.4	
	Dislocated Workers	87.0	93.2	
	Older Youth	69.0	78.9	
Retention Rate	Adults	79.0	88.9	
	Dislocated Workers	89.0	90.6	
	Older Youth	70.0	88.5	
	Younger Youth	47.0	68.2	
Earnings Change/Earnings Replacement in Six Months	Adults	3,050	1,592	
	Dislocated Workers	92.0	81.1	
	Older Youth	2,964	2,343	
Credential/Diploma Rate	Adults	74.0	90.5	
	Dislocated Workers	61.0	84.1	
	Older Youth	47.0	52.2	
	Younger Youth	56.0	57.6	
Skill Attainment Rate	Younger Youth	73.0	86.6	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
		Not Met	Met	Exceeded
Overall Status of Local Performance		2	0	15



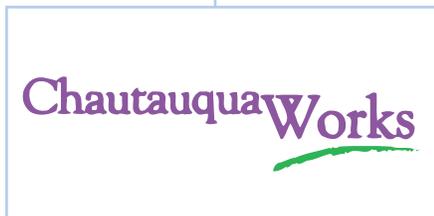
# Western Region



## Cattaraugus/Allegany



## Chautauqua



## Buffalo/Erie



## Niagara



## Regional Highlights

- 

In western New York, most of the workforce training funds came from the State's BUSINYS program. In Buffalo and in Erie County, 62 employers were assisted under the program; 8,331 incumbent workers received training with a total value of \$3,871,221. In Chautauqua, over \$400,000 was granted to more than 16 employers to build skills in lean manufacturing, technology and supervision. Cattaraugus/Allegany Workforce Area has seen six grants totaling nearly \$200,000.
- 

In Erie County, the WIB has worked in partnership with county government to fund training for important economic development projects. GEICO was awarded \$400,000 in County and WIA funds to train 133 new employees. Niagara Ceramics, reborn from the old Buffalo China Company, received \$380,000 to provide on-the-job training for 190 employees.
- 

The AccelerateNY program in western New York was a dynamic collaboration between Workforce Boards, the Western New York Technology Development Center, the Small Business Development Center at Niagara County Community College, Jamestown Community College and Buffalo State College. The Buffalo and Erie County WIB and the Western New York Technology Development Center coordinated the project. In the four Local Workforce Areas of Western New York, 50 manufacturers have received assistance in developing/revising their business plans.
- 

Western New York One-Stops and WIBs provided targeted programs to the community. The Buffalo and Erie County WIB promoted employment readiness certification for youth. Over 300 certificates of readiness were issued to young people who completed a work-experience and classroom-training program. The Cattaraugus/Allegany Workforce Area has completed its second full year of an Employment Certification with area youth. The program focused on four school districts in its trial phase and will include two more districts next year. The certification is based upon a scoring tool designed by local business, targeting on the skills they valued.
- 

At three strategic planning summits held this year, over 400 attendees learned about global economic shifts, technological advances and the Workforce 2020 needs that will affect western New York businesses. The strategic planning for local workforce areas set priorities for manufacturing skill upgrades, entrepreneurship, tourism and school-to-work initiatives. In addition to clear goals and strategic directions, the process encourages more businesses to address workforce issues.





**Table O - Local Program Activities**

Local Area Name		Adults	569	
Allegany/Cattaraugus	Total Participants Served	Dislocated Workers	315	
		Older Youth	23	
		Younger Youth	185	
	Total Exiters	Adults	268	
		Dislocated Workers	127	
		Older Youth	17	
		Younger Youth	90	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	83.3	
	Employers	68.0	69.3	
Entered Employment Rate	Adults	71.0	90.8	
	Dislocated Workers	81.0	95.4	
	Older Youth	72.0	100.0	
Retention Rate	Adults	79.0	89.8	
	Dislocated Workers	87.0	93.7	
	Older Youth	76.0	76.9	
	Younger Youth	46.0	61.4	
Earnings Change/Earnings Replacement in Six Months	Adults	3,000	3,660	
	Dislocated Workers	92.0	122.7	
	Older Youth	2,708	3,398	
Credential/Diploma Rate	Adults	63.0	83.2	
	Dislocated Workers	56.0	92.1	
	Older Youth	49.0	66.7	
	Younger Youth	42.0	51.3	
Skill Attainment Rate	Younger Youth	73.0	80.4	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	658
Chautauqua County			Dislocated Workers
	Older Youth		35
	Younger Youth		325
	Total Exitters		
		Adults	258
		Dislocated Workers	210
		Older Youth	19
		Younger Youth	200
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71.0	75.4
	Employers	68.0	81.0
Entered Employment Rate	Adults	72.0	84.8
	Dislocated Workers	79.0	94.2
	Older Youth	73.0	63.9
Retention Rate	Adults	79.0	92.5
	Dislocated Workers	87.0	93.5
	Older Youth	76.0	83.3
	Younger Youth	46.0	53.2
Earnings Change/Earnings Replacement in Six Months	Adults	3,000	1,947
	Dislocated Workers	92.0	95.3
	Older Youth	2,850	2,334
Credential/Diploma Rate	Adults	64.0	66.1
	Dislocated Workers	55.0	67.5
	Older Youth	46.0	17.1
	Younger Youth	51.0	43.5
Skill Attainment Rate	Younger Youth	69.0	84.9
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")			
None		0	0
None		0	0
Overall Status of Local Performance	Not Met		Met
	2		0
		Exceeded	
		15	



