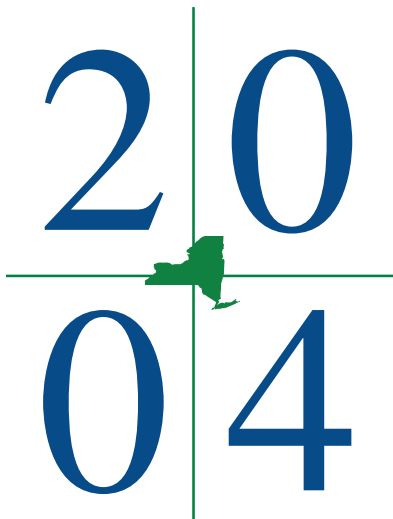


New York State
Workforce Development System

P r o g r a m Y e a r

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A n n u a l R e p o r t

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

NYS Department of Labor
**Workforce
New York**
Put us to work for you





Linda Angello
Commissioner of Labor

Commissioner's Message

On behalf of Governor George E. Pataki, the New York State Workforce Investment Board, the New York State Department of Labor and the many dedicated workforce development professionals who work in partnership to deliver the best possible services across the Empire State, I am pleased to submit New York States Workforce Investment Act Title I Annual Report for Program Year 2004.

Our mission is to advocate job creation and economic growth through workforce development. I am pleased that we have teamed up with our partners at the state, regional and local level to spur programs and initiatives that support New Yorks economic resurgence. We also have formulated plans that will help guide our current and future workers into careers that are lucrative and fulfilling.

I am proud that New York States network of locally-operated One-Stop Career Centers delivered top-notch results for WIA program participants. We achieved a pass rating on all 17 core performance measures and exceeded the federally negotiated goals on 13. Our One-Stop Career Centers provide quality core and intensive services to Adult and Dislocated Worker customers.

As we plan for the future, a number of programs come into play, including the State Boards "**Mapping Career Ladders**" initiative. It helps businesses increase retention rates and meet their need for skilled workers through career advancement planning and curriculum design.

New York is at the forefront of a nationwide demonstration of Disability Program Navigators, with more staff dedicated to assisting disabled One-Stop Career Center customers than any other state. We also continued to participate in a multi-state and business intermediary partnership to create a national, portable **work-readiness credential** that will certify that individuals have the knowledge, skills and abilities they need to succeed in entry-level work in the 21st Century workplace.

We are proud to present an Annual Report that details these advances for New Yorks citizens in 2004.

State and Local Board Partnerships: Strategic Planning and the Human Resources Challenges

Local Workforce Investment Boards continue to report key issues and opportunities for collaboration with community and business partners. These activities emerge from a strategic planning process that was funded through an investment by the State Board and continued during program year 2004. These examples illustrate some of their efforts:

- In the Greater Capital Region, four local workforce boards developed a regional approach to identify and address common workforce issues. Strategic planning efforts have led to regional initiatives such as career mapping, development of industry-specific training programs, and “soft skills” programs for emerging workers to address the needs articulated by businesses in the region.
- In the Chenango/Delaware/Otsego local area, they identified population shifts as a key factor leading to a decline in the available workforce. To address this issue, the local partnerships planning process focused efforts on developing stronger communication links with local colleges, universities, and high schools to raise awareness about local job opportunities for graduates. They created an internship website to match students seeking internships with businesses seeking interns. They plan to increase job exposure by allowing students to go visit or job shadow area businesses to open students’ eyes to local opportunities.
- In Chautauqua County, over 425 local business, community and education leaders have participated in their local strategic planning process. Their efforts have led to the development of a WORK 101 model in response to concerns about the educational system and the lack of entry-level employees with work ethics and basic skills. The model is a joint effort with educational partners and local businesses. The program targets older youth, including high school graduates who are not work ready. It incorporates hands-on education with work-based learning. The work-based learning is directed to the three priority industries (manufacturing, health care, and tourism) also identified through the local strategic planning process.
- As part of strategic planning efforts, Oswego County held brainstorming and consensus-building work sessions with members of the local board and other key community and

business leaders. They identified four key target industry clusters critical to the future growth of the Oswego economy and workforce: energy, manufacturing, health care, and hospitality/leisure. Human-resource related challenges critical to developing these industries include: flexible workforce, workforce retention/attraction, skills development (particularly in science and math), an aging workforce, and rapid advances in technology.

- Through its strategic planning efforts, Monroe County identified key challenges including: an overall growth rate that lags behind the rest of the state and nation, significant loss of the key 20-34 year-old labor force component, and a significant number of underemployed residents. Some of their recommendations include: focusing economic development on transition to a more diversified economy, creating a community image of a dynamic technical and innovation center and retaining college graduates. They also want to expand college recruiting, targeted seminars and training programs for dislocated workers (particularly those from larger companies) that emphasize adapting their skills to smaller, more flexible operations.
- Key steps identified by Rockland County and its strategic planning partnership include: align workforce, economic, and educational policies and systems; develop an outreach campaign to young workers; promote entrepreneurship; pursue a sector-based strategy to unite similar businesses with a common interest in growth; diversify the employment base; and put the “customer” back into the “customer service” economy. They also want to increase career awareness and career preparation through discussions with the education and training community, parents and students about the in-demand occupations and the true value of associate degrees, bachelor’s degrees, and industry/occupation-specific certificates in today’s labor market.
- The strategic planning process in Hempstead/Long Beach has allowed the WIB-led partnership to identify workforce challenges in key areas. These include: worker shortages, skill shortages, mismatches between jobs and population growth, maintaining a competitive education system, and ensuring that businesses are aware of existing solutions. The strategic planning process held meetings with industry clusters, business associations and individual businesses to address their needs. One example is meetings conducted with Health Care Sector businesses, local school superintendents and school board representatives. These meetings foster solutions to local businesses workforce needs in areas such as: recruitment,

retention, mapping career ladders, making supervisors into leaders, developing the workers of tomorrow, and identifying appropriate training needs. In addition, the local area worked with local partners to identify the skill needs in the Aerospace industry. They based their findings on focused surveys and interviews of some 24 businesses, representing approximately 2,400 workers. The career mapping process will help in the development of a web-based product matching needs to solutions.

- New York City's (NYC's) strategic planning process has led to the development of five major strategies to help strengthen the City's workforce investment system. These include:
 - aligning the City's One-Stop System with identified workforce needs;
 - strengthening the workforce training system;
 - promoting education, life skills development and youth employment and connecting NYC youth to careers in key industries;
 - targeted, sector-based activities that focus on the health care/biotechnology and hospitality and tourism sectors; and,
 - creation of an information clearinghouse for all NYC workforce information.

It is important to emphasize the value of these New York State-initiated and locally led strategic planning efforts. Workforce system policy and service design must match the needs identified through private and public sector coordinated activities. New York State understands this. In developing its recent local planning guidelines for WIA, New York seeks to build upon local strategic planning processes that are well underway in many areas across the State and to challenge several local areas to begin this process to strengthen local board policies. State and local WIA planning must be fully integrated into State and local strategic planning. WIA resources, policies and activities must align with strategic planning needs for the public workforce system to truly be effective and worthwhile. New York State and its local workforce areas continue this effort at every level, using state and local data and identified key industry and business needs as the basis for on-going workforce policy development and resource allocation.

Critical Success Factors for WIA Title I Program Participants

Accolades go to New York State's network of locally-operated One-Stop Career Centers, which delivered quality results for WIA program participants during Program Year 2004. The State achieved a pass rating on all 17 core WIA program performance measures and exceeded the federally negotiated goals on 13 of these measures.

In addition, New York's One-Stop Career Centers continue to provide quality core and intensive services to Adult and Dislocated Worker customers. This demonstrated by earnings outcomes for customers who received only core and intensive services that compare to those of customers who received training along with core and intensive services. Adult and Dislocated Worker special populations, including veterans, individuals with disabilities, older individuals and displaced homemakers, also continue to benefit from WIA services, and achieve outcomes that exceed federally negotiated goals for a large number of the performance measures. Furthermore, both the Adult and Dislocated Worker program earnings outcomes exceeded federally negotiated goals. This is particularly noteworthy given a challenging economic picture in many of New York's workforce areas.

During the past year, New York State's local workforce investment areas (LWIAs) worked to fully integrate the benefits and services under the Trade Adjustment Assistance (TAA) program with those of the WIA Dislocated Worker program. Working with their partners, local areas examined service provided during the transition period and determined how best to serve dislocated workers' needs with available resources. Utilizing the One-Stop Career Center as the main point of contact and delivery of benefits and services has ensured coordination and efficient service delivery for trade-affected dislocated workers.

During the report period, USDOL certified a total of 56 petitions for TAA, representing approximately 2,056 trade-affected workers throughout the state. They also certified 35 of the 56 petitions for Alternative Trade Adjustment Assistance. This meant that a preponderance of the affected workers were over the age of 50, possessed job skills not easily transferable, and that there were adverse competitive conditions within the specific industries. There were a total of 3,913 individuals determined eligible for TAA during the report period.

