

# New York State Workforce Development System

Annual Report

2014



**NEW YORK**  
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OPPORTUNITY.

**Department  
of Labor**

The focus for Workforce Investment Act (WIA) funded activities during Program Year 2014 has been on continued economic recovery and preparation for the transition to the new Workforce Innovation and Opportunity Act (WIOA). New York State is the third largest state economy in the US (behind Texas and California). New York State's economy continues a slow, but steady, expansion. Employment has been growing since 2010. As of July 2015 New York State has recovered 849,700 private sector jobs since the recession. The total job count has increased 525,200 more than the pre-recession peak.

Three important components have driven the WIA Program Year 2014 transition activities as the state began to prepare for the new Workforce Innovation and Opportunity Act. The first component is that state implementation readiness is being driven by a re-invigorated New York State Workforce Investment Board (SWIB) to better align with the New York State's Regional Economic Development Councils and further increase job growth in the state. The SWIB membership is WIOA compliant and has been fully briefed on WIOA responsibilities. SWIB subcommittees were formed to assist in the important work of recommending state policy and begin the development of a Combined State Plan. An important outgrowth of the SWIB has been the development of an Interagency Workgroup comprised of staff from the core partner agencies (New York State Department of Labor, the Office of Children and Family Services and the New York State Education Department).

The second component was the development and delivery of capacity building for the system. WIOA webinars have been developed and delivered across the system. These webinars were developed and delivered by representatives from WIA, Adult Ed/Literacy, Wagner-Peyser, and ACCES VR/NYS Commission for the Blind. Webinar topics included: Local Operations, Leadership, Performance and Reporting, Special Populations and Training. An online WIOA transition resource page was established to provide assistance and background information to all system partners.

The final important component to WIOA transition activities for New York State has been a focus on local implementation. A review of all technical advisories for WIOA transition was completed, and priorities assigned. Staff worked through the documents to update statutory/regulatory references and ensure consistency with new requirements of WIOA and begin releasing new policy.

In addition to these critical activities, New York State is proud to be the recipient of these grant monies to support the important efforts of the workforce system:

- *Continuation of the Reemployment and Eligibility Assessment Program (REA)* – In 2015, the Department of Labor was awarded \$18 million to continue operations in 64 New York State Career Centers to serve over 97,000 UI customers and conduct more than 196,000 REA appointments.
- *Job-Driven NEG Award* – USDOL awarded NYSDOL \$6,175,000 in June 2014 to fund work-based training programs and employment tools.
- *Sector Partnership National Emergency Grant (SP-NEG)* – USDOL awarded NYSDOL \$7 million, which NYSDOL will devote to regional planning activities consistent with the development of sector strategy and partnership development.

- *Dislocated Worker NEG Award* – USDOL awarded NYSDOL \$1,427,560 in June 2013 to fund training programs for occupational training to dislocated workers.
- *NYS Disability Employment Initiative (DEI) Round 4 Grant Award* – NYSDOL was awarded \$3,857,758 to enable the hiring of specialists in disability employment known as Disability Resource Coordinators (DRCs) who will help job seekers with significant barriers navigate the path to meaningful employment.
- *Short Time Compensation Program and Promotion Grant* – In 2014, USDOL awarded NYSDOL \$4 million to be used to inform businesses about the benefits of the Shared Work program and increase enrollment.
- *Apprenticeship Awards* – The USDOL American Apprenticeship Initiative Grant awarded two awards totaling \$5.8 million to NYS applicants to expand Apprenticeship into high growth and high tech industries and occupations.

New York State has also undertaken these efforts to support and enhance workforce services in Program Year 2014:

- *Reducing High Unemployment with the Strikeforce Initiative* - Governor Cuomo announced the creation of the Unemployment Strikeforce in May 2014 in an effort to help jobseekers in areas with persistent high unemployment. The initial focus was on the Bronx, but the effort has expanded to include ten counties in total (Bronx, Franklin, Jefferson, Kings, Lewis, Montgomery, Orleans, Oswego, St. Lawrence and Steuben).
- *Continued Support for the Governor’s Consolidated Funding Application (CFA)* - \$5 million was set aside for Round Four of the Governor’s CFA initiative. Businesses could apply for one, two, three or all four of the following training programs: Existing Employee, New Hire (OJT), Unemployed Worker or Special Populations.
- *Undertaking a More Proactive Approach to Rapid Response* - During PY 2014, NYSDOL conducted workforce intelligence and provided Expedient Response for 265 (non-WARN) layoff events which impacted 8,291 affected workers. We also received 361 WARN notices impacting 37,324 affected workers. A total of 9,164 job seekers were served and 3,932 businesses were contacted resulting in Shared Work assistance for 190 businesses.
- *Investing in Virtual Services to Support Staff and Customer Engagement* – including Virtual Career Fairs, a mobile-friendly Career Center Locator and the addition of Live Chat in JobZone, the Department of Labor’s career information system for adults.

We are proud of our efforts to date but recognize there is still more work to be done. We are committed to helping our jobseeker and business customers achieve successful outcomes. We look forward to the full implementation of the Workforce Innovation and Opportunity Act, which will enable us to continue to expand our regional sector development efforts and foster stronger coordination across core workforce development programs.

## WIA Annual Report for Program Year 2014

### Governor's Regional Economic Development Councils / Five-Year Strategic Planning

In 2011, Regional Economic Development Councils (REDCs) were created to develop long-term strategic plans for economic growth in the ten labor market regions. These councils are public-private partnerships made up of local experts and stakeholders from business, academia, local government, and non-governmental organizations. Each Council was required to develop a five-year strategic plan, which is updated annually, to compete for hundreds of millions of dollars in regional economic development resources. A total of over \$2.9 billion was awarded from 2011 through 2014. Another \$750 million will be available in 2015. In addition, the Governor has made \$1.5 billion available through the Upstate Revitalization Initiative (URI), part of an overall program aimed at systematically revitalizing the economy of Upstate New York. The competition is open to seven regions, and three awards of \$500 million each will be made.

By developing and updating their strategic plans, the REDCs have been able to identify and focus their efforts on priority industry sectors specific to their region. Clean Energy, Healthcare, and the Advanced Manufacturing sector continue to be priority areas for most of the state's labor market regions. Other priority sectors that cut across multiple regions include: Financial and Professional Services; Tourism (including Hospitality, Food, and Beverage); Agriculture; Bio-Technology; and Software, Telecommunications, and Information Technology.

The strategic plans created during this process have given each region a comprehensive, locally created plan for future economic growth. With this fourth round of REDC awards, the state has recognized the creativity and innovation of each strategic plan and invested hundreds of millions of dollars to put New Yorkers back to work and rebuild our economy.

#### *Consolidated Funding Application*

In an effort to transform New York State's model for economic development and job creation, Governor Cuomo, the New York State Department of Labor (NYSDOL), and ten other state agencies collaborated to create the 2014 New York State Consolidated Funding Application (CFA). The CFA changes the way in which economic development resources are allocated, streamlining and expediting efforts to generate sustainable economic growth and employment opportunities across the state. The 2014 CFA was the fourth year of funding for this program.

Participating state agencies each identified resources that could be used to support regional growth strategies. These funds were made available through the CFA. Applicants for these funds were able to apply for one or more grants through a single application that was available through a web portal (<http://regionalcouncils.ny.gov/>) designed specifically for the program.

NYSDOL's part in the CFA was to make state-level WIA funds available to support four types of training initiatives: the Existing Employee Program to train incumbent workers in specific occupational skills that lead to job advancement; the New Hire Program to train dislocated workers who require on-the-job training upon being hired; the Unemployed Worker Program to provide occupational

skills training to dislocated workers to prepare them for full-time jobs needed by a business or group of businesses in the region; and the Special Populations Program – new this year - to provide occupational skills training to dislocated workers in special populations who require classroom-based instruction in order to be qualified to be hired for full-time employment in the region. Individuals in special populations are those who have barriers to employment as defined in the Workforce Innovation and Opportunity Act (WIOA). Businesses could apply for any or all of these programs, depending upon their needs. In the 2014 CFA program, NYSDOL made 75 awards totaling \$5.6 million to train 5,846 workers. Over the entire four years of the CFA, NYSDOL has made 352 awards totaling \$19.9 million to train 22,083 workers.

NYSDOL's CFA programs have proven to be successful vehicles for workforce development and the response from the business community has been very positive. Building on that success, NYSDOL set aside an additional \$5 million for the fifth round of the CFA for the Existing Employee, New Hire, Unemployed Worker, and Special Populations training programs. Applications were due July 31, 2015. NYSDOL received a total of 256 applications requesting \$17.8 million to train 18,418 workers. Funding decisions are currently being made, and awards are expected to be announced in late fall.

## Workforce Investment Board Regional Planning

In response to Governor Cuomo's creation of the REDCs, NYSDOL requires local Workforce Investment Boards (LWIBs) to prepare annual regional plans highlighting their efforts to support the REDCs' goals and strategies.

Examples from some of the current regional LWIB partnerships are:

### *Finger Lakes*

The Finger Lakes Region's plan highlights the local workforce areas' support for the REDC's priority sectors of Advanced Health Care; Life Sciences; Optics, Imaging, and Photonics; Energy Innovation; Advanced Manufacturing; Business Services; Agriculture and Food Processing; Tourism and Arts; and Education. In addition to providing economic impact across the region, the scope of the jobs/occupations associated with these sectors encompasses both middle-skill level jobs and those with advanced educational requirements. Key projects in this region include:

- Eastman Business Park – SUNY's College of Nanoscale Science and Engineering is transforming a former Kodak building into a solar manufacturing and technology development center;
- Monroe Community College's Accelerated Precision Tooling Certificate Program which leads to an industry-recognized credential in advanced manufacturing;
- Finger Lakes Food Innovation Center at the Technology Farm in Geneva; and
- Genesee Community College has developed a Food Processing Certificate program to train workers for a growing food manufacturing industry.

The region has numerous Business Advisory Committees (BACs) that have been established by community colleges to support many of their Associate of Applied Sciences (AAS) degree programs. Some of the BACs include Architectural

Technology and Building sciences; Culinary Arts; Computing Sciences programs; Nursing; Hotel and Resort Management; Instrumentation and Control Technologies; Health Information Technology, Medical Laboratory Technology, Civil Engineering, Electrical Engineering, Hospitality Business, Computer Science and Information Technology, Nursing and Paralegal Studies.

Business members of the three LWIBs are represented as active members, and some are leaders, of the work groups that have assisted in the preparation of the Finger Lakes REDC reports and on an ongoing basis are participating in the implementation of the following strategies: Advanced Healthcare and Life Sciences; Advanced Manufacturing; Agriculture and Food Processing; Business Services; Software and Telecommunications; Community Development; Energy Innovation, Higher Education; Infrastructure and Transportation; Optics, Photonics, Imaging; and Tourism and the Arts.

*Long Island*

The Long Island Region has identified key priority sectors including: Bio-technology; Energy; Manufacturing; Information Technology; and Health care; Construction; Trade, Transportation and Utilities; Professional and Business Services; and Leisure and Hospitality. Regionally significant projects sited in the plan include:

- The LI STEM Hub has brought together employers, government agencies, and existing workforce collaborations to support education and training programs in forming industry council groups that have been successful particularly in the health care sector.
- The ENGINE initiatives at Hofstra and Stony Brook University have enhanced engineering education at both universities through facilities improvement, hiring faculty and increasing capacity. Students who decide to pursue undergraduate degrees in STEM fields have their choice of programs that will prepare them for jobs with innovated businesses in the region.

BACs established by community colleges to support many of their Associate of Applied Sciences (AAS) degree programs, include health information technology; medical laboratory technology; civil engineering; electrical engineering; hospitality business; computer science and information technology; nursing; and paralegal studies.

The LWIBs and local One-Stop representatives have been very active in aligning their effort with the Long Island REDC since the Council’s inception. Coordination between the Council and the LWIBs is facilitated by participation in the Council’s various workgroup which include Comprehensive Economic Development; Community Reconstruction Program; Innovation and Industry Clusters; and

## Workforce and Education.

There are numerous formal and informal business partnerships that support the regional workforce planning in Long Island. The LWIBs are represented on a variety of business associations and consortia that work together to support workforce planning in the region. Representatives network for job opportunities, publicize WIA funded business services, increase One-Stop visibility, and to identify opportunities to collaborate on projects that are important to the region's economic development efforts. Such partnerships include, but are not limited to:

- Connect Long Island Partnership which was established under the leadership of three Long Island LWIBs and coordinated by the Long Island Forum for Technology (LIFT). It has conducted analyses of worker skills gaps in relation to employer skills demands;
- LWIB members and One-Stop staff are active on several Hauppauge Industrial Association (HIA) sub-committees; and
- LWIBs work in partnership with the Long Island Association (LIA) as well as Aerospace and Defense Diversification Alliance in Peacetime Transition (ADDAPT). LIA supports growth, economic development and infrastructure investments in order to create employment opportunities while strengthening the region's business community. ADDAPT is an organization representing local aerospace and defense manufacturers which is also in alliance with LIFT, the HIA and the LWIBs to promote technology-based industries.