**Table O - Local Program Activities**

Local Area Name		Adults	2,110	
Erie County	Total Participants Served	Dislocated Workers	972	
		Older Youth	147	
		Younger Youth	1,511	
	Total Exitters	Adults	1,431	
		Dislocated Workers	704	
		Older Youth	58	
		Younger Youth	722	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	78.7	
	Employers	68.0	72.3	
Entered Employment Rate	Adults	76.0	89.6	
	Dislocated Workers	84.0	84.2	
	Older Youth	75.0	67.4	
Retention Rate	Adults	79.0	90.8	
	Dislocated Workers	87.0	94.1	
	Older Youth	73.0	96.9	
	Younger Youth	47.0	67.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,444	1,758	
	Dislocated Workers	90.0	94.2	
	Older Youth	2,850	2,789	
Credential/Diploma Rate	Adults	67.0	84.2	
	Dislocated Workers	57.0	78.0	
	Older Youth	47.0	47.5	
Skill Attainment Rate	Younger Youth	49.0	71.9	
	Younger Youth	70.0	81.1	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
		Not Met	Met	Exceeded
Overall Status of Local Performance		1	0	16



**Table O - Local Program Activities**

Local Area Name	Total Participants Served	Adults	497	
Niagara County			Dislocated Workers	304
		Older Youth	58	
		Younger Youth	285	
	Total Exiters	Adults	396	
		Dislocated Workers	180	
		Older Youth	31	
		Younger Youth	120	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71.0	80.6	
	Employers	68.0	81.5	
Entered Employment Rate	Adults	75.0	77.6	
	Dislocated Workers	84.0	83.2	
	Older Youth	70.0	67.9	
Retention Rate	Adults	79.0	88.0	
	Dislocated Workers	87.0	93.8	
	Older Youth	72.0	55.0	
	Younger Youth	47.0	54.7	
Earnings Change/Earnings Replacement in Six Months	Adults	2,750	1,938	
	Dislocated Workers	87.0	74.1	
	Older Youth	2,295	910	
Credential/Diploma Rate	Adults	70.0	74.8	
	Dislocated Workers	62.0	71.3	
	Older Youth	52.0	11.4	
	Younger Youth	52.0	60.3	
Skill Attainment Rate	Younger Youth	70.0	34.4	
Description of Other State Indicators of Performance (WIA section 136(d)(1)) (Insert additional rows if there are more than two "Other State Indicators of Performance")				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	0	12

**Workforce Investment Act Allocations  
by  
Major Category**

**New York State Program Year 2003**

	PY 2003
<b>Adult</b>	
Total <1	\$67,133,485
Local Areas 86% <1	57,711,536
Statewide 14% <2	9,421,949
<b>Youth</b>	
Total	66,245,602
Local Areas 85%	56,308,762
Statewide 15%	9,936,840
<b>Dislocated Worker</b>	
Total <1	82,894,295
Local Areas 62% <1	51,057,584
Statewide (Rapid Response) 23% <3	18,990,695
Statewide 15%	12,846,016
<b>Total, All Funds</b>	
Total	\$216,273,382
Local Areas	165,077,882
Statewide	51,195,500

<1 Includes interchange of \$2,603,359 from Dislocated Worker to Adult

<2 Includes .59% across-the-board reduction to all FY 2004 funds, including FY 2004 advance funds for the Adult program appropriated in the FY 2003 (PY 2003) appropriation. NYS' share of the .59% cut for the Adult program was \$303,024. This cut was applied against Statewide funds only.

<3 Includes .59% across-the-board reduction to all FY 2004 funds, including FY 2004 advance funds for the Dislocated Worker program appropriated in the FY 2003 (PY 2003) appropriation. NYS' share of the .59% cut for the Dislocated Worker program was \$370,925. Also included in PY 03 was \$228,473 in re-allocated Dislocated Worker funds. The two were combined for a net decrease of \$142,542. This cut was applied against Statewide Rapid Response funds only.

**Cost Effectiveness**

	Total Individuals Served	Total Federal Spending	Average Cost Per Participant Served
Total LWIB Programs, Less Statewide	105,358	\$187,646,028	\$1,781
Adult Program	46,791	\$55,035,641	\$1,176
Dislocated Worker Program	31,855	\$63,457,989	\$1,992
Youth Program	26,712	\$69,152,398	\$2,588



## WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	71	75.5	1,474	76,691	2,238	65.9
Employers	68	72.1	1,521	20,125	1,907	79.8

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70	66.4	30,635
			46,142
Employment Retention Rate	79	83.4	29,225
			35,053
Earnings Change in Six Month	2,575	3,124	106,534,131
			34,099
Employment and Credential Rate	60	62.2	8,951
			14,391

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	54.8	1,128	72.1	1,012	54.7	1,077	64.3	1,796
		2,060		1,404		1,969		2,791
Employment Retention Rate	72.2	2,026	81.1	1,244	76.2	1,078	83.3	1,613
		2,806		1,534		1,414		1,936
Earnings Change in Six Months	2,811	7,749,363	2,000	2,851,718	2,854	3,921,631	1,088	1,988,664
		2,757		1,426		1,374		1,827
Employment and Credential Rate	54	622	73.1	410	55	565	60.6	478
		1,152		561		1,027		789

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	70.5	6,892	65.3	23,743
		9,777		36,365
Employment Retention Rate	87.8	8,721	81.6	20,504
		9,937		25,116
Earnings Change in Six Months	2,537	24,008,394	3,350	82,525,737
		9,464		24,635

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	79	71	15,395
			21,676
Employment Retention Rate	87	87.9	11,991
			13,634
Earnings Replacement in Six Months	87	90.2	163,371,648
			181,095,883
Employment and Credential Rate	52	59	6,213
			10,534

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	81.9	934	71.8	239	64	1,655	58.5	24
		1,140		333		2,585		41
Employment Retention Rate	87.1	765	87.1	176	85	1,238	87.2	34
		878		202		1,457		39
Earnings Replacement Rate	82.3	10,198,243	81.5	2,071,144	74.4	15,404,051	200.2	357,658
		12,385,349		2,542,054		20,716,129		178,672
Employment And Credential Rate	76	465	58.1	97	53.9	605	52.6	10
		612		167		1,123		19