Services and Outcomes

- We approved 38 individuals for On-the-Job Training (OJT) during the report period. The average OJT wage was \$11.01 per hour and the range was \$6.83 to \$26.44 per hour. A total of \$137,450 in TAA funds were obligated to support OJTs.
- We approved 1,195 Trade affected workers for training that started in the report period. We provided TAA funds of \$2.5 million to 23 local areas to support 707 individual training plans, totaling more than \$5.3 million. We committed \$162,955 in WIA Title I funds to support the plans. Additional funds identified to support these training plans included TAP, Pell, Veterans Benefits, Company Benefits and Training Vendor Scholarships.
- We obligated \$5,770 in TAA funds to support allowances for eight job searches statewide.
- We obligated \$48,613 in TAA funds to support 10 relocation allowances statewide.
- Under the Alternative Trade Adjustment Assistance Program, 116 individuals received \$343,846 in payments. This program provides a wage subsidy, equal to 50% of the difference between the worker's former wage and the new wage up to \$10,000 to qualified workers.
- Of the 860 individuals expected to complete occupational training during the report period, 573 individuals had wages in at least one of the four quarters from July 1, 2004 to June 30, 2005. A total of 3,107 of the 3,913 individuals determined eligible had wages in at least one of the four quarters from July 1, 2004 to June 30, 2005. Wage information beyond July 1, 2005 is limited at this time.

The State Board continued its policy to make available Supplemental Dislocated Worker funding, which is tied to local area expenditures and service levels, during PY 2004 to ensure that critical dislocated worker services were available throughout the workforce system. Fourteen local workforce areas benefited from an additional \$4,174,934 in supplemental funding to continue providing quality services where increased demand was clearly demonstrated through program registrations and expenditures. The funding was used to serve over 1,600 customers, with 555 of these customers receiving training services.

Critical Success Factors for Business

Building Skills in New York State (BUSINYS), the State Board's incumbent worker training grant program concluded its third year of availability during the past program year. This state-local partnership provides WIA Statewide Activity funds to meet real-time business training needs. Local and State Board staff evaluated 1,545 applications during the three years the program operated. During this time, we awarded over \$47.5 million to some 865 companies to train 52,108 workers.

All sectors in New York's economy have benefited from these grants, with training across a diverse range of skills. We are doing a full-scale evaluation of the outcomes of this innovative grant program. The Department provides an electronic survey to all project awardees upon completion of their contract. We collect the survey responses in a database. The survey captures vital information on the outcomes of the project, number of employees trained, industry-recognized credentials received, types of skills developed, impact of training on the business, level of satisfaction with training providers utilized, satisfaction with the application process, and overall satisfaction with the BUSINYS program. It includes a comments section to let businesses further describe their experience with the program.

Early results from these surveys indicate a high degree of overall satisfaction with the BUSINYS program and substantial positive outcomes from the training provided for both the individuals trained and the businesses that employ them. We include a few of the numerous positive comments received from businesses about their experience with this program:

"I was pleasantly surprised by the efficiency and responsiveness of the BUSINYS staff at all levels. The mere existence of this program, positioned to benefit even small established businesses was amazing to me." -- Abate Associates Engineers & Surveyors, P.C.

"What we have accomplished with this grant has been very positive to both our sales and overall organizational strengths. We tried doing this without grant money (or the necessary training) and were not able to accomplish it. Thank you." – American Precision Industries Inc.

"This is an excellent program. We would not have been able to afford training staff on Lean Manufacturing Techniques without this funding. Thank you." – American Red Cross Blood Services, NY

"This was an excellent program that enabled our business to provide training to our staff which has resulted in significant improvements in our internal staff work, communications, productivity and quality. In addition, these improvements have resulted in an increase in our overall business market share, profitability and most importantly patient satisfaction with our services. Thank you for this opportunity." – Anderson Medical, P.C. dba Emergency One

"This is an excellent program that really helps keep our business in NYS. Competing with the pharmaceutical industry in terms of human capital is one of our biggest challenges. This program allows us to help differentiate our company by the commitment we have to training and importantly helps us retain people and develop career paths for them." – Cognigen Corporation

"Great opportunity to afford employers the ability to strengthen their workforce and to give the employees the transferable skills necessary to compete in today's labor market." – Crystal Run Healthcare, LLP

Another major new initiative begun during a prior year and continued during the past program year was the Skilled Manufacturing Resource Training (SMART) Grant program, targeting training funds to assist companies across New York's vital manufacturing sector.

Under the Department's SMART 100 Initiative, manufacturing firms that employ 100 or more workers were eligible to apply for training grants of up to \$200,000 to train employees directly engaged in the manufacturing process. Eligible training could take the form of traditional classroom training, distance learning, in-house training, computer-based training and other methods approved by the Department. Process improvement efforts such as instruction in lean manufacturing principles, ISO training, and productivity enhancement training also qualified for consideration under this program. Applicants had to demonstrate: how their proposed program of training fit into the yearly training plan of the business under its strategic business plan; the types of transferable skills, credentials/certifications trainees would acquire; and measurable outcomes for the business (increased productivity, efficiency, sales, profit, customer retention/satisfaction, decreased cost, waste, inventory, production time, employee turnover, etc.) resulting from the training. We awarded a total of \$4,817,813 to 39 businesses providing training for 7,365 workers under this initiative.

Under the Department's SMART initiative, we made WIA state-level funds available to train new and incumbent workers in process improvement and/or productivity techniques in small- and medium-size firms (less than 100 people) in the manufacturing sector. We accepted applications from eligible businesses for review continuously through June 30, 2005. A pre-requisite mandated that applicant businesses have a management-level staff member attend one of the Department-sponsored seminars (solely at the Department's expense) on Lean Manufacturing or Six Sigma to ensure that the business was introduced to the concept and responsibilities needed to become a lean organization. At program year end, 211 applications had been received and 101 awards made totaling \$4.3 million. Some 3,033 workers will receive training through these awards. The Department will utilize an electronic survey process (similar to our BUSINYS program) to obtain key outcome and customer satisfaction information from awardees upon completion of their contracts.

Program Year 2004 saw the continuation of the State Board's "Mapping Career Ladders in Key Industry Sectors" initiative. This career ladder development initiative helps businesses increase retention rates and meet their need for skilled workers through career ladder mapping and curriculum design. During the past year, two new projects were underway, in the Energy and Manufacturing sectors in the Oswego LWIA and in the Health Care sector in the Herkimer/Madison/Oneida LWIA. In addition, we completed five projects begun during a prior year.

One of these completed projects involved the Aerospace/Defense Industry cluster in the Long Island region. Two consultants with considerable knowledge of the industry worked with members of the Long Island Regional Business Service Team and the three local workforce boards to pull together an expansive detailed mapping of the various types of careers available across this industry. Gathering detailed input from some 24 participating aerospace/defense companies, the consultants created a database that allowed for the storage and analysis of information related to many categories. They include: organizational structure, job descriptions, associated skill-level requirements, educational requirements, wage rates/ranges for each job description, currently required training/certifications for each job description and potential career pathways within this industry. We are sharing the information developed through this project with the education and training community (K-12 school superintendents, universities, community colleges, proprietary training entities). It will become a main focus of local board-led strategic planning efforts to match local workforce systems to key workforce issues in the Long Island region.

Critical Success Factors for Local Workforce Systems

We continue to set aside WIA state-level funds for local areas for incentive awards of \$75,000 each for innovative, results-based promising practices in five different categories: Services to Business Customers; Services to Job Seekers; Local Board Development/Practices; One-Stop Design and Management; and Workforce Development Partnership Initiatives. Since its inception, we have made 12 awards totaling \$900,000 to local workforce areas for promising practices. These include: developing career ladders for entry-level health care workers, community partnerships to increase referrals of adults and youth to the One-Stop Career Center System, establishment of a regional warehouse/distribution training center, increasing access to the One-Stop Career System for individuals with disabilities, development of an out-of-school youth internship program, development and implementation of a practice to coordinate and integrate services to TANF customers through the One-Stop, and creating a grant application consulting team to help businesses take advantage of grant opportunities. We post all promising practices receiving these incentive awards on the State's Workforce New York website for the widest possible dissemination. Local workforce areas receiving these awards include: Genesee/Livingston/Orleans/Wyoming; Herkimer/Madison/Oneida; Tompkins; Broome/Tioga; Town of Hempstead; Columbia/Greene; Monroe; and Orange County.

New York is one of 17 states participating in the national Disability Program Navigator initiative, jointly funded through grants from the U.S. Department of Labor (USDOL) and Social Security Administration (SSA). By using three funding sources – the USDOL/SSA grant, federal Workforce Incentive Grants (WIGs), plus a two-year \$1 million commitment of WIA State-Activities dollars – New York has amassed over \$2.6 million to support this initiative in its first two years. With these resources, the State is now supporting 44 DPNs, who help individuals with disabilities access appropriate services and supports available through local One-Stop Career Center Systems. The Navigator's job is to enhance each disabled individual's opportunity to enter, reenter and remain in self-supporting employment. During 2004, the 44 DPNs served 62 One-Stop Career Centers in 25 of the State's 33 LWIAs. New York is in the forefront of this nationwide demonstration, with more DPNs dedicated to assisting disabled One-Stop Career Center customers than any other state in the country.

