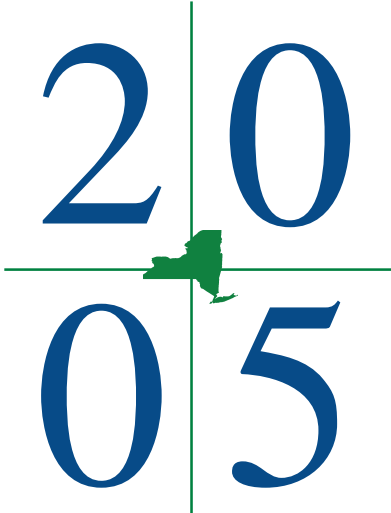


New York State
Workforce Development System

P r o g r a m Y e a r

20
05



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

On behalf of the State Workforce Investment Board and the New York State Department of Labor, we are proud to present the Program Year 2005 WIA Title 1-B Annual Report.

We continue to seek innovative solutions to workforce challenges faced within New York State, ever mindful of the challenges the system has been asked to meet by our national funders. This Program Year report answers these provoking questions and sets forth an ambitious agenda as we work to transform our service delivery through Program Year 2006.

Those WIA system challenges include:

- Setting a higher expectation for our workforce system to attain demand-driven outcomes;
- Ensuring that workforce development services are aligned to effectively deliver regional economic solutions;
- Assessing our One-Stop systems' business model to achieve higher efficiencies and lower administrative costs
- Actualizing the state and local boards' visions in a time of tight federal funding.

In support of a national goal to double the number of individuals benefiting from WIA Title 1B training investments, we are proud that more than 55,000 individuals benefited from training or skill upgrades in PY 2005. We continue to expand the depth of our self-service tools, which has also expanded the reach of our locally-driven system. And, ever mindful of our need to free up resources to better serve our customers, we continue to consolidate offices, where practical, including the consolidation/closing of 31 offices since January 2004.

Finally, a multi-year effort to support regional rather than local planning bore fruit this year, with the award of a USDOL WIRED grant to a partnership of nine counties and three workforce boards. The State Board and NYSDOL continue to support investments that will pay regional dividends, with investments in career mapping, strategic planning around sectors, and coordination of foundations and other resources to expand our local systems.

We commend the state and local workforce staff whose achievements are documented each and every day with the success of putting more New Yorkers back to work and helping them improve their skills in those jobs.

Sincerely

Richard Calo,
Chair
NYS Workforce Investment Board

Linda Angello,
Commissioner
NYS Department of Labor



Change means movement. Movement means friction. Only in the frictionless vacuum of a nonexistent abstract world can movement or change occur without that abrasive friction of conflict.

ATTRIBUTION: Saul Alinsky

Program Year 2005 saw much movement, success and change in New York's state and local workforce system.

Summary

The **State Workforce Board** continued its efforts to support business retention and growth through targeted investments of state-level WIA funds to support regional economies; 27,349 incumbent workers have benefited from skill upgrades and training. **Local workforce boards** continued efforts to align their investments in skill development and occupational training to regional economic development priorities, these benefitting 27,462 New Yorkers registered in the WIA Adult & Dislocated Worker programs. **Regional** strategic efforts moved forward for economic, education and workforce systems to support more globally competitive communities. For example, the Finger Lakes Partnership – a collaboration of three workforce boards – secured a federal WIRED grant. And, with virtually level federal WIA funding from PY 2004 to PY 2005, the local workforce system increased the number of New Yorkers who attained economic self-sufficiency through employment and training over the number who were served in PY 2004.

New York's state and local partnership for delivering workforce services continued to embrace the challenge of *implementing the federal Common Measures* in PY 2005. Federal policy guidance issued in February 2006 required state and local staff to design technology and policy changes to meet a deadline of July 1, 2006.

State policy changes enacted in PY 2004 required the *mandatory co-enrollment of Trade Act customers with the WIA Dislocated Worker program*. The results were reflected for the first time in the PY 2005 performance reports. We continue to work on ways to better coordinate service delivery to this special customer base.

While asking front line workforce staff to think strategically about how best to serve more customers, we are also working with local program and budget staff to *categorize operating costs in more business-relevant terms*.

Reducing infrastructure and administrative costs is one way to increase efficiency. By using accounting models and terms common in the private sector, state staff worked with all 33 workforce areas to categorize and

display their use of WIA funds in a way that business board members can understand. This will help better focus future planning and investments.