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	73.2	7,716	68.9
10,534			11,142	
Employment Retention Rate	89	6,020	86.9	5,971
		6,764		6,870
Earnings Replacement Rate	87.7	80,692,442	92.8	82,679,206
		92,001,543		89,094,340

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
Employment Retention Rate	76	75.9	1,973
			1,067
Earnings Change in Six Months	2,850	2,765	3,602,914
			1,303
Credential Rate	42	47.2	1,032
			2,186

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	57.2	210	100	3	77.3	109	64
367			3		141		1,829	
Employment Retention Rate	68.1	162	100	1	77	94	75.1	970
		238		1		122		1,291
Earnings Change in Six Months	2,788	630,138	0	0	1,461	163,607	2,840	3,438,730
		226		1		112		1,211
Credential Rate	39.5	157	66.7	2	56.6	90	46.8	943
		397		3		159		2,016

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	69	67.7	12,685
Diploma or Equivalent Attainment Rate	42	51.8	2,187	4,222
			1,857	3,813
Retention Rate	46	48.7		

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	63.2	1,636	71.2	1,905	72.8	2,009
		2,588		2,677		2,761
Diploma or Equivalent Attainment Rate	46.3	259	75.9	318	39.5	391
		560		419		989
Retention Rate	44	258	52	238	56.2	616
		586		458		1,096

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	78.1	13,047	2,621	41,700,377	0.4	108	4,361	131,485,323	82.6	943
		16,713		15,909		30,635		30,152		1,141
Dislocated Workers	83.7	8,817	90.9	128,764,929	1.2	190	6,452	95,463,249	86.2	1,502
		10,533		141,661,277		15,395		14,795		1,743
Older Youth	68.4	912	2,783	3,509,378	0.1	1	2,275	2,718,875		
		1,333		1,261		1,273		1,195		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>46,791</b>	<b>31,855</b>
<b>Dislocated Workers</b>	<b>33,673</b>	<b>18,753</b>
<b>Older Youth</b>	<b>3,542</b>	<b>2,116</b>
<b>Younger Youth</b>	<b>23,170</b>	<b>11,179</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$55,035,641.00</b>
<b>Local Dislocated Workers</b>		<b>\$63,457,989.00</b>
<b>Local Youth</b>		<b>\$69,152,398.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$5,384,945.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$11,540,295.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Miscellaneous	<b>\$11,018,313.00</b>
	ASSISTANCE TO LOCAL AREAS (to carry out Adult employment and training activities)	<b>\$11,543,685.00</b>
	INCUMBENT WORKER TRAINING INITIATIVES (to upgrade the skills of workers to meet business needs)	<b>\$18,857,863.00</b>
	N/A	<b>\$0.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$245,991,129.00</b>

# WIA Annual Report Data

State Name: NY

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Capital Region	Total Participants Served	Adults	1,312
		Dislocated Workers	2,630
		Older Youth	90
		Younger Youth	605
	Total Exiters	Adults	491
		Dislocated Workers	786
		Older Youth	45
		Younger Youth	192

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	74.9	
	Employers	68	71.3	
Entered Employment Rate	Adults	81	88.1	
	Dislocated Workers	79	90.4	
	Older Youth	60	70.8	
Retention Rate	Adults	79	81.7	
	Dislocated Workers	87	95	
	Older Youth	76	85.7	
	Younger Youth	47	53.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,192	4,202.65	
	Dislocated Workers	92	93.5	
	Older Youth (\$)	2,400	2,770.05	
Credential / Diploma Rate	Adults	56	78.8	
	Dislocated Workers	49	79.1	
	Older Youth	36	36	
	Younger Youth	41	42.4	
Skill Attainment Rate	Younger Youth	70	72.8	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: New York City	Total Participants Served	Adults	19,923
		Dislocated Workers	14,708
		Older Youth	1,931
		Younger Youth	12,518
	Total Exiters	Adults	16,659
		Dislocated Workers	10,208
		Older Youth	1,241
		Younger Youth	6,292

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	65.3	
	Employers	68	65.4	
Entered Employment Rate	Adults	68	62.5	
	Dislocated Workers	76	62.7	
	Older Youth	60	60.3	
Retention Rate	Adults	79	80.7	
	Dislocated Workers	87	85.7	
	Older Youth	76	73	
	Younger Youth	43	38.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,084	3,706.88	
	Dislocated Workers	87	92.4	
	Older Youth (\$)	3,055	2,940.72	
Credential / Diploma Rate	Adults	56	46.5	
	Dislocated Workers	49	47.2	
	Older Youth	42	50.6	
	Younger Youth	39	43.3	
Skill Attainment Rate	Younger Youth	67	53.2	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Yonkers	Total Participants Served	Adults	803
		Dislocated Workers	456
		Older Youth	10
		Younger Youth	93
	Total Exiters	Adults	409
		Dislocated Workers	211
		Older Youth	5
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	75.7	
	Employers	68	58.7	
Entered Employment Rate	Adults	70	90.3	
	Dislocated Workers	79	90	
	Older Youth	61	66.7	
Retention Rate	Adults	79	84.6	
	Dislocated Workers	87	85.3	
	Older Youth	76	0	
	Younger Youth	46	36.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,785	2,252.05	
	Dislocated Workers	92	106.4	
	Older Youth (\$)	2,850	0	
Credential / Diploma Rate	Adults	55	68.9	
	Dislocated Workers	49	64.9	
	Older Youth	36	0	
	Younger Youth	38	56.3	
Skill Attainment Rate	Younger Youth	65	65.63	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	1	13