### *Western NY*

LWIBs in the Western Region are committed to working closely with all partners. Regional industry concentrations include: Professional Services; Healthcare; Advanced Manufacturing; Hospitality and Tourism; and Transportation. These sectors continue to have job opportunities as well as projected forecasts for future demand. This region has many key projects under development which include:

- The WNY Hotspot, which is a consortium of regional business development organizations leveraging University at Buffalo's award-winning technology incubator to enhance and improve the business climate in the region. The WNY Hot Spot will impact 20 regional colleges and universities, allowing their students enhanced access to entrepreneurship opportunities. This project will tie together the diversity of the region with a proven metrics-driven process to ensure students and entrepreneurs have the opportunity for success in starting new businesses.
- The Buffalo Billion project took a look at the 55,000 workers across 2,000 employers in the greater Buffalo area. By 2020, approximately 17,000 of those employees will have retired, and this initiative is working to address this projected future shortfall of workers. For example, the Advance Buffalo pilot program is recruiting and training motivated people who are interested in advanced manufacturing and matching them with top businesses in Western NY.
- Hospitality and Tourism Center – Niagara Community College will renovate 90,000 square feet, including equipment for a world class center for training in hospitality, tourism and culinary arts along with an incubator and small business center to support growth of new tourism/culinary businesses.

- Each LWIB regularly includes and consults with various business-led partnerships within the region including, but not limited to, Chambers of Commerce and Industrial Development Associations. The partnerships provide opportunities to share information and collaborate on all business sectors that are present in the area.

## PY 2014 Participant Levels and Performance

For PY 2014 (July 1, 2014 – June 30, 2015), our preliminary data indicates participant levels for Adult and Dislocated Worker (DW) programs were 340,245 and 214,925 respectively. This reflects a decrease in the Adult participant levels of approximately 14%, and a decrease in DW participant levels of approximately 32% from PY 2013. Under the Youth Program, 9,574 have been serviced, which is a decrease from PY 2013 of approximately 1%. These figures are based on reported participant levels included in the WIA Standard Record Data (WIASRD) Reports.

### *Common Measures Performance for PY 2014*

As a whole, New York State passed all nine Common Measures. However, six local areas failed seven Common Measures in PY 2014. They were:

- Columbia-Greene: Dislocated Worker Average Earnings
- Orange: Youth Attainment of a Degree or Certificate
- Sullivan: Youth Placement in Employment or Education and Youth Attainment of a Degree or Certificate
- Yonkers: Youth Literacy and Numeracy Gains
- St. Lawrence: Dislocated Worker Average Earnings
- Erie: Youth Literacy and Numeracy Gains

These local areas will be asked to write a performance improvement plan and may be asked to participate in mandatory technical assistance in order to improve performance and ensure passing in PY 2015.

### *Customer Satisfaction Measurement for PY 2014*

USDOL requires that local areas conduct customer satisfaction surveys of both job seeker and business customers. The Department of Labor allows local areas to choose whether to conduct their own customer satisfaction surveys or to use a centrally administered survey.

All LWIAs but two conduct their own job seeker customer satisfaction survey. A centrally conducted survey was administered for the two LWIAs that did not conduct their own survey. The centrally conducted survey was done via an email solicitation with a link to an online survey delivered through SurveyMonkey. In total, 4,600 surveys were sent on November 6, 2015 and 152 responses were received to date. The survey consisted of three questions: the customer's level of satisfaction with services; whether the customer's expectations were met and if the customer considered the services received were the ideal set of services. Overall, the responses to these questions were positive, with over 82% of respondents answering with a neutral or positive response on each question.

A centrally conducted survey was administered by NYSDOL for the areas that do not conduct their own business customer satisfaction survey. The survey was done via an email solicitation with a link to an online survey through SurveyMonkey. In total, 1,453 surveys were sent on November 6, 2015 and 99 responses were received to date. The survey consisted of three questions: the customer's level

of satisfaction with services; whether the customer’s expectations were met and if the customer considered the services received were the ideal set of services. On all three questions, the responses were generally positive, with over 93% of respondents answering with a neutral or positive response on each question.

*Customer Service Indicators*

Customer Service Indicators (CSIs) are designed to move the Career Center System in New York toward specific goals that align with state workforce priorities and/or that assist local areas in meeting their WIA Common Measure goals.

First instituted during PY 2007, NYSDOL has used a number of different CSIs that have evolved over time. In PY 2014, CSIs covered the following topics:

- *Initial Assessment*  
The goal for this indicator is for 95% or more of all customers who receive staff-assisted services to receive an initial assessment service. The Department of Labor feels it is important to assess a customer’s skills, needs, and desires as soon as possible to deliver services effectively.
- *Reduce the Number of Participants who exit while Certifying for UI Benefits*  
This measure has persisted from previous program years as it is considered extremely important. The goal remains at a 10% maximum as it was in PY13. The intent is to keep customers engaged in services while they continue to certify for Unemployment Insurance benefits, only allowing them to exit when they have achieved their employment objective. Performance in this measure has a positive correlation with Entered Employment Rate.
- *Employability Profile*  
The purpose of this measure is to collect all of the information required for a successful job search. It states that all newly enrolled Job Search Ready Services (JSRS) customers must have a complete Employability Profile. This includes job history, education level, and occupational goals. The participant’s JobZone account is also updated with the profile information, expediting the job search process.
- *JSRS Referral*  
As the economy improves the Department of Labor’s focus shifts from career development to a quick turnaround on the delivery of job referrals. This measure states that all newly enrolled JSRS customers must receive a job referral within 5 business days of their initial assessment.
- *Training on Regional Priority Occupations List*  
This measure assesses whether training supported through Individual Training Accounts (ITAs) leads to occupations on the Regional Priority Occupations list. This measure encourages LWIAs in the same region to coordinate and communicate to effectively find employment for their customers in high demand occupations.
- *Expand Business Customer Base*  
The goal of this measure was to increase the number of business customers served by the Department of Labor. Each Regional Business Service team was given a quota of businesses to have their job orders posted in the New York State Job Bank. This improves the Job Bank for our unemployed participants and allows the Department of Labor to offer our services to a greater number of businesses.

## Career Center Services

### Services to Veterans

Veterans' services in New York are delivered through the Career Centers either under priority of service or the Jobs for Veterans State Grant (JVSG). Eighty (80) Disabled Veteran Outreach Program specialists (DVOPs) and Local Veterans Employment Representatives (LVERs) funded through the JVSG are located in Career Centers throughout the state. The Career Center system ensures veterans receive priority of service as provided in guidance issued by NYSDOL in 2006 and 2012 (<http://labor.ny.gov/workforcenypartners/ta/ta12-12-3-Veterans-Priority-of-Service.pdf>).

#### *DVOP Specialist Service Model to JVSG Veterans*

On April, 2014 the U.S Department of Labor's (USDOL) Employment and Training Administration (ETA) and Veteran's Employment and Training Service (VETS) released joint guidance from each agency providing information on the refocused roles and responsibilities for JVSG DVOP specialists and LVER staff. As a result of the refocusing, DVOP specialists only serve those veterans and eligible spouses with significant barriers to employment (SBE), ages 18-24 and other veterans as defined by the Secretary of Labor, therefore reducing their caseload. Those not eligible to meet with a DVOP are served on a priority basis by other Career Center staff. LVER staff's primary functions are to conduct job matching, job placement and business outreach on behalf all veterans serviced by their Career Center. Due to the USDOL policy, LVER staff no longer provide one-on-one services to veterans.

The DVOP specialist service model provides early intervention; services tailored to individual veteran needs, and expedited referral of veterans who need additional assistance to services available within the workforce system.

Through a continuous engagement of one-on-one appointments and between appointment contacts, veteran customers receive an Initial Assessment, Comprehensive Assessment, and job search support by a DVOP specialist. The veteran is provided with resume assistance, career guidance/coaching, job leads, and referrals.

During the first appointment, DVOP specialists:

- Conduct an Initial Assessment (if one was not already completed within the enrollment) and determine service outcome Career Development Services (CDS)/Job Search Ready Services (JSRS);
- Conduct a Comprehensive Assessment;
- Review customized Labor Market Information (LMI) and develops an Individual Employment Plan (IEP)/Next Steps Service Plan;
- Work with customer in setting goals;
- Refer the customer to appropriate service providers to assist with barriers presented;
- Demonstrate features of JobZone relevant to the veteran's needs; review the job search tools, Résumé Builder, and Work Search Record features in JobZone; provide the veteran with JobZone account access information;
- Assist the veteran in creating a résumé or review and critique the veteran's résumé; if the veteran does not have a résumé, use the JobZone Résumé Builder tool to create a basic résumé;

- Once the résumé is created in JobZone (or uploaded) conduct a résumé based job search;
- Refer the veteran to résumé writing services as appropriate to improve their résumé;
- Assist the veteran in creating an email account if they do not have one;
- Refer JSRS veterans to the LVER for job matching;
- Refer and/or schedule veteran for Career Center services as needed, such as career counseling, formal assessment, training, or workshops;
- Schedule the next service appointment in the Reemployment Operating System (REOS) if customer is collecting Unemployment Insurance (UI);
- Provide UI information and Work Search review for UI Claimants.

During the second and subsequent appointments, DVOP specialists will:

For JSRS Veterans:

- Review the veteran's IEP and progress toward meeting their goals and make adjustments to the IEP if necessary;
- Upload the veteran's résumé to the JobZone Résumé Builder if not done previously;
- Work with the LVER and discuss job leads the veteran has received;
- Analyze the veteran's skills and experience relative to the jobs they have applied for to determine if the veteran is applying for appropriate opportunities, including those that utilize their transferrable skills;
- Discuss responses to job applications;
- Discuss job interviews and the veteran's perceptions of interview performance;
- Conduct JobZone résumé based search and review job lead results;
- Provide additional assistance as needed during the appointment and/or as a next step strategy;
- Refer veteran to appropriate workshops and services;
- Discuss the next follow-up service appointment.

For CDS Veterans:

- Review the veteran's IEP and progress toward meeting their goals and adjust IEP if necessary;
- Refer veteran to needed short-term prevocational services.

#### *Case Conference*

If the veteran is not successful in finding a job after the second appointment, a staff case conference is held, whether the veteran was served by a DVOP specialist or Career Center Staff, to determine the job readiness of the veteran in the current labor market. This case conference occurs within four weeks of the veteran's second appointment and serves to inform the type and intensity of services to be delivered at subsequent appointments. The Case Conference will include, at a minimum, office manager/supervisor, veteran program staff (DVOP specialist and LVER), an employment counselor, and any other applicable Career Center staff.

The Case Conference consists of a review of the:

JSRS Veterans:

- Veteran's work and education history;
- Types of jobs to which the veteran was referred or matched;
- Types of jobs, if any, for which the veteran received a call to interview;
- Services provided to the veteran to this point;
- Relevance of the local labor market for the veteran.

CDS Veterans:

- IEP;
- Progress towards meeting their goals;
- Additional barriers or obstacles identified;
- Job readiness;
- Resources and service needs;
- Revision of IEP and/or service strategy.

The outcome of the Case Conference is a plan of service to make the veteran more competitive in the labor market. The nature of the services for subsequent appointments will be outlined in the plan of service developed at the discretion of the Career Center staff during the Case Conference. Veterans may be encouraged to attend training to enhance their skills to broaden the range of opportunities available to them. If significant employment barriers related to behavioral health are identified, veterans will be referred to appropriate local services. If vocational rehabilitation is identified as a need, veterans will be referred to the United States Department of Veterans Affairs Vocational Rehabilitation and Employment program (VR&E).

#### *Local Veterans' Employment Representative*

LVER staff are qualified veterans who provide services consistent with their roles and responsibilities as mandated in the Jobs for Veterans Act and refocusing guidelines. LVER staff members specialize in advocating on behalf of veterans with business, industry, and community organizations to promote employment and training opportunities for veterans. They often work in conjunction with other Career Center staff, including DVOP specialists to promote the skills and strengths that veterans bring to the civilian workforce. LVER staff play an important role in assisting with the development of the service delivery strategies for veterans in their assigned Career Centers, as well as educating all Career Center partner staff with current employment initiatives and programs for veterans. Some of the daily activities of the LVER include, job matching and job placement for veterans serviced by their Career Center, planning and participating in job fairs, conducting employer outreach, informing Federal contractors of the process to hire qualified veterans, promoting credentialing and licensing opportunities for veterans, and in conjunction with employers, conducting Job Search and LMI workshops.

#### *Metrics for JVSG Program*

Weekly DVOP and LVER reports are run outlining how many DVOP appointments were scheduled from the UI Download, how many DVOP follow-up appointments were attended, the total number of case conferences held, the number of business outreaches conducted, and the number of veterans placed.

Monthly DVOP reports are received from the One Stop Operating System (OSOS) Unit detailing program performance for services to veterans at the LWIA, office, and individual staff member level. This report details veteran appointment information, services provided, number of veterans served, exit data, and entered employment rates.

Quarterly reports are received from the Research and Statistics Unit which are generated per specific parameters defined by USDOL. The ETA 9002 Reports and the VETS 200 Reports detail the veteran, eligible persons, and transitioning service member demographics, employment and wage data, and services received statewide.