During the past program year, New York State also continued to participate in a multi-state and business intermediary partnership

to create a national, portable work-readiness credential that will certify that individuals have the knowledge, skills and abilities they need to succeed in entry-level work in the 21st Century workplace. The State Board's support (investment of \$1 million) for this national project was predicated on results from previous State Board initiatives. This showed one of the greatest needs of businesses across New York State is for individuals who are work ready and possess the basic skills and knowledge required to perform entry-level work.

A joint subcommittee of the State Board (comprised of the Skill Standards and Assessment Subcommittee and the Emerging Worker Subcommittee) has taken a lead role in planning and implementing this credential in New York State. This includes: developing a business plan for implementing the credential; forming an inter-agency workgroup and an external partners workgroup to help with implementation, including examining various franchise models; identifying potential pilots and early adopters; developing a marketing strategy to attract businesses, and developing/broadening connections with education and youth programs.

The national contractor and its various subcontractors continue to work on the credential, with input and direction from the state partners on the Policy Oversight Council. They finalized the profile for the credential and conducted a review of existing assessment methods for potential use with the credential. They conducted further development of assessment techniques using subject matter experts drawn from across industries. This was necessary to devise situational judgment test questions and structured interview process. They will field test and validate the assessment tools, and design and develop the delivery system during the next program year. We expect the credential will be available to the general public in the Spring of 2006.

To help foster a higher degree of consistency in the oversight efforts of the LWIAs, state-level staff developed an External Monitoring Guide for LWIAs to use as the basis for their own monitoring and oversight procedures. On November 19, 2004, the Workforce Development and Training Division issued Technical Advisory (TA) # 04-19, which further clarified the LWIAs monitoring and oversight responsibilities and included the External Monitoring Guide, which was provided as an attachment to this TA.

Throughout Calendar Year 2005, staff conducted a series of regional roundtable meetings to discuss issues related to the LWIAs monitoring, oversight and accountability responsibilities. A majority of the LWIAs attended these roundtable meetings. State-level staff also offered to job shadow the LWIA staff responsible for monitoring or to have the LWIA staff job shadow state-level staff, as

they conducted their monitoring. This would provide as much direct, on-site technical assistance as possible to ensure the LWIAs effectively carried out their accountability responsibilities. Of the 29 LWIAs that have subrecipients which require on-site monitoring, 17 requested and received fiscal job shadowing and 11 LWIAs received program job shadowing technical assistance.

According to staff reports, in virtually all cases the job shadowing was very effective. This format allowed for a great amount of teaching to occur. It encouraged discussion about specific procedures in the External Monitoring Guide; how to apply those procedures and how to develop additional procedures that may be necessary for a particular local area.

Continuous Learning and Improvement

During Program Year 2004, State and local staff continued to focus on WIA program performance management, gaining a better understanding of USDOL/ETA's Common Measures Policy and EMILE reporting format, and on improving data quality.

With regard to WIA program performance management, Local Board staff continued strategic planning meetings with State Board staff on issues of state and national concern. In addition, State Board staff continued to prepare and disseminate quarterly "Local Area Report Cards" during the Program Year, with an open dialog among all Workforce Investment Board (WIB) Directors on using the reports for program improvement as well as policy realignment. These report cards provide snapshots of local area enrollments, expenditures, performance standards, swipe card data and other data analysis relevant to raising the bar for local workforce systems. We focus on program improvements that help achieve the Adult earnings change measure and the Older Youth earnings change measure, which many local areas were persistently failing. In Program Year 2004, 10 local areas were able to remove their sanction status with regard to these measures.

State Board staff also made considerable progress in Program Year 2004 on understanding and implementing the federal guidance on the "Common Measures Policy," including requiring local areas to begin collecting data on the Literacy and Numeracy youth common measure for Program Year 2004. Staff also engaged in numerous activities and tasks to modify the State's One-Stop Operating System (OSOS) to comply with the Common Measures Policy. We expect the system to be fully compliant in early Program Year 2005.

Data quality was also a high priority for State Board staff in Program Year 2004. State and local staff spent considerable time during

Program Year 2004 on data validation and improving data quality. USDOL/ETA has continuously expressed appreciation for the State's efforts with regard to data validation, and the Department was called upon by both the U.S. Government Accountability Office (GAO) and USDOL/ETA to share the State's experience with data element validation and how to improve the process.

In January 2005, the Systems Integration Subcommittee of the NYS Workforce Investment Board launched a project to further the goal of system integration across all partner programs. It began by examining ways to improve service delivery to the disabled population through the One-Stop Career Center System. Through a day-long series of activities to promote dialogue, diagnosis of the situation, examination of the facts, analysis and reflection, we identified six key issues for immediate action. We determined that identifying improvements for two of the six major issues would have the most immediate impact and benefit to the system.

As a result, the Systems Integration Subcommittee created teams to develop action plans that address "Intake, Eligibility and Referral" issues and "Communication" issues that relate to identifying and serving persons with disabilities. Specifically, each team developed the following charter statements:

Intake, Eligibility and Referral: "Recommend strategies designed to streamline the intake and eligibility process for VESID and to create a process for partners to effectively identify functional limits and barriers and to create a referral process that gets customers to the right 'next' place."

Communications: "Recommend strategies designed to improve communication regarding services, processes, and outcomes among all partners."

The two teams, led by an expert content and process facilitator, are collecting customer data through focus groups, gathering One-Stop staff comments through on-line surveys and setting standards for best practices. After synthesizing the data and determining ways to improve, the teams will develop pilot projects to test possible solutions. They will present recommendations to the Subcommittee at the November 2005 meeting for system-wide integration.

We held nine One-Stop Operator Communities of Practice meetings with our state trade organization, NYATEP, during PY 2004 to give One-Stop operators opportunities to raise issues of immediate and long-range operational concern. Working with NYATEP, the Department also hosted four web seminars on topics including: OSOS data entry for Adults, Dislocated Workers and Trade Act; OSOS WIA youth data entry; TAA service delivery; and WIA performance and common measures. There were approximately 100 login registrations per session, which included some registrations with

multiple participants. In addition, NYATEP sponsored six additional training events (via teleconference or web seminar) on a variety of workforce development topics with national workforce experts Greg Newton, Kip Stottlemyer, Rochelle Daniels, and Jodie Sue Kelly.

Finally, New York State plans to bring together workforce professionals from across the state in cooperation with NYATEP, USDOL and the State University of New York (SUNY) to sponsor two major workforce conferences during PY 2004.

Statewide Roundup

The Saratoga-Warren-Washington WIB initiated discussions that resulted in the development of a Business Center of Excellence at Adirondack Community College. The Center's mission is to offer a broad range of workforce training options to businesses and workers. This key collaborative effort envisions a single source for information on local training, an array of incumbent worker training opportunities, research into workforce and business issues, and a proactive approach to developing new solutions to emerging needs. The Center is a collaborative effort of the local WIB, Adirondack Community College, BOCES, the local Chambers of Commerce, One-Stop Career Centers and private sector businesses.

The Jefferson-Lewis WIB completed its State of the Workforce Report in November 2004. Key activities include: creating a task force, in conjunction with the Fort Drum Regional Liaison Organization, to bring more of the Fort Drum population into the local labor market; and building a school-to-business link, which will pilot activities that connect graduating students with local businesses.

In Oswego, the WIB reacted to a local need to expand services to business and job seeker customers. The One-Stop Career Center has hosted on-site business recruitments, helping employers to identify job seekers who match their needs. In addition to recruitment and screening services, Oswego also developed customized training packages with local business, to meet training needs that keep employers competitive in the labor market. As a result of these expanded business services, they screened almost 900 people for one local company, resulting in 200 new hires.

The Tompkins WIB built on its 2003 State of the Workforce Report, updated key area indicators and presented priorities and solutions for action. As the leading authority on workforce issues in the community, the WIB encourages coordinated policies, activities and investments among its local workforce partners. This has fostered the best use of resources and integrated partner services.

Chautauqua received a grant from the New York State Department of Labor (NYSDOL) for strategic planning on workforce issues. They conducted a series of events that convened community, economic

development, education, businesses and One-Stop partners to create a vision for Chautauqua's future workforce. The dialogue on workforce needs began with over 500 participants attending a youth summit. It continued with the development of five Job Fairs. Between 40 and 100 employers and 400 to 1,000 job seekers attended these events.

The Erie County Local Workforce Investment Area received a \$400,000 Youth Build Grant from the U.S. Department of Housing and Urban Development. The Youth Build Buffalo program provides up to 24 youth with a combination of education, vocational training and hands-on construction training to help construct four new residential housing units in one of Buffalo's east side neighborhoods.

The Finger Lakes WIB identified several industry clusters essential to the growth of the local economy, including New Sciences, Information Technology, Healthcare, Skilled Trades, Retail, Tourism, and Manufacturing. They set key workplace readiness skills for the respective clusters. To meet these skills needs, a committee of One-Stop staff updated the Work Values 101 curriculum using the WORK PLUS model. This training will be offered on-site and at businesses upon request. The training was developed in modules, so it can be customized to meet the specific needs of the customer.