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Chemung/Schuyler/Steuben	Total Participants Served	Adults	1,824
		Dislocated Workers	433
		Older Youth	61
		Younger Youth	272
	Total Exiters	Adults	2,045
		Dislocated Workers	290
		Older Youth	37
		Younger Youth	123

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	73.8	
	Employers	68	71.3	
Entered Employment Rate	Adults	70	63.1	
	Dislocated Workers	80	66	
	Older Youth	67	67.9	
Retention Rate	Adults	79	86.4	
	Dislocated Workers	87	86.4	
	Older Youth	77	76.9	
	Younger Youth	47	47.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,790	1,069.83	
	Dislocated Workers	92	104.6	
	Older Youth (\$)	2,750	2,586.85	
Credential / Diploma Rate	Adults	63	83	
	Dislocated Workers	56	77.8	
	Older Youth	42	38.9	
	Younger Youth	57	60.7	
Skill Attainment Rate	Younger Youth	70	68.06	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Hempstead/Long Beach	Total Participants Served	Adults	1,259
		Dislocated Workers	1,779
		Older Youth	37
		Younger Youth	174
	Total Exiters	Adults	386
		Dislocated Workers	542
		Older Youth	19
		Younger Youth	67

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	72.7	
	Employers	68	64.8	
Entered Employment Rate	Adults	70	87.9	
	Dislocated Workers	79	89.2	
	Older Youth	62	62.5	
Retention Rate	Adults	79	83	
	Dislocated Workers	87	85.5	
	Older Youth	73	63.6	
	Younger Youth	47	51.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,857	2,369.29	
	Dislocated Workers	92	79.6	
	Older Youth (\$)	2,850	4,216.38	
Credential / Diploma Rate	Adults	60	76.5	
	Dislocated Workers	52	75.7	
	Older Youth	42	60.9	
	Younger Youth	45	83.3	
Skill Attainment Rate	Younger Youth	73	100	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Jefferson/Lewis	Total Participants Served	Adults	522
		Dislocated Workers	187
		Older Youth	97
		Younger Youth	567
	Total Exiters	Adults	317
		Dislocated Workers	108
		Older Youth	21
		Younger Youth	167

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	83.6	
	Employers	68	82.9	
Entered Employment Rate	Adults	71	94.5	
	Dislocated Workers	82	94.6	
	Older Youth	80	93.3	
Retention Rate	Adults	79	93.3	
	Dislocated Workers	87	96.6	
	Older Youth	81	90.9	
	Younger Youth	47	92	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,096	5,583.04	
	Dislocated Workers	87	78.6	
	Older Youth (\$)	3,961	3,896.63	
Credential / Diploma Rate	Adults	64	80.7	
	Dislocated Workers	58	85.7	
	Older Youth	60	81.3	
	Younger Youth	56	81	
Skill Attainment Rate	Younger Youth	74	89.85	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Adults	304
		Dislocated Workers	713
		Older Youth	27
		Younger Youth	148
	Total Exiters	Adults	101
		Dislocated Workers	258
		Older Youth	21
		Younger Youth	134

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	82.8	
	Employers	68	64	
Entered Employment Rate	Adults	78	91	
	Dislocated Workers	83	88.4	
	Older Youth	62	85	
Retention Rate	Adults	79	81.5	
	Dislocated Workers	87	85.3	
	Older Youth	73	53.8	
	Younger Youth	47	56.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,962	104.06	
	Dislocated Workers	92	79.3	
	Older Youth (\$)	3,961	493.45	
Credential / Diploma Rate	Adults	70	91.2	
	Dislocated Workers	60	83.3	
	Older Youth	45	45	
	Younger Youth	56	90.9	
Skill Attainment Rate	Younger Youth	72	99.17	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Niagara County	Total Participants Served	Adults	497
		Dislocated Workers	304
		Older Youth	58
		Younger Youth	285
	Total Exiters	Adults	396
		Dislocated Workers	180
		Older Youth	31
		Younger Youth	120

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	80.6	
	Employers	68	81.5	
Entered Employment Rate	Adults	75	77.6	
	Dislocated Workers	84	83.2	
	Older Youth	70	67.9	
Retention Rate	Adults	79	88	
	Dislocated Workers	87	93.8	
	Older Youth	72	55	
	Younger Youth	47	54.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,750	1,938.41	
	Dislocated Workers	87	74.1	
	Older Youth (\$)	2,295	910.15	
Credential / Diploma Rate	Adults	70	74.8	
	Dislocated Workers	62	71.3	
	Older Youth	52	11.4	
	Younger Youth	52	60.3	
Skill Attainment Rate	Younger Youth	70	34.38	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		5	0	12

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Oneida/Herkimer/Madison	Total Participants Served	Adults	1,170
		Dislocated Workers	834
		Older Youth	103
		Younger Youth	897
	Total Exiters	Adults	503
		Dislocated Workers	338
		Older Youth	48
		Younger Youth	212

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	74.9
	Employers	68	75.9
Entered Employment Rate	Adults	79	91.3
	Dislocated Workers	85	95.6
	Older Youth	62	72.7
Retention Rate	Adults	79	87.8
	Dislocated Workers	88	92.5
	Older Youth	73	83.3
	Younger Youth	46	51.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,056	3,391
	Dislocated Workers	92	96.2
	Older Youth (\$)	2,850	2,912.25
Credential / Diploma Rate	Adults	73	86.8
	Dislocated Workers	60	83.9
	Older Youth	44	37.1
	Younger Youth	48	67.6
Skill Attainment Rate	Younger Youth	68	68.86
Description of Other State Indicators of Performance			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Met
		0	0
		Exceeded	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Orange County	Total Participants Served	Adults	915
		Dislocated Workers	424
		Older Youth	42
		Younger Youth	162
	Total Exiters	Adults	671
		Dislocated Workers	258
		Older Youth	30
		Younger Youth	205