#### *Services to Post 9/11 Veterans*

Under the Gold Card Initiative, post 9/11 veterans seeking services are offered both intensive services and case management for up to six months from their initial service. Post 9/11 veterans not using services through the Gold Card Initiative still have available to them the full range of services offered through the Career Centers. Staff assisted services begin with an Initial Assessment to determine the level and types of services that would be most beneficial to the customer. These services include career counseling, resume and job search assistance, federal resume assistance, interviewing skills, and various workshops. The vast majority of post 9/11 veterans (over 90%) receive staff assisted services through the Career Centers in New York. New York State issued policy regarding the Gold Card program to the Career Center system in December 2011 (<http://labor.ny.gov/workforcenypartners/ta/TA11-15-1-Gold-Card-Services.pdf>).

#### *Service to Veterans Undergoing Vocational Rehabilitation and Employment*

New York State has a Memorandum of Understanding (MOU) with USDOL VETS and the US Division of Veterans Affairs (VA) to provide job search assistance to those veterans completing vocational rehabilitation and employment under Chapter 31. Under this MOU, a DVOP specialist or Career Center staff provide case management and employment services to assist veterans in finding employment once they have completed training. Department of Labor Intensive Services Coordinators provide VA counselors with monthly case updates on each veteran, ensuring that the services provided by the VA and the services provided by the DVOP specialist or Career Center staff are coordinated and complementary.

#### *Services to Returning National Guard Members*

Career Centers serve as an integral part of the reintegration of returning National Guard members. JVSG-funded staff participates in all facets of the Yellow Ribbon program. Services begin at the pre-deployment event where service members are made aware of the services available to them. They are provided information on how to access services while deployed. Deployed service members can receive resume assistance via email and be enrolled in the JobZone system to obtain job leads by email. When service members return, they are provided with information on services at the demobilization site and asked to complete an employment screening questionnaire to determine their status following release from active duty. Those that are unemployed, underemployed, or attending school are contacted by the closest Career Center. At the 30-day post deployment Yellow Ribbon event, each transitioning service member in

need of intensive services may meet with a DVOP specialist or Career Center staff member to conduct a one-on-one employment assessment. During this assessment, the questionnaire is reviewed to determine if there have been any changes and to discuss the specifics of each service member's situation. This information is forwarded to the Career Center to ensure the service member has a strong local connection for employment and training assistance. A career fair is included in the 60-day post deployment event for units with significant numbers of unemployed service members. This career fair is open only to members of the unit and includes businesses whose employment opportunities match as closely as possible with the skills possessed by unit members.

#### *Services to Transitioning Service Members*

Transitioning service members typically receive services when they return to New York while on terminal leave from the military and seek out services as a result of the USDOL Employment Workshop, provided as a part of the Transition GPS Program. At Fort Drum, services are also provided through the Army Career and Alumni Program (ACAP). DVOP specialists work in conjunction with ACAP staff to assist transitioning service members in post military career planning. They are provided with information to help them: make educational choices and choices as to which career has the most demand for their skills. They are also provided with assistance on preparing resumes, interview preparation, job search, and transferability of their particular skills, as well as information on how to use Career Center services in the state to which they return.

#### *Experience Counts*

As part of the Governor's Experience Counts Initiative, which helps returning Veterans get jobs in New York, NYSDOL has partnered with the Division of Criminal Justice Services (DCJS), the Department of State (DOS) and the Division of Veterans Affairs to help recently returning Veterans obtain security guard training using their military experience. Eligible Veterans include those that were Army Infantryman and Army Indirect Fire Infantryman, Army CID Specialist, Army Combat Engineer, Army Small Arms Master Gunner, Army Resettlement Specialist (a.k.a. Corrections Specialist), USMC and Army Military Police, Air Force Security Specialist, Navy Master-At-Arms and Naval Corrections Specialist .

In lieu of the standard DCJS security guard curriculum, which consisted of an eight hour pre-assignment training and the 16-hour on-the-job training, NYSDOL created a 2 hour on-line training video. Veterans with the required military experience can complete the online training, take a written test based on the online video, complete an online National Incident Management System (NIMS) training, and become registered with DOS to work as a security guard. Prior to the launch on July 1, 2013, several training webinars and conference calls were provided for Career Centers statewide who would be administering the training to veterans free of cost. There are currently more than 1,986 available security jobs statewide.

The Department of Labor has also partnered with the Division of Motor Vehicles (DMV) to make eligible transitioning service members, National Guard members, and recently separated veterans aware of the opportunity to obtain a Commercial Driver License without having to take the road test. This program removes a significant barrier to licensure for individuals with the requisite military training and experience. As of July 1, 2015, DMV granted 866 of these waivers.

## Services to Businesses

New York's Career Center system continues to build on its successful outreach efforts with the business community. Staff is connecting with new and repeat business customers to offer targeted programs and services and, by doing so, have been able to increase the usage of OJT programs and increase the number of customers re-entering the workforce.

In PY 2013, a Priority Jobs effort was piloted. This was a targeted effort to fill current openings that aligned with the local talent pool. Through improved communications with businesses on their specific needs, Career Center staff was able to identify the most qualified candidates, make quality referrals and increase the number of jobseekers hired. Through June 30, 2014, 1,040 individuals have been placed in jobs.

### *Regional Business Services Teams*

Regional Business Services Teams were established throughout the state in June 2010 to support alignment of local Career Center Business Services to sector initiatives/strategies in the region. This structure brings Wagner-Peyser and WIA business service staff together to discuss common problems and share promising practices. It allows them to share workforce intelligence and strategies for marketing services, as well as hiring and training incentives for business customers.

Teams meet on a regular basis to work on initiatives that align with their Regional Economic Development Councils. Teams also continue to use Jobs Express as a lead source for outreach to area businesses. Staff is not only promoting our no-cost services to businesses, they are also increasing the number of customized recruitments held each month. With over 100,000 job opportunities listed on the Jobs Express site, teams are seeing a successful connection between businesses and job seekers actively looking to re-enter the workforce.

### *On-the-Job Training Programs*

In PY 2014, New York State operated several OJT programs to provide businesses with incentives to hire target populations such as the long-term unemployed. Not only have these programs enabled New Yorkers to get back to work, they provided businesses with the opportunity to invest in their workforce and remain competitive.

Examples of recent OJT programs include:

- **Clean Energy OJT** – NYSDOL continues to work with the New York State Energy Research and Development Authority (NYSERDA) to train workers for jobs under its Clean Energy Program. The program leverages \$200,000 available to train individuals in underdeveloped technologies including solar thermal, heat pump (air or ground sourced) and biomass. For PY 2014, 5 businesses have been approved and \$97,080 was awarded to place 12 individuals into training programs, with assistance from NYSDOL in business marketing and trainee identification. This program will run through December 31, 2015.
- **Jobs Driven Grant** – On June 27, 2014 New York State was awarded by the USDOL a Job-Driven National Emergency Grant for \$6.175 million to support on-the-job training to help unemployed individuals re-enter the workforce. This funding will be available through June 30, 2016. The Job-

Driven National Emergency Grant program will fund training programs for unemployed workers for jobs in high-demand industries. DOL has targeted funds to re-employ the following populations: the long-term unemployed, unemployment beneficiaries who are likely to exhaust benefits, veterans and foreign-trained immigrant worker populations. To date, 25 applications have been approved and \$1.8 million has been awarded to serve 18 participants.

- Consolidated Funding Application (CFA) – NYSDOL set aside \$5 million for Round Four of the Governor’s CFA initiative. Businesses could apply for one, two, three or all four of the following training programs: Existing Employee (classroom training of incumbent workers), New Hire (OJT), Unemployed Worker (classroom training of dislocated workers), and Special Populations (classroom training of dislocated workers with barriers to employment). Of the 75 awards made in Round Four, 5 were for New Hire/OJT, totaling \$241,000 to train 387 workers. This program is ongoing, with contracts still under development.
- Dislocated Worker Training National Emergency Grant – NYSDOL was awarded \$1.4 million to increase the state’s capacity to provide critical training services that lead to the employment of dislocated workers, especially the long-term unemployed and those who have been profiled as likely to exhaust their UI benefits. The Dislocated Worker Training National Emergency Grant program will fund both work-based learning, including on-the-job training, apprenticeship and customized training, and classroom-based learning, including class-size training and remedial training. This grant was scheduled to close on June 30, 2015. DOL requested an extension to allow awardees more time to complete their training programs. The request was approved and the grant will now close on June 30, 2016. The Request for Applications was reissued on September 25, 2014 and now targets all New York State counties. To date, 35 proposals have been approved and \$1.12 million has been awarded to train more than 300 new hires.

These OJT programs are proving to be successful vehicles for workforce development and the response from the business community continues to be very positive.

#### *Jobs Express*

Jobs Express is an online database for businesses to post available jobs. Local workforce areas use the Jobs Express system as a lead generation source to grow the state’s database of business customers. For PY 2014, staff has contacted more than 26,319 businesses and, since the effort began in December 2012, reached out to 69,763 businesses.

#### *Customized Recruitments*

Customized Recruitments are no-cost, targeted events built around the specific needs of each business. Career Center staff searches the Talent Bank for candidates that best meet the needs of the business and then set up a meeting where the business can interview these candidates. In PY 2014, 1,419 customized recruitments and 107 career fairs were conducted statewide.



*Other Business Services*

- Promoting hiring incentives and initiatives such as: the Work Opportunity Tax Credit (WOTC), Workers with Disabilities Employment Tax Credit (WETC); the Urban Youth Jobs Program Tax Credit (UYJP); and the Work for Success initiative.
- Assisting with economic development-focused task forces and priority projects:
  - *Advance Buffalo Pilot Program* – A pilot workforce development initiative under the Buffalo Billion Economic Development Plan to help advanced manufacturing businesses in Western NY meet their hiring needs. As of June 30, 2015, local manufacturing companies have listed 1,400 job openings and 164 individuals have been hired in Advanced Manufacturing positions. In addition, more than 1,392 individuals have found employment in other areas. In addition, 112 individuals have completed CFA sponsored training programs in Advance Manufacturing.
  - *New NY Bridge* - DOL continues to work with Tappan Zee Constructors and the New York State Thruway Authority to obtain a full list of sub-contractors working on current and future phases of the New NY Bridge project. To date, DOL has received information on more than 173 businesses. DOL continues to reach out to these businesses to offer recruitment assistance. DOL will also be searching the talent bank for candidates from target populations including veterans, disabled veterans, women and minorities. DOL continues to list all current project-related openings on our website. To date, almost 2,300 customers have been referred to 216 job orders.
  - *Governor Cuomo’s Unemployment Strikeforce* – On May 29, 2014, Governor Andrew M. Cuomo announced the Unemployment Strikeforce, a new multi-pronged campaign to target areas of the state with the highest unemployment rates for the purpose of boosting employment. The campaign was initially focused in Bronx County, Jefferson County and Lewis County and then expanded in January of 2015 to Kings County, Franklin County, Montgomery County, Orleans County, Oswego County, St. Lawrence County and Steuben County. Career Center staff has engaged more than 32,000 customers in the Strikeforce areas while working with the Regional Business Services Teams to connect these customers with businesses through On-the-Job Training, Customized Recruitments and Career Fairs. In an effort to expand services, staff in certain areas were out-stationed to Community Boards and Elected Officials’ offices to bring services directly into the community.

As of December 4, 2015, the initiative has engaged the following in ten counties:

- Total Customers = 35,424
  - Long Term Unemployed (LTU)= 4,794
  - Non LTU= 30,630
  - Placements Into Employment= 37,198
    - Unique Individuals Hired= 21,234

#### *Rapid Response*

The Department of Labor saw a slight increase in the number of affected workers impacted by Workers' Adjustment and Retraining Notifications (WARN) as filed in PY 2014. During PY 2014, NYSDOL received 361 WARN notices impacting 37,324 affected workers. In comparison, during PY 2013, NYSDOL received 482 WARN notices impacting 34,080 affected workers. Additionally, during PY 2014, NYSDOL conducted workforce intelligence and provided Expeditious Response for 265 (non-WARN) layoff events which impacted 8,291 affected workers. This is a decrease in comparison with PY 2013, when NYSDOL provided Expeditious Response for 333 (non-WARN) layoff events which impacted 10,757 affected workers.

A total of 31 staff members serve the 10 regions in dedicated teams with a focus on providing impacted individuals job search and employment referrals before layoffs occur. During PY 2014, Rapid Response, Business Services and the newly established Shared Work sales teams merged under Business Engagement to increase communication, customer relationship building and reporting consistency toward streamlining services to businesses and job seekers.

Rapid Response also maintains:

- A close working relationship with NYSDOL's Trade Adjustment Assistance (TAA) Unit and Unemployment Insurance Benefits Section/TAA Unit to promote TAA when applicable, proactively filing related petitions when necessary, and working with the business to identify approved affected workers. Early identification of these workers helps accelerate the application mailing and entitlement process, thereby allowing more time for counseling staff to assess customers and identify appropriate training opportunities before their training program enrollment deadline.
- Use of the Labor Insight (spider) software program to expand job leads based on affected workers' titles/skill sets for individual job seeker referral and planning customized career fairs.
- Selling of the Shared Work Program as a layoff aversion option for businesses with an increased involvement of organized labor.