One of the key gaps noted by the Finger Lakes WIB was the connection with education, particularly the K-12 system. To address this gap, the community college president, BOCES superintendent, a Keuka College representative, and the local school superintendent met with WIB Executive Committee members. This was the first in a series of discussions about how the WIB can cooperate with the education system to prepare students for the 21st century economy and encourage them to stay in the area. The WIB Performance and Evaluation Committee added educational members to continue this dialog and develop ways to reach teachers, parents and students.

The Genesee-Livingston-Orleans-Wyoming (GLOW) WIB established a Funding Application Consultant Team (FACT), composed of WIB staff, WIA Title I providers, and staff from the State Labor Department's Division of Employment Services. When there is a business grant opportunity, the Team holds information sessions for employers, explaining the application process and helping them review and submit the application. As a result, the number of submissions and successful grant applications have increased in the local areas. For example, over \$1.6 million in business training grants have been received by GLOW businesses under the Building Skills in New York program. This has allowed 1,563 employees to be retrained in skills that will help their employers remain competitive in the global economy, keeping those jobs in GLOW.

The GLOW WIB also established a Marketing Visitation Team to contact area businesses. The Team developed a marketing packet

and visit process so that they can cover all workforce development business products during a single visit. They document each contact in OSOS, allowing all partners to know which businesses have been visited and eliminating duplication.

Rochester Works! developed a unique marketing effort that provides local businesses with the latest information on services. The Rochester Works! E-newsletter has over 2,300 subscribers and provides busy executives and managers with up-to-date information on labor market issues, training assistance, and other services.

Beginning in 2003, it became clear to the Herkimer-Madison-Oneida WIB that residents of the Cornhill area, a low-income community just outside Utica's city limits, were not accessing the One-Stop Career Center. As a result, the WIB established partnerships with the Mohawk Valley Housing Coalition, Oneida County Continuum of Care and a coalition of faith-based and community-based groups to meet the needs of at-risk adults and youth in Cornhill. By coordinating partner resources, the WIB developed outreach services to the homeless by using new access points and referral networks throughout the target area. Through connections with more than 20 community partners, the WIB has been more successful in introducing their customers to the public workforce investment system.

In 2004, the Herkimer-Madison-Oneida WIB began to work with local colleges to increase high-level skills training for the IT sector. This initiative was designed to meet employer needs, while developing a skills pipeline that begins in high school. They placed special emphasis on connecting disadvantaged youth with needed support, so that they could enter this career path. During the year, the WIB also implemented the National Information Technology Apprenticeship System (NITAS), been developed by USDOL and CompTIA, in a way never before envisioned. Using the resources of SUNY institutions, this creative new approach allows small- and mid-size employers to use a system previously designed for large businesses. What began as a pilot with one college has now been embraced by the SUNY system, which is seeking funding to expand the project statewide. The WIB further cooperated with Mohawk Valley Community College to secure State funding for STEP and CTEP programs that help minority young people succeed in math, science and technology courses at both the high school and college levels.

The Rockland Business Assistance Network (RBAN) was created to examine the operating relationships among workforce, economic development and educational organizations in Rockland County. Its membership includes Tomorrow's Workplace, Rockland Economic Development Organization, Rockland Business Association, Rockland BOCES, Rockland County Office of Community

Development, New York State Department of Labor, Rockland Community College, Empire State Development, and Orange & Rockland Utilities. RBAN meets monthly to creatively address the needs of businesses throughout the county.

The Orange County WIB is pioneering a regional approach to economic and workforce development. It created the Mid-Hudson Valley Regional WIB to strengthen its base and take advantage of the resources in the region. The WIB also participates in a six-county regional initiative known as the Hudson Valley Healthcare Consortium. The Consortium has developed a unified approach to increase the capacity of healthcare training providers. Through a \$1 million grant awarded by USDOL, the Hudson Valley Healthcare Consortium has cooperated with regional healthcare providers to address the nursing faculty shortage. Healthcare providers will release staff with master's degrees on a part-time basis to serve as faculty at the region's public and private educational facilities. In exchange, the healthcare providers will receive credits from the education facilities to send entry-level nurses to school to help them advance in their careers.

This grant will help train 50 nurses as instructors. It will also train 100 nursing mentors, 70 adjunct instructors and will offer 1,000 additional students entry to healthcare education and training programs.

The Ulster County WIB is exploring ways to make their One-Stop services more "youth-friendly." This includes youth-specific programming at One-Stop Career Centers, special weekend activities for youth, and expanded outreach programs to area high schools. The WIB also works with area employers to identify the basic skills they require and develop a work-ready credentialing system that meets their needs.

The "HempsteadWorks for Health Care Skills Training Partnership" identifies and addresses worker shortages, skills shortages and worker retention issues within the health care industry. An on-going partnership, it has achieved the following: increased skills for approximately 180 incumbent workers; career advancement for approximately 31 incumbent workers; and a career ladder training model duplicated by other local health care organizations.

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72.0	74.6	3,973	55,979	5,998	66.2
Employers	69.0	71.3	5,544	17,912	7,166	77.4

Table B- Outcomes for Adults

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71.0	73.5	16,558
			22,514
Employment Retention Rate	80.0	85.7	21,653
			25,277
Earnings Change in Six Months	\$2,600	\$3,117	\$75,417,097
			24,197
Employment and Credential Rate	61.0	73.7	7,228
			9,811

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment Rate	72.0	515 715	80.3	936 1,165	60.9	624 1,025	65.8
Employment Retention Rate	80.2	556 693	86.2	1,012 1,174	80.4	577 718	84.5	1,519 1,798
Earnings Change in Six Months	\$3,611	\$2,285,616 633	\$2,960	\$3,226,568 1,090	\$2,705	\$1,820,721 673	\$793	\$1,338,636 1,688
Employment and Credential Rate	56.9	199 350	75.1	386 514	52.7	147 279	69.8	454 650

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	81.8	4,688	70.7	11,870
		5,728		16,786
Employment Retention Rate	89.2	7,819	83.8	13,834
		8,763		16,514
Earnings Change in Six Months	\$3,211	\$26,771,607	\$3,067	\$48,645,490
		8,338		15,859

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.0	78.1	14,009
			17,927
Employment Retention Rate	88.0	87.9	13,218
			15,031
Earnings Replacement in Six Months	87.0	89.5	\$181,682,682
			\$202,969,235
Employment and Credential Rate	53.0	64.5	4,071
			6,314

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84.9	1,015	74.9	301	70.2	1,737	85.3	927
		1,196		402		2,474		1,087
Employment Retention Rate	88.6	854	83.9	208	85.1	1,355	85.8	279
		964		248		1,592		325
Earnings Replacement Rate	89.6	\$12,432,768	103.0	\$2,643,630	70.1	\$16,709,461	145.4	\$2,295,655
		\$13,873,470		\$2,566,517		\$23,833,151		\$1,579,081
Employment And Credential Rate	72.9	396	66.1	80	58.5	405	58.8	57
		543		121		692		97

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	83.1	5,245	75.5	8,764
		6,314		11,613
Employment Retention Rate	89.2	6,041	86.9	7,177
		6,771		8,260
Earnings Replacement Rate	89.6	\$83,771,898	89.5	\$97,910,784
		\$93,513,962		\$109,455,273

Table H - Older Youth Results At-A-Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	63.0
Employment Retention Rate	77.0	74.8	1,077 1,439
Earnings Change in Six Months	\$2,900	\$2,865	\$3,779,439 1,319
Credential Rate	43.0	50.3	1,133 2,251

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	54.5	187	0.0	0	59.1	110	63.5
	343		0		186		1,931	
Employment Retention Rate	68.7	158	100.0	1	74.5	102	74.7	981
		230		1		137		1,313
Earnings Change in Six Months	\$2,418	\$527,016	-\$2,429	-\$2,429	\$2,267	\$251,591	\$2,913	\$3,568,000
		218		1		111		1,225
Credential Rate	41.6	154	0.0	0	48.1	100	50.4	1,052
		370		0		208		2,088

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	70.0	74.2	13,974
			18,837
Diploma or Equivalent Attainment Rate	43.0	48.9	2,052
			4,198
Retention Rate	47.0	49.4	2,500
			5,065

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	69.1	1,459	88.3	2,684	73.4
	2,110		3,039		3,614	
Diploma or Equivalent Attainment Rate	45.7	221	63.4	320	43.2	558
		484		505		1,291
Retention Rate	45.7	300	53.1	319	59.1	792
		657		601		1,339

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	Adults	80.5	30,968	\$3,382	\$126,944,861	0.9	153	\$4,767	\$75,170,620	84.7
	38,462		37,531		16558		15,769		1,246	
Dislocated Workers	83.9	13,020	88.8	\$195,052,624	1.3	185	\$6,475	\$86,771,406	83.8	1,265
		15,516		\$219,620,601		14009		13,402		1,510
Older Youth	63.9	882	\$2,634	\$3,366,292	0.1	1	\$2,240	\$2,788,824		
		1,380		1,278		1319		1,245		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	47,653	27,874
Dislocated Workers	31,489	16,993
Older Youth	3,832	1,969
Younger Youth	21,105	9,187