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	70.8	
	Employers	68	69.7	
Entered Employment Rate	Adults	75	96.9	
	Dislocated Workers	79	85.3	
	Older Youth	70	81.8	
Retention Rate	Adults	79	92.5	
	Dislocated Workers	87	93.4	
	Older Youth	74	76.9	
	Younger Youth	47	76.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,812	1,006.64	
	Dislocated Workers	92	82.3	
	Older Youth (\$)	2,300	3,697.29	
Credential / Diploma Rate	Adults	60	82.3	
	Dislocated Workers	52	77.8	
	Older Youth	42	33.3	
	Younger Youth	42	62.1	
Skill Attainment Rate	Younger Youth	72	91.02	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Oswego County	Total Participants Served	Adults	538
		Dislocated Workers	276
		Older Youth	27
		Younger Youth	195
	Total Exiters	Adults	342
		Dislocated Workers	111
		Older Youth	14
		Younger Youth	54

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	86.7	
	Employers	68	70.4	
Entered Employment Rate	Adults	83	90.6	
	Dislocated Workers	85	90.7	
	Older Youth	80	70	
Retention Rate	Adults	79	91	
	Dislocated Workers	87	96.5	
	Older Youth	78	95.8	
	Younger Youth	47	65.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,428	4,059.19	
	Dislocated Workers	92	94.8	
	Older Youth (\$)	2,850	4,213.73	
Credential / Diploma Rate	Adults	76	78.4	
	Dislocated Workers	60	81.4	
	Older Youth	55	55.6	
	Younger Youth	52	82.8	
Skill Attainment Rate	Younger Youth	70	92.31	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Rockland County	Total Participants Served	Adults	294
		Dislocated Workers	486
		Older Youth	8
		Younger Youth	198
	Total Exiters	Adults	51
		Dislocated Workers	102
		Older Youth	4
		Younger Youth	131

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	77.2
	Employers	68	72.2
Entered Employment Rate	Adults	73	92.9
	Dislocated Workers	75	100
	Older Youth	62	100
Retention Rate	Adults	79	90
	Dislocated Workers	87	91.5
	Older Youth	73	100
	Younger Youth	46	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,007	3,631.55
	Dislocated Workers	92	109.2
	Older Youth (\$)	2,945	3,989
Credential / Diploma Rate	Adults	60	50
	Dislocated Workers	50	91.3
	Older Youth	50	91.7
	Younger Youth	43	100
Skill Attainment Rate	Younger Youth	69	94
Description of Other State Indicators of Performance			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Exceeded
		0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: St. Lawrence County	Total Participants Served	Adults	542
		Dislocated Workers	272
		Older Youth	86
		Younger Youth	256
	Total Exiters	Adults	258
		Dislocated Workers	173
		Older Youth	68
		Younger Youth	190

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	79.5	
	Employers	68	79.7	
Entered Employment Rate	Adults	70	94.9	
	Dislocated Workers	80	92.4	
	Older Youth	62	68.9	
Retention Rate	Adults	79	91.7	
	Dislocated Workers	87	93.3	
	Older Youth	76	89.2	
	Younger Youth	47	53.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,649	5,677.45	
	Dislocated Workers	85	66.3	
	Older Youth (\$)	2,850	2,966.86	
Credential / Diploma Rate	Adults	60	82.9	
	Dislocated Workers	56	84.1	
	Older Youth	50	73.2	
	Younger Youth	57	55.2	
Skill Attainment Rate	Younger Youth	73	71.93	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Saratoga/Warren/Washington	Total Participants Served	Adults	522
		Dislocated Workers	192
		Older Youth	38
		Younger Youth	211
	Total Exiters	Adults	332
		Dislocated Workers	135
		Older Youth	19
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	81.8	
	Employers	68	80.2	
Entered Employment Rate	Adults	75	79.1	
	Dislocated Workers	82	82.8	
	Older Youth	72	88.2	
Retention Rate	Adults	79	86.4	
	Dislocated Workers	87	93.7	
	Older Youth	76	82.4	
	Younger Youth	47	65.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,575	1,545.76	
	Dislocated Workers	87	98.7	
	Older Youth (\$)	2,850	2,463.13	
Credential / Diploma Rate	Adults	65	68.4	
	Dislocated Workers	56	63.1	
	Older Youth	45	40	
	Younger Youth	42	53.8	
Skill Attainment Rate	Younger Youth	69	71.62	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Suffolk County	Total Participants Served	Adults	1,595
		Dislocated Workers	1,642
		Older Youth	47
		Younger Youth	435
	Total Exiters	Adults	680
		Dislocated Workers	692
		Older Youth	15
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	80.8	
	Employers	68	66.7	
Entered Employment Rate	Adults	75	84.2	
	Dislocated Workers	81	78.8	
	Older Youth	63	71.4	
Retention Rate	Adults	79	84.9	
	Dislocated Workers	87	84.9	
	Older Youth	76	88.9	
	Younger Youth	47	63.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,900	389.9	
	Dislocated Workers	89	75.2	
	Older Youth (\$)	3,309	1,719.29	
Credential / Diploma Rate	Adults	68	81	
	Dislocated Workers	58	79.1	
	Older Youth	44	35.7	
	Younger Youth	56	92.6	
Skill Attainment Rate	Younger Youth	70	83.98	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Ulster County	Total Participants Served	Adults	201
		Dislocated Workers	189
		Older Youth	10
		Younger Youth	131
	Total Exiters	Adults	210
		Dislocated Workers	133
		Older Youth	10
		Younger Youth	144