*Shared Work*

New York’s unemployment rate (seasonally adjusted) decreased to 5.5% by June 2015, compared to 6.3% in June 2014. During PY 2014, 498 Shared Work plans were approved to begin and 5,567 participants were registered in the program. These statistics represent a decline of 23% and 33% respectively, when compared on a statewide basis with PY 2013. This experience is illustrated in the following chart:

Region	Plans Approved to Begin		Projected Number of Workers		Number of Participants	
	PY 2014	PY 2013	PY 2014	PY 2013	PY 2014	PY 2013
Statewide	498 -27%	686	14,520 -23%	18,743	5,567 -33%	8,368
Capital Region	43	68	816	1,230	308	632
Central	36	50	981	1,068	540	415
Finger Lakes	77	88	2,420	2,859	1,004	1,393
Mid-Hudson	46	61	529	724	210	299
Long Island	69	107	1,435	2,605	360	916
Mohawk Valley	39	44	1,661	1,891	625	786
New York City	41	70	888	1,026	450	714
North Country	15	21	443	866	300	240
Southern	42	55	2,528	2,283	781	1,257
Western	76	111	2,200	3,041	853	1,478
Address Unknown	14	11	619	1,150	136	238

In 2014, USDOL awarded NYSDOL a \$4 million Short Time Compensation Program and Promotion Grant. The grant runs through December 2016 and the funds are being used to inform businesses of the benefit of the program and increase enrollment in the Shared Work program. A strategic sales and outreach plan has been established to target companies, labor unions, chambers of commerce and business associations. In addition to outreach, staff provides technical assistance with the Shared Work applications and plans, as we guide impacted individuals through the benefit process.

## Other Career Center System Initiatives / Grant Activities

### National Emergency Grants (NEG)

- Disaster NEG funds provided funding for short-term, temporary disaster relief employment to help communities recover from disasters. The program creates employment and training opportunities for up to 6 months and participants are eligible to receive additional reemployment services after the temporary employment is completed. The Disaster NEG program included:
  - Hurricane Sandy Disaster NEG – USDOL awarded NYSDOL \$27.8 million to hire workers to aid in the clean-up of impacted communities across 13 counties (Bronx, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster and Westchester). Temporary workers assisted in municipalities' restoration and humanitarian efforts. In June 2013, NYSDOL received an additional \$23.3 million from the USDOL under the Hurricane Sandy Disaster NEG to fully fund already-approved project proposals, bringing the total Hurricane Sandy Disaster NEG award to \$51.1 million available through June 30, 2015. Projects ended in April. Total accrued expenditures through the end of May were approximately \$50 million. Through June 2015, a total of 3,285 individuals have worked on various projects in New York City, Long Island and in the lower Hudson Valley.
- Dislocated Worker NEG – USDOL awarded NYSDOL \$1,427,560 in June 2013 to fund training programs for occupational training to dislocated workers. The training supported under this grant include: (1) Work-based Training, including OJT, Customized Training, and Registered Apprenticeship; and (2) Classroom-based Learning, which leads to an industry recognized credential in high-demand occupations. Up to \$1.3 million was released through a non-competitive Request for Applications (RFA). Approximately \$939,000 has been awarded to 36 businesses and training providers to train 318 individuals.
- NYSDOL was granted an extension to June 30, 2016 to expend grant funds. Awards for work-based training reached the 60% maximum allowed under the DWT-NEG. A competitive Request for Proposals will be released late fall 2015 for the remaining to make up to \$150,000 available for Classroom-based training.
- Job-Driven NEG – USDOL awarded NYSDOL \$6,175,000 in June 2014 to fund work-based training programs and employment tools.

Up to \$5.4 million was initially released in February 2015 through a non-competitive RFA to allow for Work-based training, including OJT, Customized Training, and Registered Apprenticeship. In May 2014 Governor Cuomo announced the creation of the Unemployment Strikeforce, a multi-pronged campaign to target areas of the state with high unemployment rates and boost employment. The areas identified include Bronx, Franklin, Jefferson, Kings, Montgomery, Orleans, Oswego, St. Lawrence, and Steuben counties. Eligible applicants for the JD-NEG RFA included private sector for profit business, private not-for-profit businesses, local workforce investment boards, and training providers located in one or more of the 10 identified Strikeforce

counties. The RFA closed on June 1, 2015. Approximately \$835,650 was awarded to train 239 individuals. In June 2015 a second RFA was released making up to \$4.4 million in funding available under the JD-NEG with no restrictions on an applicant's New York State location. The RFA closed on May 31, 2016. Applications are actively being received and awards have been made in PY 2015. Funds expire June 30, 2016.

*Unemployment Insurance Connectivity Grant*

In 2011, NYSDOL was awarded a \$2.75 million Unemployment Insurance (UI) - Employment Services (ES) Connectivity grant from the National Association of State Workforce Agencies to design and implement innovative strategies to improve reemployment services for UI claimants and other unemployed workers in the Career Center System. Strategies to be implemented include the development of the Integrated Workforce Registration (IWR), real time triage for services based on customers' needs, automated skills transferability and job matching, and use of social media to enhance outreach and service delivery.

Phase one of the IWR component was completed in July 2014. The Department of Labor's single sign on (NY.gov) is now positioned in front of both the UI and ES self-service tools. Phase two of the grant will implement the IWR as the first step of registration for both UI and ES services. The IWR creates a common point of entry for both UI and ES customers. In a seamless fashion, the customer will be able to register with the workforce system as well as continue on to file a UI claim if appropriate. The IWR will collect enough information at the time of registration for real time job matching, triage, and next steps to be provided. Each user will have an Individual Landing Page where NYSDOL information will be dynamically displayed, specifically UI and ES information. It will have two-way communication capabilities that will also allow for a high level of customer service. Phase two is expected to be implemented in Fall 2015.

The second part of the UI Connectivity project aims to expand the use of social media tools and mobile applications to better connect unemployed job seekers with employment opportunities. The Department of Labor is exploring strategies to create a Virtual Career Center where job seekers can connect with a multitude of Career Center services online. This virtual service would include live chat with career counselors, virtual job fairs, a direct link to the New York State Job Bank, resume development support, and a large array of job seeker services. The Department is currently purchasing online video interviewing software that will allow jobseekers to conduct practice interviews online via video. This product can also be used as a recruitment tool to conduct video interviews. The Department would serve as the conduit between the business and the customer by providing the tool as a resource for interviews. Other initiatives accomplished include:

- Development of a mobile-friendly Career Center Locator that unemployed customers can use to find their nearest New York State Career Center for reemployment services and career assistance. The Locator uses the most up-to-date technology that allows for customers to find Career Center locations regardless of which mobile device they are using.
- The New York State Virtual Career Fair is an online career fair offered at no cost to businesses and job seeking customers throughout the workforce system. Events are scheduled every two to three months, and can be general in nature or centered on special events to target specific

audiences. Business outreach to recruit participation in these events is ongoing, and job seeking customers are identified to ensure a quality match to the current openings. To date there have been 11 virtual events with 156 Businesses and over 1400 job seekers in attendance.

- The Department of Labor’s Career Center Events and Recruitments online event calendar (hosted through Trumba) is posted on the NYSDOL website (<http://labor.ny.gov/workforcenypartners/career-center-events.shtml>). All 94 New York State Career Centers throughout the system list all of the workshops, career fairs, job clubs, recruitments and other events hosted at the centers. It is used as a central place on the NYSDOL Website to store information and to promote workshops, training opportunities, and recruitment events to jobseekers. This allows customers to see all the events in the state at a glance with the capability to filter on specific regions, local areas, offices, or event types. Customers from anywhere in the state can access virtual workshops from any center in the state. In addition, this allows capacity building across the centers by sharing workshop materials and resources.
- A Live Chat feature was added to JobZone where customers can receive career advisement through virtual chat. Live Chat Operators provide career counseling services to job seekers, and other interested individuals through a web based solution purchased from the company WebsiteAlive.
  - The service is staffed by career advisors throughout the Career Center System.
  - During PY 2014 Live Chat staff served over 3250 customers with this service (and approximately 4,000 since its inception).
  - Questions range in topic from resume and job search assistance to assistance with the online work search record in JobZone.

UI Connectivity aligns with state policy of calling in all UI customers to have an in-person appointment at the Career Center. Having one common front door will streamline data collection processes, alleviate duplication for the customer, and ensure more accurate records, therefore providing a higher level of customer service. The mobile and social media initiatives combined with the IWR and the Individual Landing Page will allow a level of virtual services to be provided that, until now, has not been possible.

#### *Information Systems Integration*

The Department of Labor’s online career planning systems, CareerZone and JobZone ([www.careerzone.ny.gov](http://www.careerzone.ny.gov); [www.jobzone.ny.gov](http://www.jobzone.ny.gov)) are now the self-service customer interface for the One-Stop Operating System (OSOS) case management system. This integration reduces OSOS data entry demands on staff and facilitates the staff-assisted assignment of online resources to customers. Customers have access to a greater array of online self-service options and have these activities documented appropriately in their OSOS records. Customers can record their work search efforts in JobZone, create weekly work search reports, track their activities and keep their business contacts safe and secure in one self-service location. Staff in turn can access the customer’s work search reports and provide appropriate assistance as needed.



Phase one of UI-ES Connectivity established significant updates and enhancements to CareerZone and JobZone customers, including additional jobseeker tools, improved assessments, and enhanced graphics. In addition a new ungraded portfolio level was added to the CareerZone system to support the needs of WIA youth programs across the state.

Phase two of this project developed additional functional improvements to JobZone. These included the integration of a single sign-on (NY.gov), a Work Search Record and Skills Matching and Referral Technology (SMART).

- JobZone was added to the same NY.Gov login process that online UI claimants currently use. This will complete the full integration of online UI and ES accounts.
- New York State strongly promotes the use of the JobZone online Work Search Record for all customers, particularly UI claimants. It provides one place where claimants can safely update and store all of their work search records and is accessible 24 hours a day, 7 days a week. Staff can access the claimant’s record via our OSOS case management system to provide job search advice and assistance during reemployment service appointments, and UI eligibility issues can be addressed to reduce UI overpayments.
- The Skills Matching and Referral Technology (SMART) has been integrated with the Job Zone/OSOS and the New York State Job Bank systems to provide both job seekers and business with enhanced online matching tools. SMART provides UI claimants with:
  - Online resume writing assistance that will result in improved skills descriptions and more effective job matching including potential job leads that utilize transferable skills in different occupations/ industries than the jobs previously held.
  - Access to advanced job search options that can help to fine tune and/or expand matching results; individual preference options for notification of potential job leads via alternative means of communication; and options allowing businesses to view individual resumes online through a secure system communication means with the option to hide/display individual contact information.
  - Tools that will provide insights into the skills those businesses with current job openings are looking for and allow the jobseeker to compare their own resume to the skills reflected on resumes of jobseekers that were hired for the type of work desired. These tools assist jobseekers with the information needed to understand what is needed to successfully compete in today’s job market. With these insights, claimants can identify skill gaps and training needs, and establish realistic short term employment and/or longer term career goals.
  - New York has also implemented SMART’s sister tool: Talent. Talent is an online self-service portal where businesses can post job openings and search the NYSDOL Talent Bank resumes for potential candidates for those job openings.

### *New York Employment Services System (NYESS)*

NYESS revolutionizes employment supports for New Yorkers with disabilities and generates funding for disability-related employment services and supports. NYESS is being developed using the New York State Medicaid Infrastructure Grant, New York Makes Work Pay, as the catalyst, and is administered as a joint effort of NYSDOL as the state lead agency for workforce services and the Office of Mental Health (OMH) as the lead agency for the Medicaid Infrastructure Grant.

NYESS, implemented in December 2011, provided system access to the following six State agencies and their network of service providers: OMH; the Office of People with Developmental Disabilities; Adult Career and Continuing Education Services – Vocational Rehabilitation; the Commission for the Blind; the Office of Alcohol and Substance Abuse Services; and the Office for the Aging. In May 2013, the Division of Veteran’s Affairs joined as a participating NYESS agency. NYSDOL and OMH continue to jointly work on enhancing the system and providing users with additional features and functionality needed to streamline service delivery.

Since February 2012, NYESS ([www.nyess.ny.gov](http://www.nyess.ny.gov)) has operated as the statewide Administrative Employment Network (EN). The statewide EN designation allows the Social Security Administration (SSA) the ability to collaborate directly with New York to document employment outcomes for individuals with disabilities participating in the Ticket to Work program in order to determine that program’s effectiveness. As a statewide EN, NYESS creates a network of providers working with multiple State agencies using a single, real-time employment data/case management system. In addition to improving meaningful employment outcomes for individuals with disabilities, participating providers under this statewide EN have generated over \$750,000 in incentive payments which can be reinvested in expanded job supports for people with disabilities.

### *WIA Incentive Grant*

New York State was eligible to apply for WIA Incentive funds for Program Year 2011. Several important educational initiatives have begun to take shape that impact the workforce system, such as the state’s transition to a new High School Equivalency (HSE) diploma measure (Test Assessing Secondary Completion [TASC]) to replace the current GED test and new credentials to take the place of the old Individualized Education Program Diploma. Accordingly Incentive Grant funds were focused on enhancing the college and career readiness of youth in need and the development of instructional materials to prepare young adults for the TASC and increase their readiness for community college. The Department of Labor and the State Education Department (SED) have continued the partnership established in prior years’ incentive grant activities to address these emerging needs.