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$57,990,176
Local Dislocated Workers		\$47,533,067
Local Youth		\$57,774,718
Rapid Response (up to 25%) 134 (a) (2) (A)		\$10,608,164
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$9,250,039
Statewide Allowable Activities 134 (a) (3)	Miscellaneous	\$11,507,874
	INCUMBENT WORKER TRAINING INITIATIVES (to upgrade the skills of workers to continue to meet business needs)	\$18,253,541
Total of All Federal Spending Listed Above		\$212,917,579

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	1,337	
		Capital Region		Dislocated Workers
Older Youth	66			
Younger Youth	524			
Total Exitters				Adults
		Dislocated Workers	1,407	
		Older Youth	21	
		Younger Youth	295	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	76.0	
	Employers	69.0	69.4	
Entered Employment Rate	Adults	82.0	79.1	
	Dislocated Workers	80.0	81.7	
	Older Youth	61.0	84.6	
Retention Rate	Adults	80.0	89.7	
	Dislocated Workers	88.0	89.0	
	Older Youth	77.0	68.6	
	Younger Youth	48.0	59.6	
Earnings Change/Earnings Replacement in Six Months	Adults	3,223	2,515	
	Dislocated Workers	92.0	98.1	
	Older Youth	2,442	3,200	
Credential/Diploma Rate	Adults	57.0	53.1	
	Dislocated Workers	50.0	46.8	
	Older Youth	37.0	60.0	
	Younger Youth	42.0	51.3	
Skill Attainment Rate	Younger Youth	71.0	86.5	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	25,751	
		New York City		Dislocated Workers
Older Youth	2,191			
Younger Youth	11,998			
Total Exitters				Adults
		Dislocated Workers	5,378	
		Older Youth	1,166	
		Younger Youth	3,921	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	67.0	
	Employers	69.0	65.4	
Entered Employment Rate	Adults	69.0	60.8	
	Dislocated Workers	77.0	68.9	
	Older Youth	61.0	57.4	
Retention Rate	Adults	80.0	81.9	
	Dislocated Workers	88.0	85.5	
	Older Youth	77.0	71.3	
	Younger Youth	44.0	39.0	
Earnings Change/Earnings Replacement in Six Months	Adults	3,114	3,985	
	Dislocated Workers	87.0	86.0	
	Older Youth	3,109	3,063	
Credential/Diploma Rate	Adults	57.0	52.9	
	Dislocated Workers	50.0	50.4	
	Older Youth	43.0	48.4	
	Younger Youth	40.0	38.1	
Skill Attainment Rate	Younger Youth	68.0	58.6	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name		Adults	705	
Yonkers	Total Participants Served	Dislocated Workers	454	
		Older Youth	45	
		Younger Youth	136	
	Total Exiters	Adults	214	
		Dislocated Workers	172	
		Older Youth	10	
		Younger Youth	77	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	67.8	
	Employers	69.0	60.0	
Entered Employment Rate	Adults	71.0	81.7	
	Dislocated Workers	80.0	88.4	
	Older Youth	62.0	66.7	
Retention Rate	Adults	80.0	81.2	
	Dislocated Workers	88.0	89.5	
	Older Youth	77.0	25.0	
	Younger Youth	47.0	55.6	
Earnings Change/Earnings Replacement in Six Months	Adults	2,812	1,805	
	Dislocated Workers	92.0	102.6	
	Older Youth	2,900	519	
Credential/Diploma Rate	Adults	56.0	42.3	
	Dislocated Workers	50.0	32.9	
	Older Youth	37.0	33.3	
	Younger Youth	39.0	13.8	
Skill Attainment Rate	Younger Youth	66.0	58.2	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		6	0	11

Table O - Local Program Activities

Local Area Name		Adults	663	
Chemung/Schuylers/Steuben	Total Participants Served	Dislocated Workers	739	
		Older Youth	89	
		Younger Youth	150	
	Total Exiters	Adults	516	
		Dislocated Workers	236	
		Older Youth	25	
		Younger Youth	95	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	79.0	
	Employers	69.0	75.9	
Entered Employment Rate	Adults	71.0	73.9	
	Dislocated Workers	81.0	80.7	
	Older Youth	68.0	83.3	
Retention Rate	Adults	80.0	85.1	
	Dislocated Workers	88.0	85.9	
	Older Youth	78.0	60.7	
	Younger Youth	48.0	60.6	
Earnings Change/Earnings Replacement in Six Months	Adults	2,817	953	
	Dislocated Workers	92.0	109.1	
	Older Youth	2,798	2,922	
Credential/Diploma Rate	Adults	64.0	85.2	
	Dislocated Workers	57.0	76.0	
	Older Youth	43.0	63.0	
	Younger Youth	58.0	63.2	
Skill Attainment Rate	Younger Youth	71.0	76.7	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		2	0	15

Table O - Local Program Activities

Local Area Name		Adults	2,033	
Hempstead/Long Beach	Total Participants Served	Dislocated Workers	1,427	
		Older Youth	74	
		Younger Youth	167	
	Total Exitters	Adults	960	
		Dislocated Workers	716	
		Older Youth	22	
		Younger Youth	45	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	72.7	
	Employers	69.0	62.8	
Entered Employment Rate	Adults	71.0	76.8	
	Dislocated Workers	80.0	77.4	
	Older Youth	63.0	75.0	
Retention Rate	Adults	80.0	83.9	
	Dislocated Workers	88.0	83.5	
	Older Youth	74.0	92.3	
	Younger Youth	48.0	67.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,885	2,094	
	Dislocated Workers	92.0	85.2	
	Older Youth	2,900	1,392	
Credential/Diploma Rate	Adults	61.0	82.0	
	Dislocated Workers	53.0	73.2	
	Older Youth	43.0	71.4	
	Younger Youth	46.0	81.3	
Skill Attainment Rate	Younger Youth	74.0	91.2	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		2	0	15

Table O - Local Program Activities

Local Area Name		Adults	273	
Jefferson/Lewis	Total Participants Served	Dislocated Workers	190	
		Older Youth	63	
		Younger Youth	478	
	Total Exiters	Adults	216	
		Dislocated Workers	119	
		Older Youth	26	
		Younger Youth	203	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	81.6	
	Employers	69.0	78.4	
Entered Employment Rate	Adults	72.0	90.1	
	Dislocated Workers	83.0	96.3	
	Older Youth	81.0	96.2	
Retention Rate	Adults	80.0	91.4	
	Dislocated Workers	88.0	98.2	
	Older Youth	82.0	78.3	
	Younger Youth	48.0	76.8	
Earnings Change/Earnings Replacement in Six Months	Adults	3,126	6,190	
	Dislocated Workers	87.0	108.4	
	Older Youth	4,030	3,061	
Credential/Diploma Rate	Adults	65.0	81.2	
	Dislocated Workers	59.0	79.7	
	Older Youth	61.0	66.7	
	Younger Youth	57.0	85.1	
Skill Attainment Rate	Younger Youth	75.0	89.5	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	443	
Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Dislocated Workers	941	
		Older Youth	22	
		Younger Youth	88	
	Total Exiters	Adults	315	
		Dislocated Workers	514	
		Older Youth	14	
		Younger Youth	41	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	76.8	
	Employers	69.0	61.2	
Entered Employment Rate	Adults	79.0	69.1	
	Dislocated Workers	84.0	73.2	
	Older Youth	63.0	66.7	
Retention Rate	Adults	80.0	82.7	
	Dislocated Workers	88.0	86.2	
	Older Youth	74.0	82.4	
	Younger Youth	48.0	61.7	
Earnings Change/Earnings Replacement in Six Months	Adults	2,991	2,745	
	Dislocated Workers	92.0	78.8	
	Older Youth	4,030	2,027	
Credential/Diploma Rate	Adults	71.0	85.7	
	Dislocated Workers	61.0	65.4	
	Older Youth	46.0	50.0	
	Younger Youth	57.0	100.0	
Skill Attainment Rate	Younger Youth	73.0	98.3	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Negotiated Performance Level		Actual Performance Level	
Niagara County	Total Participants Served	Adults		337	
		Dislocated Workers		250	
		Older Youth		48	
		Younger Youth		235	
	Total Exiters	Adults		374	
		Dislocated Workers		182	
		Older Youth		25	
		Younger Youth		117	
Customer Satisfaction	Program Participants	72.0		79.7	
	Employers	69.0		76.5	
Entered Employment Rate	Adults	76.0		86.9	
	Dislocated Workers	85.0		88.3	
	Older Youth	71.0		66.7	
Retention Rate	Adults	80.0		88.5	
	Dislocated Workers	88.0		92.6	
	Older Youth	73.0		64.0	
	Younger Youth	48.0		56.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,777		1,745	
	Dislocated Workers	87.0		88.0	
	Older Youth	2,335		1,960	
Credential/Diploma Rate	Adults	71.0		75.4	
	Dislocated Workers	63.0		76.0	
	Older Youth	53.0		16.7	
	Younger Youth	53.0		60.5	
Skill Attainment Rate	Younger Youth	71.0		57.0	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met		Met	
		2		0	
				Exceeded	
					15