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	84.6	
	Employers	68	84	
Entered Employment Rate	Adults	78	77.8	
	Dislocated Workers	81	77.3	
	Older Youth	62	42.9	
Retention Rate	Adults	79	88.9	
	Dislocated Workers	87	89.5	
	Older Youth	71	100	
	Younger Youth	42	42.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,575	2,818.87	
	Dislocated Workers	92	82	
	Older Youth (\$)	2,860	2,745	
Credential / Diploma Rate	Adults	69	74.6	
	Dislocated Workers	56	73.9	
	Older Youth	46	27.3	
	Younger Youth	42	39.5	
Skill Attainment Rate	Younger Youth	71	95.22	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Columbia/Greene	Total Participants Served	Adults	227
		Dislocated Workers	140
		Older Youth	34
		Younger Youth	206
	Total Exiters	Adults	94
		Dislocated Workers	96
		Older Youth	21
		Younger Youth	90

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	85.2	
	Employers	68	77.3	
Entered Employment Rate	Adults	73	81.7	
	Dislocated Workers	79	83.2	
	Older Youth	78	85.7	
Retention Rate	Adults	83	93.2	
	Dislocated Workers	87	91.1	
	Older Youth	75	63.6	
	Younger Youth	47	54.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,750	3,386.68	
	Dislocated Workers	92	90.6	
	Older Youth (\$)	2,850	807.22	
Credential / Diploma Rate	Adults	66	85.2	
	Dislocated Workers	52	73.3	
	Older Youth	60	53.3	
	Younger Youth	56	79.5	
Skill Attainment Rate	Younger Youth	73	93.56	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Sullivan County	Total Participants Served	Adults	172
		Dislocated Workers	89
		Older Youth	20
		Younger Youth	26
	Total Exiters	Adults	114
		Dislocated Workers	57
		Older Youth	7
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	86.3	
	Employers	68	68.8	
Entered Employment Rate	Adults	80	88.9	
	Dislocated Workers	79	82.9	
	Older Youth	76	100	
Retention Rate	Adults	79	86.5	
	Dislocated Workers	87	81.8	
	Older Youth	69	100	
	Younger Youth	47	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,771	2,020.98	
	Dislocated Workers	92	96.6	
	Older Youth (\$)	2,850	7,559	
Credential / Diploma Rate	Adults	72	71.2	
	Dislocated Workers	52	75.7	
	Older Youth	51	100	
	Younger Youth	56	50	
Skill Attainment Rate	Younger Youth	75	89.3	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Fulton/Montgomery/Schoharie	Total Participants Served	Adults	472
		Dislocated Workers	289
		Older Youth	58
		Younger Youth	196
	Total Exiters	Adults	109
		Dislocated Workers	92
		Older Youth	16
		Younger Youth	43

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	84.3	
	Employers	68	85.2	
Entered Employment Rate	Adults	81	97.1	
	Dislocated Workers	79	95.7	
	Older Youth	80	100	
Retention Rate	Adults	79	90.5	
	Dislocated Workers	87	96.5	
	Older Youth	76	100	
	Younger Youth	47	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,575	3,999.88	
	Dislocated Workers	92	124.9	
	Older Youth (\$)	2,850	2,706.18	
Credential / Diploma Rate	Adults	71	91.7	
	Dislocated Workers	53	80.6	
	Older Youth	57	88.9	
	Younger Youth	56	79.3	
Skill Attainment Rate	Younger Youth	70	82.6	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: North Country	Total Participants Served	Adults	487
		Dislocated Workers	131
		Older Youth	26
		Younger Youth	167
	Total Exiters	Adults	368
		Dislocated Workers	89
		Older Youth	15
		Younger Youth	61

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	90.6	
	Employers	68	81	
Entered Employment Rate	Adults	70	96.4	
	Dislocated Workers	82	97.6	
	Older Youth	66	85.7	
Retention Rate	Adults	79	93.5	
	Dislocated Workers	87	96.6	
	Older Youth	76	85	
	Younger Youth	47	63.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,775	3,715.05	
	Dislocated Workers	92	120.7	
	Older Youth (\$)	2,850	3,598.59	
Credential / Diploma Rate	Adults	59	87	
	Dislocated Workers	56	77.6	
	Older Youth	42	66.7	
	Younger Youth	56	76.1	
Skill Attainment Rate	Younger Youth	72	77.85	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Chenango/Delaware/Otsego	Total Participants Served	Adults	604
		Dislocated Workers	355
		Older Youth	70
		Younger Youth	193
	Total Exiters	Adults	224
		Dislocated Workers	199
		Older Youth	38
		Younger Youth	67

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	78.8
	Employers	68	71.1
Entered Employment Rate	Adults	82	94.4
	Dislocated Workers	84	97.1
	Older Youth	68	91.3
Retention Rate	Adults	79	91.3
	Dislocated Workers	89	98.4
	Older Youth	76	92.6
	Younger Youth	47	71.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,607	4,293.59
	Dislocated Workers	87	102.4
	Older Youth (\$)	2,525	3,992.85
Credential / Diploma Rate	Adults	55	81.7
	Dislocated Workers	52	75.7
	Older Youth	46	56.3
	Younger Youth	56	57.1
Skill Attainment Rate	Younger Youth	70	78.5
Description of Other State Indicators of Performance			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Exceeded
		0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Finger Lakes	Total Participants Served	Adults	958
		Dislocated Workers	661
		Older Youth	62
		Younger Youth	327
	Total Exiters	Adults	668
		Dislocated Workers	457
		Older Youth	22
		Younger Youth	96

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	79.6	
	Employers	68	71.9	
Entered Employment Rate	Adults	78	92.4	
	Dislocated Workers	87	93.2	
	Older Youth	69	78.9	
Retention Rate	Adults	79	88.9	
	Dislocated Workers	89	90.6	
	Older Youth	70	88.5	
	Younger Youth	47	68.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,050	1,592.46	
	Dislocated Workers	92	81.1	
	Older Youth (\$)	2,964	2,342.83	
Credential / Diploma Rate	Adults	74	90.5	
	Dislocated Workers	61	84.1	
	Older Youth	47	52.2	
	Younger Youth	56	57.6	
Skill Attainment Rate	Younger Youth	73	86.56	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: GLOW	Total Participants Served	Adults	2,057
		Dislocated Workers	471
		Older Youth	71
		Younger Youth	322
	Total Exiters	Adults	1,697
		Dislocated Workers	346
		Older Youth	46
		Younger Youth	180