In order to enhance the college and career readiness of youth in need, SED and NYSDOL partnered to build capacity across the system to ensure that youth were prepared for these critical college and career readiness transitions. NYSDOL has partnered with Youth Power!, an innovative, youth driven community based organization to assist NYSDOL and SED in reaching out to organizations and agencies across the state who serve youth in need. This partnership focused on:

- Creation of webinars/presentations, videos, and other materials to share information with youth on important education and career resources;

- Facilitation of conference calls and webinars sharing information strategies, and best practices with career center and contractor youth program providers; and
- Facilitation of regional face to face collaborative sessions engaging youth and youth program staff.

In order to prepare New Yorkers for successful completion of the TASC and ensure their readiness for community college, WIA incentive grant activities focused on the development of a Request for Proposals (RFP) seeking respondents with HSE preparation curriculum development expertise to develop instructional materials.

The RFP further stipulated that the developed materials must also be suitable for programs based in locations other than community college campuses (e.g., WIA Youth Programs, adult education programs including 51 Literacy Zones). Requirements for delivered materials included:

- Adequate preparation in at least the following three of the five TASC content areas (i.e., Mathematics, Reading, Writing). Proposed models could also address Science and Social Studies;
- Alignment with the US Department of Education approved Ability to Benefit measures; and
- Portability of the curricular/instructional materials/resources developed to non-Community College preparation settings.

#### *Reemployment and Eligibility Assessment*

The Reemployment and Eligibility Assessment (REA) Initiative is framed around four major customer service principles intended to provide intensive case management and a heightened level of services to Unemployment Insurance claimants – expeditious entry to the One Stop system, assessment/identification of needs, individual reemployment plans, and continuous engagement.

The current model is designed to provide a maximum of 3 one on one in person interviews per participant in the Career Centers. The First/Initial REA interview will consist of the following components:

- A brief orientation to the Career Center services which may be performed in a group setting and may be supplemented by general Career Center orientation.
- Explanation of the REA initiative expectations and ramifications for non-compliance
- Initial assessment
- UI eligibility review including identification of barriers and plans for remediation
- Development and agreement to an individualized reemployment/work search plan (including required registration in the state Job Bank via New York State JobZone). Review of work search records and requirements.
- Provision of Labor Market Information (LMI),
- Resume tweaking and preparation
- Job matching and referrals

- Development of an individual Next Steps Plan with articulated next steps which will include scheduled appointments and/or referral to Career Center services, work search activities, referral to supportive services and/or other partner services outside of the Career Center, work search related “homework” to be completed prior to next REA appointment and scheduling of second REA interview. The second and third REA interviews will consist of similar activities.

This program design has been shown to increase REA participants’ competitive advantage by returning claimants to work earlier than non-REA claimants, thereby reducing the average duration of their UI claim resulting in a savings to the UI Trust Fund. New York State has received the largest share of REA federal grant dollars in the country for the past six years.

The current REA program operates in 64 select Career Center locations in all 33 Local workforce Areas and all ten (10) Regional Economic Development Areas of New York State.

After an extensive recruitment process, New York is one of five states that have met the stringent criteria for potential inclusion in a USDOL REA Program Impact Study. The Study will examine not just whether REA is effective in reducing UI duration and benefit, but also which components of the REA program (e.g., eligibility review, reemployment services, etc.) drive impacts. To the extent possible, the study will also examine for whom the REA program is most effective based on claimant profiling scores.

The REA program requires strong linkages between the UI program and Career Centers. The Department of Labor has developed the Reemployment Operating System (REOS), which facilitates the communication of information related to UI claimants between UI and Career Center staff. REOS provides Career Center staff with effective tools for scheduling UI claimants for service, tracking attendance, reporting potential UI issues to UI staff for adjudication, and placing a hold on UI claimant benefits for failure to report to services. New York State received additional funding to update and enhance REOS to allow staff to effectively provide reemployment service to customers and to create a feedback loop between the UI and Career Center staff.

#### *H-1B Technical Skills Training Grant*

In November 2011, New York State was awarded a \$5 million H-1B Technical Skills Training Grant that is intended to raise the technical skill levels of American workers so they can obtain or upgrade employment in high growth industries and occupations. Over time, these education and training programs will help businesses reduce their use of skilled foreign professionals permitted to work in the U.S. on a temporary basis under the H-1B visa program. Our proposal focused on two distinct career pathways: Advanced Manufacturing and Registered Nursing.

The Advanced Manufacturing Pathway Project, implemented in the Finger Lakes Region, focuses on developing a talent pipeline for the existing and emerging advanced manufacturing industries in the region. The purpose of the program is to provide funding for a specified list of community college course tracks related to advanced manufacturing for participants who are unemployed, enrolled in the WIA Adult and/or Dislocated Worker Program, and have a high school diploma

or GED. The goal of the program is for participants to complete an Associate's degree. In addition, as the time remaining in the grant period neared two years, a modification was submitted and approved to allow for shorter term certificate programs, generally consisting of one or two semesters of work. This allows new enrollments with less than two years left in the grant period, the time needed to receive an Associate's degree. As of October 2015, 222 participants have been enrolled in the program.

The Department of Labor issued a Request for Proposals for the Registered Nurse Upgrade Project, a statewide incumbent worker training initiative. The purpose of the project is to provide funding to businesses or union-sponsored training organizations interested in assisting employed, Licensed Practical Nurses and Registered Nurses to complete or enroll in a post-secondary school, approved by the New York State Education Department, to upgrade their nursing credentials. To date, 179 nurses are currently active; 156 have graduated and received a higher degree; and 13 have withdrawn, for a total of 348 participants. The grant has been approved for a no-cost extension and is therefore scheduled to run through June 30, 2016.

#### *Disability Employment Initiative*

The Disability Employment Initiative (DEI) has been in operation in New York State since October 1, 2010. The award granted in the first round of funding from USDOL totaled \$5M, allowing all Career Centers in the 13 Local Workforce Investment Areas (LWIAs) that were designated as pilot sites to offer specialized services to customers who self-identified as having a disability. The services under this initiative were provided by up to 27 Disability Resource Coordinators (DRCs) staffed throughout the 13 LWIAs. A review of results showed that DRCs effectively augment Career Centers as the percentages for Intensive Services, Training Services, Attained a Degree or Certificate, Services, Entered Employment, and Retained Employment were higher in pilot sites with DRCs versus comparison sites without DRCs. The project ended on January 31, 2014 with great success on increasing employment outcomes for people with disabilities.

On September 26, 2013, NYSDOL was awarded a second round of DEI funding totaling \$4M. It staffs 10 DRCs in four new LWIAs for the period October 1, 2013, to January 31, 2017. This round of DEI funding has an added feature: it includes \$400,000 earmarked for training funds to give customers the opportunity to obtain an industry-recognized postsecondary credential, on-the-job training, and skills upgrading and retraining.

Finally, on September 17th, 2015 NYSDOL was awarded a third round of DEI funding, totaling \$2.5M. It will staff 4 DRCs in two more local areas: Capital Region and Herkimer/Madison/Oneida. This grant, entitled "Pathways to Employment," focuses on the Career Pathways model of disability employment. It has over \$700,000 earmarked for training funds set aside to serve 300 adults with disabilities, providing job placement services for individuals who complete their career pathways training in partnership with credential-based education offered through the community college system. The goal is to enable individuals with disabilities to obtain the skills and credentials necessary to achieve living-wage employment in high-growth employment fields including healthcare and technology/manufacturing.

### *Young Adult Ex-Offender Initiative*

On July 2, 2013, NYSDOL awarded a New York City consortium a total of \$1 million for an 18-month contract to offer specialized services to young adult ex-offenders between the ages of 18 and 21. This initiative, which is operating from September 1, 2013, to February 28, 2015, is designed to help the state develop a comprehensive approach to increasing job readiness while improving employment outcomes for young adult ex-offenders who identify as homeless and/or Lesbian/Gay/Bisexual/Transgender (LGBT). This contract officially ended May 31, 2015.

Data as of May 31, 2015, reveals that 101 participants have been enrolled in the program. Of the 101 participants enrolled, a total of 76 completed a career plan, 59 enter unsubsidized employment, 43 earned the National Work Readiness Credential, 46 completed an internship, and 9 entered post-secondary education.

### *Work for Success*

Governor Cuomo initiated a program to help the formerly incarcerated find employment. Under the Work for Success program (WFS), businesses can earn up to \$2,400 in federal tax credits for each formerly incarcerated individual hired. This program also helps reduce recidivism, promote economic development, and improve public safety throughout New York State. The WFS program is a collaborative effort between NYSDOL, other state agencies, and various community partners to provide training and employment services.

- New York's Career Centers have identified dedicated workforce professionals to serve as primary contacts for businesses interested in hiring ex-offenders and for assisting the formerly incarcerated in finding gainful employment. These WFS Liaisons participate in monthly meetings, trainings, and events to further develop their skills in servicing the formerly incarcerated.
- The Department of Labor has worked with the Division of Criminal Justice Services (DCJS) to provide Offender Employment Specialist Training to WFS Liaisons and Business Services staff in all ten regions across the state.

**Low Risk/Low Need Pilot** – In September 2013, the Brooklyn and Bronx Career Centers began a pilot to connect ex-offenders to employment. This pilot was expanded in 2015 to an additional five areas of New York which include; Albany, Newburgh, Long Island, Buffalo, and Syracuse. Through established relationships between NYSDOL and the New York State Department of Corrections and Community Supervision (DOCCS), low-risk ex-offenders being released to these areas are referred and scheduled with NYSDOL's WFS Liaisons. WFS Liaisons then provide appropriate employment related services.

### *Pay for Success*

The Pay for Success (PFS) model is an innovative way of financing social services to help governments target limited dollars to achieve a positive, measurable outcome. Under the Pay for Success model, a government agency commits funds to pay for a specific outcome that is achieved within a given timeframe. A key feature of the Pay for Success concept is that the financial capital to cover the total operating costs of achieving the target outcome is provided by

independent private, philanthropic, or other social investors for the entire period of performance of the project. The investors' motivation for accepting the risks of funding the project is an expectation of a return on their investment. Payment of the committed funds by the government agency is contingent on achievement of results. Depending on the payment criteria and outcomes used, the investor may achieve a positive return in addition to repayment of the principal investment. Ideally, some or all of the financial return could be reinvested into further social capital initiatives. In this way, the model is different from how government agencies typically fund services; government funding is shifted from paying for specific processes and services to paying for specific outcomes.

In September 2013, New York was notified that it received a Pay for Success award from USDOL (Phase 1) to support its proposed project, Employment to Break the Cycle of Recidivism. This project expands an evidence-based intervention strategy currently delivered by the Center for Employment Opportunities (CEO) to address the employment needs of 1,000 formerly incarcerated individuals who:

- are at high risk of returning to incarceration;
- have been recently released to Rochester or New York City from prison; and
- have high employment needs.

CEO's employment program has shown a statistically significant impact on recidivism and employment when targeting high risk individuals (MDRC study). The intervention is an integrated service delivery model of life skills development, transitional jobs (subsidized employment), job placement and post-placement support.

The Governor's office strongly supports the Pay for Success model awarded by USDOL and appropriated funds to continue the project into a second phase. Under Phase 2, which began in September 2015, an additional 1,000 formerly incarcerated individuals will be served under the Pay for Success program.

The Department of Labor, as the state's workforce agency, is the official state applicant for the grant; however, the Pay for Success project is truly a collaborative effort among the Executive Chamber, Division of the Budget, Division of Criminal Justice Services (DCJS) and the Department of Corrections and Community Supervision (DOCCS). The intermediary procured for the project is Social Finance, Inc. (SFI) out of Boston, Massachusetts, a U.S. based subsidiary of Social Finance UK, which piloted four social impact bonds in England, including a project targeting offenders. Michael Puma, principal of Chesapeake Research Associates, has been procured to serve as an independent Validator for the project.

As of December 1, 2013, SFI was able to raise \$13.5 million in investments through a private placement via Bank of America Merrill Lynch Wealth Management with participation by over 40 qualified impact investors and foundations. Under the program model, investors will receive two payouts scheduled in September 2017 and March 2019 if predetermined performance thresholds are met. If performance thresholds are not met, investors will receive nothing.

Operationally, the project launch began on December 9, 2013, at which time DOCCS performed the first randomization of eligible individuals to treatment and control groups. Randomization under Phase 1 ceased in September 2015 and again resumed in October 2015 for Phase 2. Latest statistical data shows that as of June 30, 2015 the project has enrolled 796 participants and is on target to achieving the required 1000 enrollments under Phase 1. Of the 796 participants enrolled in the Phase 1 project, 659 completed Life Skills training and 503 worked at a Transitional Job. More detailed program statistics will be available for reporting in the PY 2015 WIA Annual Report.