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	1,043	
		Oneida/Herkimer/Madison		Dislocated Workers
Older Youth	54			
Younger Youth	859			
Total Exiters				
		Adults	721	
		Dislocated Workers	474	
		Older Youth	25	
		Younger Youth	213	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	69.4	
	Employers	69.0	75.8	
Entered Employment Rate	Adults	80.0	86.6	
	Dislocated Workers	86.0	91.6	
	Older Youth	63.0	51.4	
Retention Rate	Adults	80.0	89.8	
	Dislocated Workers	89.0	92.5	
	Older Youth	74.0	60.0	
	Younger Youth	47.0	74.4	
Earnings Change/Earnings Replacement in Six Months	Adults	3,086	4,296	
	Dislocated Workers	92.0	110.7	
	Older Youth	2,900	458	
Credential/Diploma Rate	Adults	74.0	77.7	
	Dislocated Workers	61.0	74.8	
	Older Youth	45.0	24.4	
	Younger Youth	49.0	77.6	
Skill Attainment Rate	Younger Youth	69.0	91.4	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		2	0	15

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	727	
		Orange County		Dislocated Workers
Older Youth	34			
Younger Youth	72			
Total Exitters	843			
		Dislocated Workers	430	
		Older Youth	22	
		Younger Youth	31	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	75.2	
	Employers	69.0	65.1	
Entered Employment Rate	Adults	76.0	91.6	
	Dislocated Workers	80.0	72.1	
	Older Youth	71.0	77.3	
Retention Rate	Adults	80.0	92.8	
	Dislocated Workers	88.0	89.1	
	Older Youth	75.0	61.9	
	Younger Youth	48.0	67.8	
Earnings Change/Earnings Replacement in Six Months	Adults	2,839	2,192	
	Dislocated Workers	92.0	89.1	
	Older Youth	2,340	1,542	
Credential/Diploma Rate	Adults	61.0	79.5	
	Dislocated Workers	53.0	77.1	
	Older Youth	43.0	35.7	
	Younger Youth	43.0	25.0	
Skill Attainment Rate	Younger Youth	73.0	77.8	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		3	0	14

Table O - Local Program Activities

Local Area Name		Adults	297	
Oswego County	Total Participants Served	Dislocated Workers	252	
		Older Youth	27	
		Younger Youth	178	
	Total Exiters	Adults	274	
		Dislocated Workers	157	
		Older Youth	10	
		Younger Youth	32	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	77.2	
	Employers	69.0	76.1	
Entered Employment Rate	Adults	84.0	87.8	
	Dislocated Workers	86.0	93.4	
	Older Youth	81.0	100.0	
Retention Rate	Adults	80.0	86.4	
	Dislocated Workers	88.0	97.0	
	Older Youth	79.0	91.7	
	Younger Youth	48.0	64.1	
Earnings Change/Earnings Replacement in Six Months	Adults	3,461	505	
	Dislocated Workers	92.0	91.2	
	Older Youth	2,900	5,493	
Credential/Diploma Rate	Adults	77.0	89.3	
	Dislocated Workers	61.0	86.0	
	Older Youth	56.0	60.0	
	Younger Youth	53.0	77.8	
Skill Attainment Rate	Younger Youth	71.0	92.0	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	278	
Rockland County	Total Participants Served	Dislocated Workers	519	
		Older Youth	13	
		Younger Youth	161	
	Total Exiters	Adults	224	
		Dislocated Workers	350	
		Older Youth	10	
		Younger Youth	279	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	79.1	
	Employers	69.0	63.9	
Entered Employment Rate	Adults	74.0	88.9	
	Dislocated Workers	76.0	90.2	
	Older Youth	63.0	70.0	
Retention Rate	Adults	80.0	83.1	
	Dislocated Workers	88.0	91.6	
	Older Youth	74.0	100.0	
	Younger Youth	47.0	26.4	
Earnings Change/Earnings Replacement in Six Months	Adults	3,036	4,195	
	Dislocated Workers	92.0	112.3	
	Older Youth	2,997	295	
Credential/Diploma Rate	Adults	61.0	100.0	
	Dislocated Workers	51.0	60.0	
	Older Youth	51.0	0.0	
	Younger Youth	44.0	1.0	
Skill Attainment Rate	Younger Youth	70.0	97.4	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		4	0	13

Table O - Local Program Activities

Local Area Name		Adults	401	
St. Lawrence County	Total Participants Served	Dislocated Workers	150	
		Older Youth	49	
		Younger Youth	150	
	Total Exiters	Adults	347	
		Dislocated Workers	147	
		Older Youth	29	
		Younger Youth	100	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	80.4	
	Employers	69.0	75.5	
Entered Employment Rate	Adults	71.0	92.7	
	Dislocated Workers	81.0	95.8	
	Older Youth	63.0	84.4	
Retention Rate	Adults	80.0	93.9	
	Dislocated Workers	88.0	95.0	
	Older Youth	77.0	88.9	
	Younger Youth	48.0	55.1	
Earnings Change/Earnings Replacement in Six Months	Adults	2,675	2,827	
	Dislocated Workers	85.0	94.6	
	Older Youth	2,900	2,961	
Credential/Diploma Rate	Adults	61.0	80.1	
	Dislocated Workers	57.0	77.5	
	Older Youth	51.0	74.0	
	Younger Youth	58.0	73.1	
Skill Attainment Rate	Younger Youth	74.0	92.1	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	325	
		Saratoga/Warren/Washington		Dislocated Workers
Older Youth	33			
Younger Youth	153			
Total Exitters				
		Adults	280	
		Dislocated Workers	78	
		Older Youth	19	
		Younger Youth	82	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	76.2	
	Employers	69.0	67.3	
Entered Employment Rate	Adults	76.0	83.1	
	Dislocated Workers	83.0	81.8	
	Older Youth	73.0	75.0	
Retention Rate	Adults	80.0	90.2	
	Dislocated Workers	88.0	90.7	
	Older Youth	77.0	88.2	
	Younger Youth	48.0	51.5	
Earnings Change/Earnings Replacement in Six Months	Adults	2,600	2,611	
	Dislocated Workers	87.0	76.9	
	Older Youth	2,900	1,799	
Credential/Diploma Rate	Adults	66.0	69.4	
	Dislocated Workers	57.0	56.0	
	Older Youth	46.0	36.4	
	Younger Youth	43.0	85.0	
Skill Attainment Rate	Younger Youth	70.0	80.6	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		2	0	15

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	1,403	
		Suffolk County		Dislocated Workers
Older Youth	60			
Younger Youth	392			
Total Exitters				
		Adults	1,482	
		Dislocated Workers	1,835	
		Older Youth	36	
		Younger Youth	209	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	78.0	
	Employers	69.0	65.4	
Entered Employment Rate	Adults	71.0	75.3	
	Dislocated Workers	80.0	72.7	
	Older Youth	63.0	62.5	
Retention Rate	Adults	80.0	81.9	
	Dislocated Workers	88.0	86.6	
	Older Youth	77.0	70.0	
	Younger Youth	47.0	57.5	
Earnings Change/Earnings Replacement in Six Months	Adults	2,600	1,021	
	Dislocated Workers	87.0	80.7	
	Older Youth	2,900	1,403	
Credential/Diploma Rate	Adults	61.0	75.3	
	Dislocated Workers	53.0	79.1	
	Older Youth	43.0	31.3	
	Younger Youth	43.0	82.8	
Skill Attainment Rate	Younger Youth	70.0	85.9	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		3	0	14

Table O - Local Program Activities

Local Area Name		Adults	92	
Ulster County	Total Participants Served	Dislocated Workers	136	
		Older Youth	11	
		Younger Youth	73	
	Total Exiters	Adults	79	
		Dislocated Workers	121	
		Older Youth	5	
		Younger Youth	42	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	83.0	
	Employers	69.0	70.3	
Entered Employment Rate	Adults	79.0	85.7	
	Dislocated Workers	82.0	90.6	
	Older Youth	63.0	40.0	
Retention Rate	Adults	80.0	86.8	
	Dislocated Workers	88.0	94.0	
	Older Youth	72.0	100.0	
	Younger Youth	43.0	89.7	
Earnings Change/Earnings Replacement in Six Months	Adults	2,600	3,523	
	Dislocated Workers	87.0	109.5	
	Older Youth	2,910	4,415	
Credential/Diploma Rate	Adults	70.0	81.0	
	Dislocated Workers	57.0	84.4	
	Older Youth	47.0	33.3	
	Younger Youth	43.0	30.0	
Skill Attainment Rate	Younger Youth	72.0	75.9	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		3	0	14