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	64.3	
	Employers	68	71.4	
Entered Employment Rate	Adults	74	72	
	Dislocated Workers	85	74.1	
	Older Youth	80	84	
Retention Rate	Adults	79	87.7	
	Dislocated Workers	87	89	
	Older Youth	75	56.5	
	Younger Youth	47	57.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,082	850.6	
	Dislocated Workers	89	83.8	
	Older Youth (\$)	2,406	624.65	
Credential / Diploma Rate	Adults	67	71.7	
	Dislocated Workers	61	73.8	
	Older Youth	57	40	
	Younger Youth	56	59.4	
Skill Attainment Rate	Younger Youth	72	87.81	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	0	13

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Erie County	Total Participants Served	Adults	2,110
		Dislocated Workers	972
		Older Youth	147
		Younger Youth	1,511
	Total Exiters	Adults	1,431
		Dislocated Workers	704
		Older Youth	58
		Younger Youth	722

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	78.7	
	Employers	68	72.3	
Entered Employment Rate	Adults	76	89.6	
	Dislocated Workers	84	84.2	
	Older Youth	75	67.4	
Retention Rate	Adults	79	90.8	
	Dislocated Workers	87	94.1	
	Older Youth	73	96.9	
	Younger Youth	47	67.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,444	1,757.61	
	Dislocated Workers	90	94.2	
	Older Youth (\$)	2,850	2,789.07	
Credential / Diploma Rate	Adults	67	84.2	
	Dislocated Workers	57	78	
	Older Youth	47	47.5	
	Younger Youth	49	71.9	
Skill Attainment Rate	Younger Youth	70	81.11	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Onondaga County	Total Participants Served	Adults	983
		Dislocated Workers	847
		Older Youth	77
		Younger Youth	911
	Total Exiters	Adults	456
		Dislocated Workers	332
		Older Youth	52
		Younger Youth	595

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	75.4	
	Employers	68	73.4	
Entered Employment Rate	Adults	69	79	
	Dislocated Workers	86	82.6	
	Older Youth	65	55.2	
Retention Rate	Adults	79	77.9	
	Dislocated Workers	87	88.3	
	Older Youth	73	65.8	
	Younger Youth	47	37.9	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	2,270.92	
	Dislocated Workers	90	83.9	
	Older Youth (\$)	3,000	1,835.08	
Credential / Diploma Rate	Adults	62	62.1	
	Dislocated Workers	52	77.9	
	Older Youth	45	20.3	
	Younger Youth	38	53.4	
Skill Attainment Rate	Younger Youth	71	89.43	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Cayuga/Cortland	Total Participants Served	Adults	258
		Dislocated Workers	264
		Older Youth	42
		Younger Youth	161
	Total Exiters	Adults	203
		Dislocated Workers	148
		Older Youth	20
		Younger Youth	49

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	41.2	
	Employers	68	78.2	
Entered Employment Rate	Adults	72	92.3	
	Dislocated Workers	82	97	
	Older Youth	77	86.7	
Retention Rate	Adults	79	94	
	Dislocated Workers	87	94.5	
	Older Youth	75	80	
	Younger Youth	44	65.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,648	2,577.82	
	Dislocated Workers	87	93.5	
	Older Youth (\$)	3,000	500.5	
Credential / Diploma Rate	Adults	67	78.8	
	Dislocated Workers	57	90.3	
	Older Youth	50	54.5	
	Younger Youth	52	65.5	
Skill Attainment Rate	Younger Youth	70	72.78	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Allegany/Cattaraugus	Total Participants Served	Adults	569
		Dislocated Workers	315
		Older Youth	23
		Younger Youth	185
	Total Exiters	Adults	268
		Dislocated Workers	127
		Older Youth	17
		Younger Youth	90

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	83.3
	Employers	68	69.3
Entered Employment Rate	Adults	71	90.8
	Dislocated Workers	81	95.4
	Older Youth	72	100
Retention Rate	Adults	79	89.8
	Dislocated Workers	87	93.7
	Older Youth	76	76.9
	Younger Youth	46	61.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,659.66
	Dislocated Workers	92	122.7
	Older Youth (\$)	2,708	3,397.67
Credential / Diploma Rate	Adults	63	83.2
	Dislocated Workers	56	92.1
	Older Youth	49	66.7
	Younger Youth	42	51.3
Skill Attainment Rate	Younger Youth	73	80.38
Description of Other State Indicators of Performance			
None		0	0
None		0	0
Overall Status of Local Performance		Not Met	Exceeded
		0	17

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Chautauqua County	Total Participants Served	Adults	658
		Dislocated Workers	541
		Older Youth	35
		Younger Youth	325
	Total Exiters	Adults	258
		Dislocated Workers	210
		Older Youth	19
		Younger Youth	200