## State Workforce Investment Board

The State Workforce Investment Board (SWIB) has been fully appointed by the Governor, a chairperson has been selected, and the membership is fully compliant with the Workforce Innovation and Opportunity Act (WIOA). Quarterly meetings have been consistently convened throughout 2014 and 2015. The Board has been primarily tasked with supporting the economic development efforts of the Regional Economic Development Councils through workforce recommendations; and guiding WIOA transition by reviewing policy and fulfilling requirements of the new legislation. The SWIB has organized itself by prioritizing the requirements of WIOA and establishing subcommittees based on these priorities. Staff has been identified to support all of these subcommittees, and they meet on a regular basis. The current subcommittees and roles are:

- **Aligning Workforce Programs** – Comprised of Executive staff from partner agencies (ESD, OTDA, SED, DOL, OCFS, and SUNY) to focus on interagency coordination of service provision and ensure all agencies meet requirements under WIOA. The subcommittee is also involved in guiding the State Plan.
- **Communications and Improving Regional Planning** – To improve communication between the LWDBs, REDCs, and the SWIB, to ensure optimal workforce planning and coordination. Also, helps communicate relevant issues related to the WIOA transition to the local areas and key partners.
- **Education and Credentials** – To help ensure education and credentials are demand-driven and industry-recognized. They also focus on the development of career pathways.
- **Significant Industries** – To evaluate the needs of significant industries across the State and helping to foster connections with business intermediaries and support sector strategies.
- **Outcomes and Metrics** – To help ensure that the State is meeting its reporting requirements under WIOA and evaluating performance results to identify best practices or areas for improvement.
- **Executive Committee** – To oversee the other five subcommittees and ensure that the SWIB as a whole is addressing the various requirements of WIOA.

## Building System Capacity

The Department of Labor continues to provide training and capacity-building activities to the state’s workforce development and Career Center system. Training opportunities are provided to all levels of workforce professionals, from state and local board members to front-line direct service delivery staff in the Career Centers, program providers and stakeholders. Overseen by Division of Employment and Workforce Solutions (DEWS) staff, capacity-building activities are delivered through a variety of methods including videoconferencing, conference calls, webinars, online training modules and classroom training.

During PY 2014, NYSDOL hosted, developed, delivered, facilitated, coordinated, or otherwise supported activities that included:

- Over 120 webinars
- 46 workforce system weekly conference calls
- 19 LWIB Director Calls/Meetings
- 12 Youth Issues Calls/Webinars
- 10 Virtual Career Fairs, with 101 businesses and 985 jobseekers
- 5 interagency meetings between NYSDOL, NYSED and OCFS to begin development of the WIOA New York State Combined Plan
- 4 Social Media Community of Practice (COP) Virtual meetings
- 1 veterans training conference
- Sector Strategies Virtual Institute
- Urban Youth Jobs Program
- Strikeforce Initiative
- Nail Salon Taskforce

### *Regional Councils*

The Department of Labor continues to support the Governor’s regional economic development efforts. In 2014, Regional Economic Development Councils (REDCs) were supported by NYSDOL through the organization and delivery of informational webinars. Department of Labor staff coordinated with 12 state agencies to record 29 presentations and converted them into 29 videos that were made available on the REDC website (<http://regionalcouncils.ny.gov/genericcfa/2015-cfa-materials>).

### *Consolidated Funding Applications*

The Department of Labor participates in the Governor’s Consolidated Funding Application (CFA) initiative. Department of Labor staff continued their support by helping to coordinate several CFA workshops in each of the ten regions throughout the state. These workshops provided information on how to access the funding from agencies’ programs through one application. The workshops also included breakout sessions that focused on specific areas of available funding.

*Information System Training and Technical Assistance:*

- Staff continues to provide a multitude of training throughout the year to local workforce staff on New York’s One Stop Operating System (OSOS), and the Reemployment Operating System (REOS).
- Several video based (Adobe Captivate) tutorial training modules have been developed for the workforce system in lieu of in-person training to help conserve scarce resources and ensure consistency in messaging.
- Social media is an essential tool for helping the unemployed find jobs. A Social Media Community of Practice group consisting of approximately 60 members was established and continues to meet monthly via videoconference/conference call to discuss social media as it applies to job seeking customers.
- Live Chat With a Career Advisor - NYSDOL is delivering virtual services through JobZone to customers to establish best practices and to expand the delivery of virtual services. Virtual Live Chat between workforce professionals and customers is a streamlined method of service delivery. Live Chat allows Career Center staff to give real-time employment services to customers through a streamlined, automatic system. Live Chat allows customers the freedom and flexibility to contact workforce professionals without the burden of travel. Customers can get help with resumes and receive interviewing tips; Career Center staff can answer basic to advanced career development and job search questions.
- Workforce Professionals staffing the Live Chat are given monthly technical assistance via: webinars and conference calls. These calls are used to train staff, to discuss best practices and to update protocols for the live chat.
- Virtual Career Fairs - Hosted in an online environment, a Virtual Career Fair allows job seekers to connect to businesses from the convenience of a computer. Virtual Career Fairs work like in-person events, but can be attended from anywhere. Businesses post jobs and chat with jobseekers in real time. The Virtual Career Fair allows customers to engage directly with businesses through a chat window, exchanging virtual business cards, searching and applying for job openings and uploading a resume to showcase their skills and talents.

NYSDOL continues to build capacity of Virtual Career Fair Events by providing training to businesses, staff, and jobseekers. Technical assistance and training is provided to businesses for every event. NYSDOL staff build and maintain every aspect of the Virtual Booth on behalf of the business. Businesses are provided with training in manning and operating the virtual booth and the booth chat during the live event. NYSDOL staff working in Career Center resource rooms are provided with technical training to assist jobseekers with attending the live virtual career fair events. Jobseekers are given instructional YouTube videos (developed with Adobe Captivate) on how to register and attend a virtual career fair.

The Department of Labor will be continuing/supplementing many of these activities through PY 2015.

## WIA Waivers

This section discusses 11 waivers relevant to PY 2014, including how the waiver implementation has advanced the President's Job-Driven elements. All waivers were carried over from PY 2013.

The following three waivers have advanced the President's Job-Driven element of Engaging Employer:

1. Funds Flexibility: Waiver of the required 50% employer contribution for customized training at WIA section 101(8)(C).

Small- and medium-sized businesses often lack the resources to take advantage of WIA customized training. These lesser resources are further diminished by the harsh economic times. This waiver has allowed the state to offer local areas opportunities to increase the number of individuals receiving training services, to improve the capacity of local boards to market demand-driven services, and to build beneficial relations with a greater number of businesses in the private sector.

For the areas that used this waiver, it allowed them to introduce customized training to more businesses during PY2014 because of an increased interest in training reimbursement.

2. Fund Flexibility: Waiver of WIA Section 133(b)(4), which limited Workforce Investment Boards' ability to transfer up to 20 percent of a program year allocation for adult employment and training activities, and to 20 percent of a program year allocation for dislocated worker employment and training activities between the two programs, with the approval of the Governor. Increasing this flexibility to permit transfers of up to 50% has allowed the state to respond to the local area's labor markets and meet the needs of their local communities. It has also provided greater flexibility in redirecting resources where demand for services was greatest. Additionally, it improved the ability to respond to employer needs for workers trained in employer-specific skills.
3. Funds Flexibility: Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for OJT.

This waiver allowed the state to increase the number of businesses availing themselves of OJT services, to strengthen the labor pool by providing workers with more marketable skills, and to strengthen the business community by increasing its competitiveness. The implementation of this waiver has advanced the President's Job-Driven element of Earn and Learn.

Local level activities included marketing outreach and explaining OJT options to small businesses, and using the waiver in conjunction with the Dislocated Worker and Job Driven NEG grants to get businesses interested in OJT.

This waiver, where utilized, is having a positive impact on the population of workers receiving training and a positive impact on the state's businesses, particularly those with 250 or fewer employees. Local areas have also generated continued interest in OJT contracts and have increased their relationships and involvement with businesses.

The implementation of the following four waivers has advanced the President's Job-Driven element of Smart Choices:

4. Governor's Reserve: Waiver from the requirement to disseminate training provider performance and cost information (20 CFR 665.200(b)(3)).

This waiver allowed the state to prioritize the use of Governor's Reserve funds for the required activities it deemed most essential to the basic functions of the workforce investment system. The funding level in the Governor's Reserve was insufficient to cover the cost of dissemination of training provider performance and cost information. The state's reduced funds were used to cover required activities such as supporting fiscal and management accountability information systems, reporting, and disseminating the list of eligible training providers for adults and dislocated workers.

Local areas report that this waiver: allows them to retain local control over their providers; allows them to access appropriate training for unemployed customers; relieves the administrative burden; and makes more training providers and courses available for customers. Some local areas are reporting that, because the waiver allowed them to have more providers and take more training enrollments, the waiver is indirectly having a positive effect on outcomes.

5. Governor's Reserve: Waiver from the requirement to conduct evaluations (WIA Section 134(a)(2)(B)(ii) and 20 CFR 665.200(d)).

This waiver allowed the state to prioritize the use of Governor's Reserve funds for the required activities it deemed most essential to the basic functions of the workforce investment system. The funding level in the Governor's Reserve was insufficient to cover the cost of evaluations.

6. Performance: Waiver to permit the state to replace the performance measures at WIA Section 136(b) with the Common Measures.

This waiver helped the state to continue its efforts to streamline and better align its programs. The use of the waiver also allowed NYS DOL to focus on its state-developed Customer Service Indicators. Finally, this waiver continued to help with functional alignment and facilitated better customer service, which ultimately improved customer outcomes.

Local areas continue to state that with the reduced number of measures under this waiver, it allows for more emphasis on functional alignment as well as providing the best services to assist the Career Center customers. It is noted that this waiver makes it easier for Career Center staff to be familiar with the performance measures, as well as to train new staff on the measures.

7. Performance: Waiver of 20 CFR 666 and 667.300(a) to permit the state and local areas to discontinue the collection of seven of the data elements in section 1 of the WIA Standardized Record Data for incumbent workers trained with WIA Funds.

This waiver allowed the state to reduce the data collection burden for businesses served under WIA-funded incumbent worker training programs.

It also provided the opportunity for businesses to remain focused on training for the incumbent workers and other requirements rather than data collection.

This waiver directly affects the staff of the businesses and NYSDOL's reporting and recordkeeping staff.

The implementation of the following youth waivers helped advance the President's Job-Driven element of Opening Doors:

8. Youth: Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth.

On the local level, this waiver allowed areas to offer a broader menu of training options to older and out-of-school youth, in order to provide better engagement of and assistance to this population. By enrolling youth in training through the use of ITAs, the state's Placement in Employment/Education Common Measures indicator was positively affected. On the local level, areas state that this waiver has directly and indirectly increased outcomes in Placement in Employment/Education as well as Attainment of Degree or Certificate goals. Some areas state this has allowed them to meet or exceed these performance outcomes.

9. Youth: Waiver for the inclusion of youth follow-up services, work experience and supportive services as a youth program framework service.

The waiver allowed LWIBs to expand their existing contracts, which enabled contractors to design comprehensive program models in order to provide continuity of service for youth. Some local areas state that it allowed their Career Center staff to build and maintain an ongoing relationship with youth customers. This continuum of service allowed staff to establish trust with youth participants. Local areas also note that this waiver allows the Career Center staff to work with youth in a seamless fashion from eligibility/enrollment through exit and follow-up. It gives areas greater control over quality and outcome, and enables more efficient follow-up and action as necessary.

Through the expansion of existing contracts with competitively procured youth service providers and/or expedited limited competitions among providers with proven records of success, the state has expended funds more quickly and guaranteed that robust, high-quality summer employment services were available. Local areas note that this waiver has positively affected outcomes. The increase in relationships with youth participants and the seamless service provided to youth that is occurring within Career Center has resulted in better case management, assessment, tracking, and performance measures. This waiver has had a positive effect on youth-related performance.

10. Youth: Waiver of performance measures for youth participants in summer youth employment activities and co-enrolled in Temporary Assistance for Needy Families (TANF) and WIA programs.

The waiver allowed local areas to focus solely on the work readiness indicator for those youth who are co-enrolled when carrying out their summer employment programs. LWIBs reporting this waiver allowed for better coordination between the TANF and WIA summer programs, which made it easier for Youth Counselors who operate the program. They indicate they were able to spend their time on identifying eligible youth in need of short-term services, rather than focusing on meeting all WIA measures. The waiver also provided local areas with greater flexibility to customize services for individual participants.

11. Youth: Waiver to provide program design flexibility in serving youth participants in summer youth employment activities and co-enrolled in TANF and WIA programs, specifically:
  - a. Waiver of the requirement at WIA Section 129(c)(2)(I) and 20 CFR 664.450(b) to provide a minimum of 12 months of follow-up services, to allow local areas to provide follow-up services with WIA Youth funds as deemed appropriate for such youth participants;
  - b. Waiver of the requirement at WIA Section 129(c)(2)(A) and 20 CFR 664.405(a)(1) to provide an objective assessment and the requirement at WIA section 129(c)(1)(B) and 20 CFR 664.405(a)(2) to develop an Individual Service Strategy (ISS), to allow local areas to provide an assessment or ISS as deemed appropriate for such youth participants.

This waiver provided local areas with flexibility to determine both the type and level of assessment to be included in an ISS for WIA eligible youth who are co-enrolled in TANF participating in a summer youth employment activity during the summer months only, and if the 12 month follow-up will be appropriate for these youth participants. Local areas report the waiver allowed them to serve youth in need of short-term services who, most likely, do not need follow up services. The time saved allowed staff to enroll the maximum number of low-income youth for the summer, and spend more time providing services to those in need of long-term solutions.

**Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	59	60.0	127,738
			212,894
Employment Retention Rate	81	80.9	132,578
			163,842
Average Earnings	\$13,401	\$13,061	\$1,730,726,819
			132,510

**Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	56.0	5,189	7,812	42.7	5,428	48.6	15,522
		9,267	13,595		12,717		31,912
Employment Retention Rate	76.8	4,319	7,816	75.3	5,144	79.1	15,193
		5,623	9,911		6,835		19,209
Average Earnings	\$9,150	\$39,418,041	\$120,877,983	\$10,686	\$54,914,264	\$14,636	\$222,243,729
		4,308	7,812		5,139		15,185

**Outcome Information by Service Level for the Adult Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	59.1	82,318	60.6	39,425	69.4	5,995
		139,238		65,017		8,639
Employment Retention Rate	79.9	86,394	82.3	39,146	87.0	7,038
		108,190		47,561		8,091
Average Earnings	\$12,573	\$1,086,121,071	\$13,932	\$544,860,862	\$14,217	\$99,744,886
		86,385		39,109		7,016

**Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	53.4	55.9	134,060
			240,044
Employment Retention Rate	82	83.0	122,305
			147,415
Average Earnings	\$19,587	\$19,247	\$2,352,612,555
			122,231

**Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	51.6	7,036	46.0	4,105	42.7	22,986	60.4	1,494
		13,624		8,934		53,778		2,473
Employment Retention Rate	79.2	6,325	77.2	3,457	77.2	19,357	73.0	947
		7,991		4,479		25,065		1,298
Average Earnings	\$18,452	\$116,670,724	\$14,110	\$48,735,098	\$19,942	\$385,636,271	\$7,666	\$7,259,414
		6,323		3,454		19,338		947

**Outcome Information by Service Level for the Dislocated Worker Program**

Reported Information	Individuals Who Only Received Core Services		Individuals Who Received Only Core and Intensive Services		Individuals Who Received Training Services	
Entered Employment Rate	55.0	92,354	56.7	36,525	68.3	5,181
		168,025		64,428		7,591
Employment Retention Rate	82.4	86,680	83.8	30,289	87.8	5,336
		105,189		36,150		6,076
Average Earnings	\$19,604	\$1,699,014,911	\$18,847	\$570,033,549	\$15,713	\$83,564,095
		86,668		30,245		5,318

**Youth (14-21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	70.5	70.9	3,212
			4,532
Attainment of Degree or Certificate	65.9	69.6	2,838
			4,079
Literacy and Numeracy Gains	56.7	55.3	1,106
			1,999

**Outcomes for Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Placement in Employment or Education	64.1	663 1,035	100.0	1 1	67.4	329 488	66.0
Attainment of Degree or Certificate	61.5	526 856	0.0	0 0	71.8	298 415	64.5	1,365 2,117
Literacy and Numeracy Gains	58.5	333 569	0.0	0 0	64.4	179 278	55.3	1,106 1,999

**Other Reported Information**

Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	82.6	136,341 165,026	\$1,567	\$258,301,391 164,802	0.0	6 127,738	\$5,252	\$670,192,357 127,609	4.7
Dislocated Workers	84.6	120,255 142,156	87.0	\$2,321,840,546 \$2,670,452,480	0.0	3 134,060	\$7,889	\$1,056,141,683 133,868	6.3	326 5,181
Older Youth	73.4	991 1,351	\$3,424	\$4,157,022 1,214	0.1	1 1,108	\$2,623	\$2,672,750 1,019		

**Participation Levels**

Reported Information	Total Participants Served	Total Exiters
<b>Total Adult Customers</b>	477,039	428,562
Total Adults (self-service only)	62,464	56,928
WIA Adults	277,781	251,173
WIA Dislocated Workers	214,925	185,558
<b>Total Youth (14-21)</b>	9,574	4,552
Younger Youth (14-18)	6,132	2,769
Older Youth (19-21)	3,442	1,783
Out-of-School Youth	4,972	2,640
In-School Youth	4,602	1,912

**Cost of Program Activities**

Program Activity		Total Federal Spending
<b>Local Adults</b>		\$38,336,814
<b>Local Dislocated Workers</b>		\$37,833,357
<b>Local Youth</b>		\$39,944,413
<b>Rapid Response</b> (up to 25%) WIA Section 134(a)(2)(B)		\$16,098,158
<b>Statewide Required Activities</b> (up to 15%) WIA Section 134(a)(2)(B)		\$7,584,440
<b>Statewide Allowable Activities</b> WIA Section 134(a)(3)	<b>Program Activity Description</b>	
	Miscellaneous	\$170,367
	Indirect Admin	\$2,948,861
<b>Total of All Federal Spending Listed Above</b>		\$142,916,410

**Veteran Priority of Service**

	<b>Total</b>	<b>Percent Served</b>
<b>Covered Entrants Who Reached the End of the Entry Period</b>	22,487	
<b>Covered Entrants Who Received a Service During the Entry Period</b>	22,487	100.0%
<b>Covered Entrants Who Received a Staff-Assisted Service During the Entry Period</b>	19,854	88.3%

**Veteran's Outcomes by Special Populations**

<b>Reported Information</b>	<b>Post 9/11 Era Veterans</b>		<b>Post 9/11 Era Veterans who Received at least Intensive Services</b>		<b>TAP Workshop Veterans</b>	
<b>Entered Employment Rate</b>	57.7	5,507	58.2	3,335	60.0	87
		9,546		5,735		145
<b>Employment Retention Rate</b>	80.9	5,225	82.6	2,507	80.2	97
		6,461		3,036		121
<b>Average Earnings</b>	\$15,663	\$81,821,775	\$16,219	\$40,645,527	\$16,832	\$1,632,742
		5,224		2,506		97

Local Performance

Albany/Rensselaer/Schenectady Counties	Total Participants Served	Adults	10,720
		Dislocated Workers	4,606
		Youth (14-21)	227
36005	Total Exitters	Adults	9,814
		Dislocated Workers	3,778
		Youth (14-21)	34
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	62.6
	Dislocated Workers	53.4	59.7
Retention Rates	Adults	81	83.5
	Dislocated Workers	82.0	86.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,234
	Dislocated Workers	\$19,587	\$17,754
Placement in Employment and Education	Youth (14 - 21)	65.0	64.7
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	56.3
Literacy or Numeracy Gains	Youth (14 - 21)	53.0	48.6
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

New York City	Total Participants Served	Adults	
		112,562	
		Dislocated Workers	
		109,813	
		Youth (14-21)	
		4,478	
36015	Total Exiters	Adults	
		102,341	
		Dislocated Workers	
		96,793	
		Youth (14-21)	
		1,841	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	58.9
	Dislocated Workers	53.4	53.9
Retention Rates	Adults	81	79.4
	Dislocated Workers	82.0	81.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,070
	Dislocated Workers	\$19,587	\$19,047
Placement in Employment and Education	Youth (14 - 21)	70.5	74.4
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	72.8
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	51.9
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).			
		Not Met	Met
		Exceeded	
Overall Status of Local Performance	0	6	3

Local Performance

City of Yonkers	Total Participants Served	Adults	1,329
		Dislocated Workers	2,469
		Youth (14-21)	85
36030	Total Exiters	Adults	1,065
		Dislocated Workers	2,007
		Youth (14-21)	86
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	51.9
	Dislocated Workers	53.4	52.0
Retention Rates	Adults	81	81.9
	Dislocated Workers	82.0	84.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$14,776
	Dislocated Workers	\$19,587	\$19,821
Placement in Employment and Education	Youth (14 - 21)	69.0	58.8
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	53.2
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	22.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	4

Local Performance

Chemung/Schuyler/Steuben Counties	Total Participants Served	Adults	
		6,102	
		Dislocated Workers	
		2,552	
		Youth (14-21)	
		161	
36045	Total Exiters	Adults	
		5,601	
		Dislocated Workers	
		2,149	
		Youth (14-21)	
		87	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.0
	Dislocated Workers	53.4	62.9
Retention Rates	Adults	81	83.0
	Dislocated Workers	82.0	81.7
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,544
	Dislocated Workers	\$18,134	\$15,646
Placement in Employment and Education	Youth (14 - 21)	70.5	66.7
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	59.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	47.8
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Hempstead/Long Beach	Total Participants Served	Adults	4,870
		Dislocated Workers	7,750
		Youth (14-21)	129
36060	Total Exiters	Adults	3,297
		Dislocated Workers	5,811
		Youth (14-21)	33
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	59.8
	Dislocated Workers	53.4	56.1
Retention Rates	Adults	81	81.1
	Dislocated Workers	82.0	84.2
Average Earnings (Adults/DWs)	Adults	\$13,401	\$16,349
	Dislocated Workers	\$19,587	\$22,163
Placement in Employment and Education	Youth (14 - 21)	70.5	82.4
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	85.3
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	52.9
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	1	8

**Local Performance**

Jefferson/Lewis Counties	Total Participants Served	Adults	
		2,585	
		Dislocated Workers	
		1,138	
		Youth (14-21)	
		72	
36065	Total Exiters	Adults	
		2,282	
		Dislocated Workers	
		1,028	
		Youth (14-21)	
		38	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	62.6
	Dislocated Workers	53.4	58.1
Retention Rates	Adults	81	76.5
	Dislocated Workers	82.0	76.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,121
	Dislocated Workers	\$15,575	\$14,793
Placement in Employment and Education	Youth (14 - 21)	70.5	89.7
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	75.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Adults	
			1,972
		Dislocated Workers 6,362	
		Youth (14-21) 168	
36075	Total Exiters	Adults 1,853	
		Dislocated Workers 5,718	
		Youth (14-21) 107	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	54.5
	Dislocated Workers	53.4	52.7
Retention Rates	Adults	81	84.3
	Dislocated Workers	82.0	84.8
Average Earnings (Adults/DWs)	Adults	\$13,401	\$18,291
	Dislocated Workers	\$19,587	\$27,497
Placement in Employment and Education	Youth (14 - 21)	70.5	83.3
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	98.2
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	53.8
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Niagara County	Total Participants Served	Adults	
		6,419	
		Dislocated Workers	
		1,471	
		Youth (14-21)	
		132	
36080	Total Exiters	Adults	
		5,865	
		Dislocated Workers	
		1,300	
		Youth (14-21)	
		65	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	60.9
	Dislocated Workers	53.4	58.9
Retention Rates	Adults	81	80.3
	Dislocated Workers	82.0	82.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,645
	Dislocated Workers	\$17,365	\$14,546
Placement in Employment and Education	Youth (14 - 21)	70.5	73.5
Attainment of Degree or Certificate	Youth (14 - 21)	62.0	62.3
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	70.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Oneida/Herkimer/Madison Counties	Total Participants Served	Adults	
		6,250	
		Dislocated Workers 4,086	
		Youth (14-21) 132	
36090	Total Exiters	Adults 6,252	
		Dislocated Workers 2,915	
		Youth (14-21) 95	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	59.1
	Dislocated Workers	53.4	60.9
Retention Rates	Adults	81	79.8
	Dislocated Workers	82.0	83.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,958
	Dislocated Workers	\$17,350	\$14,107
Placement in Employment and Education	Youth (14 - 21)	70.5	67.6
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	74.1
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	81.8
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Orange County	Total Participants Served	Adults		
		3,383		
36095	Total Exiters	Dislocated Workers		
		2,711		
		Youth (14-21)		
Reported Information		Youth (14-21)		
		240		
Entered Employment Rate	Adults	Negotiated Performance Level		
		59	Actual Performance Level	
Retention Rates	Dislocated Workers	Negotiated Performance Level		
		53.4	Actual Performance Level	
Average Earnings (Adults/DWs)	Adults	Negotiated Performance Level		
		81	Actual Performance Level	
Placement in Employment and Education	Dislocated Workers	Negotiated Performance Level		
		82.0	Actual Performance Level	
Attainment of Degree or Certificate	Adults	Negotiated Performance Level		
		\$13,401	Actual Performance Level	
Literacy or Numeracy Gains	Dislocated Workers	Negotiated Performance Level		
		\$19,587	Actual Performance Level	
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).				
Overall Status of Local Performance	Not Met		Met	Exceeded
	1		3	5

Local Performance

Oswego County	Total Participants Served	Adults	
			2,719
		Dislocated Workers	
			982
		Youth (14-21)	
			111
36100	Total Exiters	Adults	
			2,852
		Dislocated Workers	
			977
		Youth (14-21)	
			57
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	63.3
	Dislocated Workers	53.4	61.9
Retention Rates	Adults	81	85.3
	Dislocated Workers	82.0	83.8
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,904
	Dislocated Workers	\$16,950	\$15,344
Placement in Employment and Education	Youth (14 - 21)	70.5	61.7
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	63.4
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	50.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Rockland County	Total Participants Served	Adults	
		1,752	
		Dislocated Workers	
		Youth (14-21)	
36105	Total Exitters	Adults	
		1,370	
		Dislocated Workers	
		2,040	
		Youth (14-21)	
		51	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	55.1
	Dislocated Workers	53.4	50.9
Retention Rates	Adults	81	84.8
	Dislocated Workers	82.0	84.8
Average Earnings (Adults/DWs)	Adults	\$13,401	\$19,741
	Dislocated Workers	\$19,587	\$33,250
Placement in Employment and Education	Youth (14 - 21)	70.5	82.8
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	83.8
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	64.9
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