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	206	
		Columbia/Greene		Dislocated Workers
Older Youth	26			
Younger Youth	173			
Total Exitters				
		Adults	141	
		Dislocated Workers	66	
		Older Youth	12	
		Younger Youth	95	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	73.6	
	Employers	69.0	71.0	
Entered Employment Rate	Adults	74.0	75.0	
	Dislocated Workers	80.0	90.3	
	Older Youth	79.0	100.0	
	Younger Youth	48.0	75.0	
Retention Rate	Adults	84.0	82.9	
	Dislocated Workers	88.0	90.0	
	Older Youth	76.0	81.3	
	Younger Youth	48.0	75.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,777	4,422	
	Dislocated Workers	92.0	94.2	
	Older Youth	2,900	3,613	
Credential/Diploma Rate	Adults	67.0	78.8	
	Dislocated Workers	53.0	83.3	
	Older Youth	61.0	75.0	
	Younger Youth	57.0	90.7	
Skill Attainment Rate	Younger Youth	74.0	87.0	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name		Adults	104	
Sullivan County	Total Participants Served	Dislocated Workers	50	
		Older Youth	12	
		Younger Youth	29	
	Total Exiters	Adults	64	
		Dislocated Workers	39	
		Older Youth	10	
		Younger Youth	22	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	87.8	
	Employers	69.0	69.3	
Entered Employment Rate	Adults	81.0	82.3	
	Dislocated Workers	80.0	81.4	
	Older Youth	77.0	100.0	
Retention Rate	Adults	80.0	86.9	
	Dislocated Workers	88.0	93.8	
	Older Youth	70.0	83.3	
	Younger Youth	48.0	80.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,798	3,287	
	Dislocated Workers	92.0	98.3	
	Older Youth	2,900	2,846	
Credential/Diploma Rate	Adults	73.0	83.0	
	Dislocated Workers	53.0	73.0	
	Older Youth	52.0	72.7	
	Younger Youth	57.0	64.3	
Skill Attainment Rate	Younger Youth	76.0	90.9	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	334	
		Fulton/Montgomery/Schoharie	Total Participants Served	Dislocated Workers
Older Youth	32			
Younger Youth	124			
Total Exitters	Adults			158
	Total Exitters	Dislocated Workers	143	
		Older Youth	26	
		Younger Youth	114	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	77.2	
	Employers	69.0	74.0	
Entered Employment Rate	Adults	82.0	95.3	
	Dislocated Workers	80.0	91.6	
	Older Youth	81.0	100.0	
Retention Rate	Adults	80.0	93.3	
	Dislocated Workers	88.0	92.6	
	Older Youth	77.0	87.5	
	Younger Youth	48.0	67.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,600	3,240	
	Dislocated Workers	92.0	117.8	
	Older Youth	2,900	2,210	
Credential/Diploma Rate	Adults	72.0	89.9	
	Dislocated Workers	54.0	80.8	
	Older Youth	58.0	80.8	
	Younger Youth	57.0	84.4	
Skill Attainment Rate	Younger Youth	71.0	89.7	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	344	
North Country	Total Participants Served	Dislocated Workers	159	
		Older Youth	34	
		Younger Youth	217	
	Total Exiters	Adults	327	
		Dislocated Workers	85	
		Older Youth	10	
		Younger Youth	170	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	79.6	
	Employers	69.0	77.3	
Entered Employment Rate	Adults	71.0	93.2	
	Dislocated Workers	83.0	93.5	
	Older Youth	67.0	87.5	
Retention Rate	Adults	80.0	93.9	
	Dislocated Workers	88.0	85.2	
	Older Youth	77.0	91.7	
	Younger Youth	48.0	79.2	
Earnings Change/Earnings Replacement in Six Months	Adults	2,802	3,892	
	Dislocated Workers	92.0	100.7	
	Older Youth	2,900	3,145	
Credential/Diploma Rate	Adults	60.0	64.4	
	Dislocated Workers	57.0	85.0	
	Older Youth	43.0	66.7	
	Younger Youth	57.0	89.5	
Skill Attainment Rate	Younger Youth	73.0	82.1	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	503	
		Chenango/Delaware/Otsego		Dislocated Workers
Older Youth	58			
Younger Youth	224			
Total Exitters				Adults
		Dislocated Workers	232	
		Older Youth	40	
		Younger Youth	68	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	76.3	
	Employers	69.0	71.1	
Entered Employment Rate	Adults	83.0	90.4	
	Dislocated Workers	85.0	94.4	
	Older Youth	69.0	75.0	
Retention Rate	Adults	80.0	94.7	
	Dislocated Workers	90.0	96.3	
	Older Youth	77.0	85.7	
	Younger Youth	48.0	66.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,632	3,979	
	Dislocated Workers	87.0	97.4	
	Older Youth	2,569	3,554	
Credential/Diploma Rate	Adults	56.0	89.3	
	Dislocated Workers	53.0	75.3	
	Older Youth	47.0	50.0	
	Younger Youth	57.0	57.8	
Skill Attainment Rate	Younger Youth	71.0	79.6	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name		Adults	786	
Finger Lakes	Total Participants Served	Dislocated Workers	612	
		Older Youth	80	
		Younger Youth	285	
	Total Exiters	Adults	557	
		Dislocated Workers	364	
		Older Youth	35	
		Younger Youth	174	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	74.1	
	Employers	69.0	72.8	
Entered Employment Rate	Adults	79.0	92.2	
	Dislocated Workers	88.0	94.4	
	Older Youth	70.0	91.7	
Retention Rate	Adults	80.0	89.2	
	Dislocated Workers	90.0	93.1	
	Older Youth	71.0	76.5	
	Younger Youth	48.0	64.9	
Earnings Change/Earnings Replacement in Six Months	Adults	3,080	2,749	
	Dislocated Workers	92.0	88.4	
	Older Youth	3,016	3,804	
Credential/Diploma Rate	Adults	75.0	77.9	
	Dislocated Workers	62.0	80.0	
	Older Youth	48.0	69.2	
	Younger Youth	57.0	65.0	
Skill Attainment Rate	Younger Youth	74.0	84.4	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name		Adults	614	
GLOW	Total Participants Served	Dislocated Workers	295	
		Older Youth	43	
		Younger Youth	306	
	Total Exitters	Adults	687	
		Dislocated Workers	226	
		Older Youth	36	
		Younger Youth	177	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	71.0	
	Employers	69.0	74.8	
Entered Employment Rate	Adults	75.0	84.9	
	Dislocated Workers	86.0	88.8	
	Older Youth	81.0	93.5	
Retention Rate	Adults	80.0	93.5	
	Dislocated Workers	88.0	92.8	
	Older Youth	76.0	91.9	
	Younger Youth	48.0	59.1	
Earnings Change/Earnings Replacement in Six Months	Adults	2,102	1,540	
	Dislocated Workers	89.0	81.3	
	Older Youth	2,500	4,087	
Credential/Diploma Rate	Adults	68.0	71.0	
	Dislocated Workers	62.0	75.9	
	Older Youth	58.0	74.4	
	Younger Youth	57.0	79.5	
Skill Attainment Rate	Younger Youth	73.0	88.2	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	1,754	
Erie County	Total Participants Served	Dislocated Workers	1,200	
		Older Youth	127	
		Younger Youth	1,006	
	Total Exitters	Adults	1,169	
		Dislocated Workers	698	
		Older Youth	83	
		Younger Youth	683	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	72.1	
	Employers	69.0	70.8	
Entered Employment Rate	Adults	77.0	88.8	
	Dislocated Workers	85.0	91.1	
	Older Youth	76.0	72.7	
Retention Rate	Adults	80.0	92.0	
	Dislocated Workers	88.0	87.0	
	Older Youth	74.0	81.1	
	Younger Youth	48.0	56.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,468	2,002	
	Dislocated Workers	90.0	100.3	
	Older Youth	2,900	1,725	
Credential/Diploma Rate	Adults	68.0	77.3	
	Dislocated Workers	58.0	81.2	
	Older Youth	48.0	54.8	
	Younger Youth	50.0	42.9	
Skill Attainment Rate	Younger Youth	71.0	79.2	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	763	
Onondaga County	Total Participants Served	Dislocated Workers	1,701	
		Older Youth	76	
		Younger Youth	606	
	Total Exiters	Adults	1,279	
		Dislocated Workers	431	
		Older Youth	61	
		Younger Youth	618	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	71.6	
	Employers	69.0	72.1	
Entered Employment Rate	Adults	70.0	92.8	
	Dislocated Workers	87.0	84.9	
	Older Youth	66.0	55.1	
Retention Rate	Adults	80.0	85.9	
	Dislocated Workers	88.0	89.8	
	Older Youth	74.0	92.0	
	Younger Youth	48.0	55.7	
Earnings Change/Earnings Replacement in Six Months	Adults	2,827	1,812	
	Dislocated Workers	90.0	91.0	
	Older Youth	3,053	3,363	
Credential/Diploma Rate	Adults	63.0	92.0	
	Dislocated Workers	53.0	74.0	
	Older Youth	46.0	43.5	
	Younger Youth	39.0	61.3	
Skill Attainment Rate	Younger Youth	72.0	92.0	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	115	
Cayuga/Cortland	Total Participants Served	Dislocated Workers	251	
		Older Youth	30	
		Younger Youth	162	
	Total Exiters	Adults	103	
		Dislocated Workers	165	
		Older Youth	13	
		Younger Youth	27	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	76.7	
	Employers	69.0	74.8	
Entered Employment Rate	Adults	73.0	98.3	
	Dislocated Workers	83.0	97.2	
	Older Youth	78.0	100.0	
Retention Rate	Adults	80.0	94.3	
	Dislocated Workers	88.0	94.4	
	Older Youth	76.0	90.0	
	Younger Youth	44.0	65.8	
Earnings Change/Earnings Replacement in Six Months	Adults	2,674	2,303	
	Dislocated Workers	87.0	94.6	
	Older Youth	3,053	1,427	
Credential/Diploma Rate	Adults	68.0	84.8	
	Dislocated Workers	58.0	84.2	
	Older Youth	51.0	77.8	
	Younger Youth	53.0	85.7	
Skill Attainment Rate	Younger Youth	71.0	75.2	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	424	
Allegany/Cattaraugus	Total Participants Served	Dislocated Workers	190	
		Older Youth	42	
		Younger Youth	146	
	Total Exiters	Adults	406	
		Dislocated Workers	200	
		Older Youth	19	
		Younger Youth	69	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	72.3	
	Employers	69.0	74.4	
Entered Employment Rate	Adults	72.0	92.7	
	Dislocated Workers	82.0	89.4	
	Older Youth	73.0	89.5	
Retention Rate	Adults	80.0	90.5	
	Dislocated Workers	88.0	94.8	
	Older Youth	77.0	80.0	
	Younger Youth	47.0	64.7	
Earnings Change/Earnings Replacement in Six Months	Adults	3,029	3,370	
	Dislocated Workers	92.0	106.9	
	Older Youth	2,756	2,978	
Credential/Diploma Rate	Adults	64.0	69.0	
	Dislocated Workers	57.0	73.9	
	Older Youth	50.0	61.9	
	Younger Youth	43.0	63.6	
Skill Attainment Rate	Younger Youth	74.0	79.7	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		0	0	17