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	75.4	
	Employers	68	81	
Entered Employment Rate	Adults	72	84.8	
	Dislocated Workers	79	94.2	
	Older Youth	73	63.9	
Retention Rate	Adults	79	92.5	
	Dislocated Workers	87	93.5	
	Older Youth	76	83.3	
	Younger Youth	46	53.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	1,946.64	
	Dislocated Workers	92	95.3	
	Older Youth (\$)	2,850	2,333.86	
Credential / Diploma Rate	Adults	64	66.1	
	Dislocated Workers	55	67.5	
	Older Youth	46	17.1	
	Younger Youth	51	43.5	
Skill Attainment Rate	Younger Youth	69	84.9	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Broome/Tioga	Total Participants Served	Adults	581
		Dislocated Workers	494
		Older Youth	60
		Younger Youth	134
	Total Exiters	Adults	285
		Dislocated Workers	247
		Older Youth	45
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	77	
	Employers	68	80.5	
Entered Employment Rate	Adults	72	94.1	
	Dislocated Workers	79	94.9	
	Older Youth	70	65.2	
Retention Rate	Adults	79	84.4	
	Dislocated Workers	87	95.5	
	Older Youth	76	62.5	
	Younger Youth	47	52.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	2,147.31	
	Dislocated Workers	87	95.2	
	Older Youth (\$)	2,850	1,728.29	
Credential / Diploma Rate	Adults	64	77.9	
	Dislocated Workers	55	80.5	
	Older Youth	55	35.5	
	Younger Youth	52	26.4	
Skill Attainment Rate	Younger Youth	72	77.08	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Tompkins County	Total Participants Served	Adults	360
		Dislocated Workers	313
		Older Youth	20
		Younger Youth	43
	Total Exiters	Adults	113
		Dislocated Workers	154
		Older Youth	22
		Younger Youth	57

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	77.6	
	Employers	68	79.3	
Entered Employment Rate	Adults	70	78.6	
	Dislocated Workers	79	89.6	
	Older Youth	72	100	
Retention Rate	Adults	79	86.9	
	Dislocated Workers	87	91.1	
	Older Youth	70	70	
	Younger Youth	47	69.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,575	298.59	
	Dislocated Workers	92	113.4	
	Older Youth (\$)	2,415	17.86	
Credential / Diploma Rate	Adults	60	89.7	
	Dislocated Workers	58	92	
	Older Youth	47	56.5	
	Younger Youth	56	57.1	
Skill Attainment Rate	Younger Youth	71	88.24	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Dutchess County	Total Participants Served	Adults	562
		Dislocated Workers	190
		Older Youth	24
		Younger Youth	143
	Total Exiters	Adults	229
		Dislocated Workers	94
		Older Youth	31
		Younger Youth	144

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	67.6	
	Employers	68	74.7	
Entered Employment Rate	Adults	76	97.2	
	Dislocated Workers	79	96.1	
	Older Youth	62	57.9	
Retention Rate	Adults	79	85.8	
	Dislocated Workers	87	91.9	
	Older Youth	68	61.5	
	Younger Youth	46	58.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	2,830.38	
	Dislocated Workers	87	89.6	
	Older Youth (\$)	2,300	1,628.6	
Credential / Diploma Rate	Adults	55	73.5	
	Dislocated Workers	52	70.5	
	Older Youth	42	13.2	
	Younger Youth	44	46.8	
Skill Attainment Rate	Younger Youth	70	74.88	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	0	15

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Westchester County Balance/Putnam	Total Participants Served	Adults	2,280
		Dislocated Workers	1,094
		Older Youth	31
		Younger Youth	452
	Total Exiters	Adults	783
		Dislocated Workers	358
		Older Youth	8
		Younger Youth	114

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	78.4	
	Employers	68	61.5	
Entered Employment Rate	Adults	70	91.6	
	Dislocated Workers	79	96.3	
	Older Youth	62	42.9	
Retention Rate	Adults	79	91.3	
	Dislocated Workers	87	92.8	
	Older Youth	76	88.9	
	Younger Youth	42	51.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,786	2,746.26	
	Dislocated Workers	92	100.4	
	Older Youth (\$)	2,850	2,549.67	
Credential / Diploma Rate	Adults	60	66.4	
	Dislocated Workers	52	70.2	
	Older Youth	42	37.5	
	Younger Youth	42	86.8	
Skill Attainment Rate	Younger Youth	67	77.2	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		1	0	16

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Monroe County	Total Participants Served	Adults	1,270
		Dislocated Workers	1,043
		Older Youth	71
		Younger Youth	723
	Total Exiters	Adults	709
		Dislocated Workers	522
		Older Youth	51
		Younger Youth	248

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	80.4	
	Employers	68	79.3	
Entered Employment Rate	Adults	75	77.4	
	Dislocated Workers	85	80.5	
	Older Youth	62	63.9	
Retention Rate	Adults	79	92.7	
	Dislocated Workers	87	91.2	
	Older Youth	76	50	
	Younger Youth	47	69	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,800	1,478.73	
	Dislocated Workers	87	82.2	
	Older Youth (\$)	2,850	2,708	
Credential / Diploma Rate	Adults	67	92.1	
	Dislocated Workers	52	48.4	
	Older Youth	45	16.7	
	Younger Youth	52	42	
Skill Attainment Rate	Younger Youth	70	88.44	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14

# WIA Annual Report Data

State Name: NY

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Broome/Tioga	Total Participants Served	Adults	581
		Dislocated Workers	494
		Older Youth	60
		Younger Youth	134
	Total Exiters	Adults	285
		Dislocated Workers	247
		Older Youth	45
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	77	
	Employers	68	80.5	
Entered Employment Rate	Adults	72	94.1	
	Dislocated Workers	79	94.9	
	Older Youth	70	65.2	
Retention Rate	Adults	79	84.4	
	Dislocated Workers	87	95.5	
	Older Youth	76	62.5	
	Younger Youth	47	52.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,300	2,147.31	
	Dislocated Workers	87	95.2	
	Older Youth (\$)	2,850	1,728.29	
Credential / Diploma Rate	Adults	64	77.9	
	Dislocated Workers	55	80.5	
	Older Youth	55	35.5	
	Younger Youth	52	26.4	
Skill Attainment Rate	Younger Youth	72	77.08	
Description of Other State Indicators of Performance				
None		0	0	
None		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	0	14