St. Lawrence County	Total Participants Served	Adults		
			3,694	
36110	Total Exitters	Dislocated Workers		916
		Youth (14-21)		75
		Adults		4,004
Reported Information		Dislocated Workers		801
		Youth (14-21)		51
		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	59	56.2	
	Dislocated Workers	53.4	57.6	
Retention Rates	Adults	81	77.5	
	Dislocated Workers	82.0	74.7	
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,691	
	Dislocated Workers	\$16,590	\$12,892	
Placement in Employment and Education	Youth (14 - 21)	70.5	82.1	
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	83.3	
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	54.2	
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).				
Overall Status of Local Performance	Not Met	Met	Exceeded	
	1	4	4	

Local Performance

Saratoga/Warren/Washington Counties	Total Participants Served	Adults	
		4,181	
		Dislocated Workers	
		1,794	
		Youth (14-21)	
		120	
36115	Total Exiters	Adults	
		3,749	
		Dislocated Workers	
		1,422	
		Youth (14-21)	
		54	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	67.8
	Dislocated Workers	53.4	65.3
Retention Rates	Adults	81	81.1
	Dislocated Workers	82.0	82.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,634
	Dislocated Workers	\$18,000	\$17,826
Placement in Employment and Education	Youth (14 - 21)	70.5	81.3
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	81.1
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	50.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Suffolk County	Total Participants Served	Adults	
		7,209	
		Dislocated Workers	12,628
		Youth (14-21)	313
36120	Total Exiters	Adults	
		6,061	
		Dislocated Workers	11,564
		Youth (14-21)	257
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	56.5
	Dislocated Workers	53.4	52.7
Retention Rates	Adults	81	82.5
	Dislocated Workers	82.0	84.2
Average Earnings (Adults/DWs)	Adults	\$13,401	\$16,620
	Dislocated Workers	\$19,587	\$21,322
Placement in Employment and Education	Youth (14 - 21)	70.5	66.0
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	69.7
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	76.4
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Ulster County	Total Participants Served	Adults	2,139
		Dislocated Workers	755
		Youth (14-21)	79
36125	Total Exiters	Adults	2,075
		Dislocated Workers	750
		Youth (14-21)	50
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	52.2
	Dislocated Workers	53.4	50.3
Retention Rates	Adults	81	80.5
	Dislocated Workers	82.0	84.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,161
	Dislocated Workers	\$19,587	\$16,262
Placement in Employment and Education	Youth (14 - 21)	70.5	68.3
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	88.9
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	3

Local Performance

Columbia/Greene Counties	Total Participants Served	Adults	
		935	
		Dislocated Workers	
		535	
		Youth (14-21)	
		92	
36135	Total Exiters	Adults	
		829	
		Dislocated Workers	
		480	
		Youth (14-21)	
		65	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.9
	Dislocated Workers	53.4	57.7
Retention Rates	Adults	81	82.1
	Dislocated Workers	82.0	81.3
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,682
	Dislocated Workers	\$19,587	\$15,518
Placement in Employment and Education	Youth (14 - 21)	70.5	62.2
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	53.5
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	88.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	3	5

Local Performance

Sullivan County	Total Participants Served	Adults	
		907	
		Dislocated Workers	515
	Youth (14-21)	29	
36140	Total Exiters	Adults	
		827	
		Dislocated Workers	431
	Youth (14-21)	10	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	58.8
	Dislocated Workers	53.4	52.4
Retention Rates	Adults	81	77.6
	Dislocated Workers	82.0	78.5
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,519
	Dislocated Workers	\$17,860	\$15,887
Placement in Employment and Education	Youth (14 - 21)	70.5	14.3
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	0.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	50.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	6	1

Local Performance

Fulton/Montgomery/Schoharie Counties	Total Participants Served	Adults	
		2,578	
		Dislocated Workers 1,982	
		Youth (14-21) 96	
36145	Total Exiters	Adults 2,515	
		Dislocated Workers 1,681	
		Youth (14-21) 24	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	63.4
	Dislocated Workers	53.4	63.5
Retention Rates	Adults	81	80.9
	Dislocated Workers	82.0	83.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,253
	Dislocated Workers	\$15,500	\$13,558
Placement in Employment and Education	Youth (14 - 21)	70.5	63.0
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	53.3
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	62.5
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

North Country	Total Participants Served	Adults	
		6,325	
		Dislocated Workers	1,360
	Youth (14-21)	105	
36150	Total Exiters	Adults	
		5,760	
		Dislocated Workers	1,021
	Youth (14-21)	44	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	64.2
	Dislocated Workers	53.4	64.3
Retention Rates	Adults	81	79.1
	Dislocated Workers	82.0	80.5
Average Earnings (Adults/DWs)	Adults	\$13,250	\$12,092
	Dislocated Workers	\$16,400	\$14,114
Placement in Employment and Education	Youth (14 - 21)	70.5	74.5
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	86.3
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	56.3
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Chenango/Delaware/Otsego Counties	Total Participants Served	Adults	
		1,753	
		Dislocated Workers 1,767	
		Youth (14-21) 143	
36155	Total Exiters	Adults 1,802	
		Dislocated Workers 1,372	
		Youth (14-21) 78	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	63.6
	Dislocated Workers	53.4	63.8
Retention Rates	Adults	81	78.3
	Dislocated Workers	82.0	83.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,770
	Dislocated Workers	\$16,780	\$14,536
Placement in Employment and Education	Youth (14 - 21)	70.5	81.7
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	66.1
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	62.9
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).			
Overall Status of Local Performance	Not Met	0	3
	Met		6
		Exceeded	

Local Performance

Finger Lakes	Total Participants Served	Adults	
		3,037	
		Dislocated Workers	
		1,598	
		Youth (14-21)	
		156	
36165	Total Exiters	Adults	
		2,845	
		Dislocated Workers	
		1,429	
		Youth (14-21)	
		62	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	65.5
	Dislocated Workers	53.4	61.3
Retention Rates	Adults	81	80.4
	Dislocated Workers	82.0	83.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,335
	Dislocated Workers	\$17,925	\$16,002
Placement in Employment and Education	Youth (14 - 21)	70.5	65.4
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	59.1
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	50.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	6	3

Local Performance

GLOW	Total Participants Served	Adults	3,373
		Dislocated Workers	1,658
36170	Total Exitors	Youth (14-21)	130
		Adults	3,258
Reported Information		Dislocated Workers	1,408
		Youth (14-21)	70
		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	69.3
	Dislocated Workers	53.4	65.1
Retention Rates	Adults	81	82.7
	Dislocated Workers	82.0	84.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,592
	Dislocated Workers	\$17,000	\$14,909
Placement in Employment and Education	Youth (14 - 21)	70.5	82.8
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	89.1
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	75.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	2	7

Local Performance

Erie County	Total Participants Served	Adults	10,512
		Dislocated Workers	10,253
		Youth (14-21)	538
36175	Total Exiters	Adults	11,118
		Dislocated Workers	7,987
		Youth (14-21)	365
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.7
	Dislocated Workers	53.4	63.4
Retention Rates	Adults	81	83.6
	Dislocated Workers	82.0	85.0
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,629
	Dislocated Workers	\$19,587	\$16,040
Placement in Employment and Education	Youth (14 - 21)	70.5	59.5
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	55.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	42.7
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	4	4

Local Performance

Onondaga County	Total Participants Served	Adults	5,473
		Dislocated Workers	6,934
		Youth (14-21)	266
36185	Total Exiters	Adults	3,981
		Dislocated Workers	5,315
		Youth (14-21)	116
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.8
	Dislocated Workers	53.4	62.0
Retention Rates	Adults	81	83.5
	Dislocated Workers	82.0	85.8
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,434
	Dislocated Workers	\$16,832	\$15,819
Placement in Employment and Education	Youth (14 - 21)	70.5	69.5
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	73.8
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	55.9
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Cayuga/Cortland Counties	Total Participants Served	Adults	2,880
		Dislocated Workers	1,008
		Youth (14-21)	44
36195	Total Exitters	Adults	2,488
		Dislocated Workers	883
		Youth (14-21)	23
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	68.4
	Dislocated Workers	53.4	67.4
Retention Rates	Adults	81	79.6
	Dislocated Workers	82.0	84.7
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,319
	Dislocated Workers	\$17,821	\$16,221
Placement in Employment and Education	Youth (14 - 21)	70.5	71.4
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	84.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	90.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Allegany/Cattaraugus Counties	Total Participants Served	Adults	
			2,673
		Dislocated Workers 608	
		Youth (14-21) 59	
36210	Total Exiters	Adults	
			2,500
		Dislocated Workers 480	
		Youth (14-21) 29	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	60.9
	Dislocated Workers	53.4	60.7
Retention Rates	Adults	81	81.6
	Dislocated Workers	82.0	84.5
Average Earnings (Adults/DWs)	Adults	\$13,100	\$11,570
	Dislocated Workers	\$14,920	\$13,902
Placement in Employment and Education	Youth (14 - 21)	70.5	62.5
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	58.3
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	78.6
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Chautauqua County	Total Participants Served	Adults	3,506
		Dislocated Workers	1,271
		Youth (14-21)	102
36215	Total Exiters	Adults	3,282
		Dislocated Workers	1,130
		Youth (14-21)	32
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	61.6
	Dislocated Workers	53.4	61.4
Retention Rates	Adults	81	82.4
	Dislocated Workers	82.0	85.2
Average Earnings (Adults/DWs)	Adults	\$13,100	\$12,053
	Dislocated Workers	\$15,900	\$13,764
Placement in Employment and Education	Youth (14 - 21)	70.5	65.9
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	65.2
Literacy or Numeracy Gains	Youth (14 - 21)	52.0	47.1
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Broome/Tioga Counties	Total Participants Served	Adults	
			3,354
		Dislocated Workers 2,879	
		Youth (14-21) 99	
36220	Total Exiters	Adults	
			2,935
		Dislocated Workers 2,749	
		Youth (14-21) 76	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	58.0
	Dislocated Workers	53.4	58.8
Retention Rates	Adults	81	81.4
	Dislocated Workers	82.0	83.5
Average Earnings (Adults/DWs)	Adults	\$13,401	\$11,909
	Dislocated Workers	\$16,090	\$13,959
Placement in Employment and Education	Youth (14 - 21)	70.5	68.8
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	76.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	85.0
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	4	5

Local Performance

Tompkins County	Total Participants Served	Adults	
		1,066	
		Dislocated Workers 448	
		Youth (14-21) 82	
36225	Total Exiters	Adults 1,076	
		Dislocated Workers 478	
		Youth (14-21) 53	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	66.3
	Dislocated Workers	53.4	58.2
Retention Rates	Adults	81	81.5
	Dislocated Workers	82.0	87.4
Average Earnings (Adults/DWs)	Adults	\$13,401	\$12,411
	Dislocated Workers	\$19,587	\$16,823
Placement in Employment and Education	Youth (14 - 21)	70.5	75.5
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	58.5
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	57.1
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6

Local Performance

Dutchess County	Total Participants Served	Adults	3,370
		Dislocated Workers	1,491
		Youth (14-21)	113
36230	Total Exiters	Adults	3,366
		Dislocated Workers	1,437
		Youth (14-21)	42
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	58.8
	Dislocated Workers	53.4	52.4
Retention Rates	Adults	81	82.6
	Dislocated Workers	82.0	85.5
Average Earnings (Adults/DWs)	Adults	\$13,401	\$16,561
	Dislocated Workers	\$19,587	\$22,259
Placement in Employment and Education	Youth (14 - 21)	70.5	61.3
Attainment of Degree or Certificate	Youth (14 - 21)	65.9	60.0
Literacy or Numeracy Gains	Youth (14 - 21)	56.7	55.1
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	5	4

Local Performance

Putnam County/Balance of Westchester County	Total Participants Served	Adults	5,927	
		Dislocated Workers	8,527	
		Youth (14-21)	523	
36235	Total Exiters	Adults	4,845	
		Dislocated Workers	7,009	
		Youth (14-21)	288	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Entered Employment Rate	Adults	59	55.4
		Dislocated Workers	53.4	53.3
Retention Rates		Adults	81	81.9
		Dislocated Workers	82.0	84.7
Average Earnings (Adults/DWs)		Adults	\$13,401	\$18,647
		Dislocated Workers	\$19,587	\$29,748
Placement in Employment and Education	Youth (14 - 21)		70.5	74.6
Attainment of Degree or Certificate	Youth (14 - 21)		65.9	73.3
Literacy or Numeracy Gains	Youth (14 - 21)		56.7	56.0
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).				
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	6

Local Performance

Monroe County	Total Participants Served	Adults	8,388
		Dislocated Workers	9,432
		Youth (14-21)	332
36240	Total Exiters	Adults	7,359
		Dislocated Workers	8,820
		Youth (14-21)	195
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	59	60.2
	Dislocated Workers	53.4	60.4
Retention Rates	Adults	81	83.5
	Dislocated Workers	82.0	85.1
Average Earnings (Adults/DWs)	Adults	\$13,401	\$13,274
	Dislocated Workers	\$19,587	\$16,772
Placement in Employment and Education	Youth (14 - 21)	70.5	65.1
Attainment of Degree or Certificate	Youth (14 - 21)	63.0	63.2
Literacy or Numeracy Gains	Youth (14 - 21)	53.0	58.4
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).			
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	3	6