Table O - Local Program Activities

Local Area Name		Adults	382	
Chautauqua County	Total Participants Served	Dislocated Workers	530	
		Older Youth	55	
		Younger Youth	142	
	Total Exitters	Adults	449	
		Dislocated Workers	289	
		Older Youth	18	
		Younger Youth	127	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	75.6	
	Employers	69.0	74.2	
Entered Employment Rate	Adults	73.0	92.8	
	Dislocated Workers	80.0	92.4	
	Older Youth	74.0	100.0	
Retention Rate	Adults	80.0	92.1	
	Dislocated Workers	88.0	95.8	
	Older Youth	77.0	80.0	
	Younger Youth	47.0	57.9	
Earnings Change/Earnings Replacement in Six Months	Adults	2,600	3,388	
	Dislocated Workers	92.0	96.1	
	Older Youth	2,900	1,824	
Credential/Diploma Rate	Adults	65.0	87.4	
	Dislocated Workers	56.0	64.8	
	Older Youth	47.0	52.4	
	Younger Youth	48.0	77.3	
Skill Attainment Rate	Younger Youth	70.0	83.5	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Negotiated Performance Level		Actual Performance Level	
Broome/Tioga	Total Participants Served	Adults		625	
		Dislocated Workers		652	
		Older Youth		108	
		Younger Youth		223	
	Total Exiters	Adults		413	
		Dislocated Workers		348	
		Older Youth		40	
		Younger Youth		164	
Customer Satisfaction	Program Participants	72.0		71.9	
	Employers	69.0		79.6	
Entered Employment Rate	Adults	73.0		92.8	
	Dislocated Workers	80.0		96.0	
	Older Youth	71.0		58.5	
Retention Rate	Adults	80.0		80.1	
	Dislocated Workers	88.0		90.6	
	Older Youth	77.0		63.3	
	Younger Youth	48.0		55.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,322		3,711	
	Dislocated Workers	87.0		107.0	
	Older Youth	2,900		2,429	
Credential/Diploma Rate	Adults	65.0		71.1	
	Dislocated Workers	56.0		77.0	
	Older Youth	56.0		57.4	
	Younger Youth	53.0		36.7	
Skill Attainment Rate	Younger Youth	73.0		76.8	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met		Met	
		1		0	
				Exceeded	
					16

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	245	
		Tompkins County		Dislocated Workers
Older Youth	22			
Younger Youth	81			
Total Exitters				
		Adults	160	
		Dislocated Workers	165	
		Older Youth	2	
		Younger Youth	0	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	71.4	
	Employers	69.0	70.4	
Entered Employment Rate	Adults	71.0	83.3	
	Dislocated Workers	80.0	89.4	
	Older Youth	73.0	60.0	
Retention Rate	Adults	80.0	87.6	
	Dislocated Workers	88.0	90.9	
	Older Youth	71.0	76.5	
	Younger Youth	48.0	75.0	
Earnings Change/Earnings Replacement in Six Months	Adults	2,600	4,111	
	Dislocated Workers	92.0	118.4	
	Older Youth	2,457	4,451	
Credential/Diploma Rate	Adults	61.0	85.7	
	Dislocated Workers	59.0	85.2	
	Older Youth	48.0	61.5	
	Younger Youth	57.0	Zero Individuals in the Performance Cohort	
Skill Attainment Rate	Younger Youth	72.0	81.8	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	426	
Dutchess County	Total Participants Served	Dislocated Workers	152	
		Older Youth	17	
		Younger Youth	144	
	Total Exiters	Adults	408	
		Dislocated Workers	125	
		Older Youth	15	
		Younger Youth	100	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	73.4	
	Employers	69.0	71.1	
Entered Employment Rate	Adults	77.0	90.2	
	Dislocated Workers	80.0	86.5	
	Older Youth	63.0	66.7	
Retention Rate	Adults	80.0	86.1	
	Dislocated Workers	88.0	90.5	
	Older Youth	69.0	77.8	
	Younger Youth	47.0	52.1	
Earnings Change/Earnings Replacement in Six Months	Adults	2,827	894	
	Dislocated Workers	87.0	99.2	
	Older Youth	2,340	2,847	
Credential/Diploma Rate	Adults	56.0	71.0	
	Dislocated Workers	53.0	64.1	
	Older Youth	43.0	50.0	
	Younger Youth	45.0	67.4	
Skill Attainment Rate	Younger Youth	71.0	92.1	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name		Adults	426	
Dutchess County	Total Participants Served	Dislocated Workers	152	
		Older Youth	17	
		Younger Youth	144	
	Total Exiters	Adults	408	
		Dislocated Workers	125	
		Older Youth	15	
		Younger Youth	100	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	73.4	
	Employers	69.0	71.1	
Entered Employment Rate	Adults	77.0	90.2	
	Dislocated Workers	80.0	86.5	
	Older Youth	63.0	66.7	
Retention Rate	Adults	80.0	86.1	
	Dislocated Workers	88.0	90.5	
	Older Youth	69.0	77.8	
	Younger Youth	47.0	52.1	
Earnings Change/Earnings Replacement in Six Months	Adults	2,827	894	
	Dislocated Workers	87.0	99.2	
	Older Youth	2,340	2,847	
Credential/Diploma Rate	Adults	56.0	71.0	
	Dislocated Workers	53.0	64.1	
	Older Youth	43.0	50.0	
	Younger Youth	45.0	67.4	
Skill Attainment Rate	Younger Youth	71.0	92.1	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	1,435	
		Dislocated Workers	807	
Westchester County Balance/Putnam		Older Youth	56	
		Younger Youth	307	
		Total Exitters	Adults	738
		Dislocated Workers	471	
		Older Youth	27	
		Younger Youth	304	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	65.3	
	Employers	69.0	65.4	
Entered Employment Rate	Adults	71.0	80.2	
	Dislocated Workers	80.0	83.6	
	Older Youth	63.0	100.0	
Retention Rate	Adults	80.0	88.2	
	Dislocated Workers	88.0	91.3	
	Older Youth	77.0	100.0	
	Younger Youth	43.0	52.4	
Earnings Change/Earnings Replacement in Six Months	Adults	2,813	3,206	
	Dislocated Workers	92.0	99.5	
	Older Youth	2,900	6,799	
Credential/Diploma Rate	Adults	61.0	38.3	
	Dislocated Workers	53.0	48.4	
	Older Youth	43.0	95.5	
	Younger Youth	43.0	56.7	
Skill Attainment Rate	Younger Youth	68.0	91.4	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		1	0	16

Table O - Local Program Activities

Local Area Name	Total Participants Served	Adults	2,516	
		Monroe County		Dislocated Workers
Older Youth	135			
Younger Youth	1,121			
Total Exitters				
		Adults	1,756	
		Dislocated Workers	639	
		Older Youth	57	
		Younger Youth	494	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72.0	70.9	
	Employers	69.0	68.6	
Entered Employment Rate	Adults	76.0	76.7	
	Dislocated Workers	86.0	86.4	
	Older Youth	63.0	64.9	
Retention Rate	Adults	80.0	90.5	
	Dislocated Workers	88.0	92.6	
	Older Youth	77.0	86.1	
	Younger Youth	48.0	51.6	
Earnings Change/Earnings Replacement in Six Months	Adults	2,827	2,113	
	Dislocated Workers	85.0	89.0	
	Older Youth	2,900	1,049	
Credential/Diploma Rate	Adults	68.0	89.4	
	Dislocated Workers	53.0	58.4	
	Older Youth	46.0	30.8	
	Younger Youth	53.0	41.1	
Skill Attainment Rate	Younger Youth	71.0	70.2	
Overall Status of Local Performance (Number of Measures where Actual Performance Level met, did not meet or exceeded 80% of Negotiated Performance Level)		Not Met	Met	Exceeded
		4	0	13



Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.