PY 2005 was a pivotal year as the state and local boards continue efforts to transform service delivery to achieve federal objectives. We are cutting infrastructure costs while increasing service levels, training more individuals and integrating services toward demand-driven economic strategies.

PY 2005 Highlights

State Level WIA Activities

New York continues to be proud of its broad-based investments in incumbent worker training. In PY 2005 we modified our model, reducing the maximum grant award to \$50,000 per applicant and continuing our focus on transferable skill development for trainees. Over **21,980** individuals were trained through the **Building Skills in NYS** program in PY 2005!

In line with the US Department of Labor's High Growth Sectors, 29.2% of all individuals trained in the *Building Skills* program were employed in high growth sectors; 34% of the 403 contracts awarded in PY 2005 were to businesses in the 11 high growth sectors. Of those 11 high growth sectors, health care represented 10% of all awards with 3,482 individuals trained; the advanced manufacturing sector received 8.5% of all awards making training available to 3,255 New Yorkers.

PY 2005 Building Skills Award Snapshot by High Growth Sector

High Growth Sector	Number of Businesses Awarded Contracts	Percent of All BUSINYS Contracts	Number of Trainees
Construction	9	2.23%	242
Biotechnology	6	1.49%	234
Advanced Manufacturing	34	8.44%	3,255
Retail	2	0.50%	52
Information Technology	13	3.23%	457
Financial Services	9	2.23%	834
Geospatial Technology	16	3.97%	433
Health Care	42	10.42%	3,482
Hospitality	3	0.74%	21
Transportation	0	0.00%	0
Automotive	3	0.74%	77
Subtotal High Growth Sector Awards	137	34.00%	9,087
Non-USDOL High Growth Sector Awards	264	64.00%	12,462
Total PY 05 Awards	403	100.00%	21,980





Businesses continue to select the training providers that best meet their training needs including some of our premier institutions of higher education such as RIT, Alfred, the SUNY Buffalo, SUNY Stony Brook, Syracuse University, and many of our state's 33 community colleges. Community colleges providing training under the *Building Skills* program benefited from an investment of almost \$1 million in WIA state-level funds in PY 2005.

We must evaluate the effectiveness and relevance of worker training initiatives supported by state level WIA funds. Thus we held the first evaluation of previous awards under the grant program during PY 2005. We looked at the geographic distribution of firms receiving grants; training duration cycles and results for workers who took the training. We also compared trends in the employment of firms that participated in the *Building Skills* program, by industry category. Full evaluation can be found at www.workforcenewyork.com/swib.htm

Governor Pataki and the State Board joined to make strategic investments in the Manufacturing sector in PY 2005, with a particular emphasis on supporting process improvement and lean manufacturing principle training for the state's small and medium-sized manufacturers. These investments, through the New York **SMART** program model, trained **5,369** individuals during PY 2005. Significantly, 1,135 of the trainees worked in manufacturing firms with less than 100 employees. Providers with this specific expertise, including community colleges, competed to provide this training. Community colleges received almost \$1 million of WIA state-level funds in PY 2005 as a result of the **SMART** program investments.

State Workforce Investment Board Highlights

Development of a National Work Readiness Credential

In PY 2005 the Board concluded the development phase of the National Work Readiness Credential. The State Board continued to take a lead role in this process through development of the credential and by offering insight and guidance for the successful launch of the assessment nationally. The State Board developed a business model for the implementation of the credential. It also developed a marketing strategy to attract businesses and identify potential early adopters, and broaden connections with education and youth programs.

The State Board, along with its colleagues in the states of R.I., Fla., Wash., N.J., the District of Columbia and Junior Achievement Worldwide, guided the formation of the National Work Readiness Council (NWRC), which has been recently established as a 501c3. The Council will oversee the implementation and administration of the Credential. It will be led by a private sector board with vested interest in the skills of the entry level workforce.

Integrating One-Stop Center Services to Better Serve Persons with Disabilities

The State Board launched a project to improve system integration across all partner programs. It began with potential process improvements in One-Stop system service delivery to the disabled. Teams developed action plans to address "Intake, Eligibility and Referral" and "Communication" issues that identify and select services for persons with disabilities. The two teams, led by an expert content and process facilitator, collected customer data through focus groups, gathered One-Stop staff comments through on-line surveys and compared

best practices. They presented recommendations to the Subcommittee and State Board at the November 2005 meeting and the following recommendations were accepted:

- a. **Communications Team Recommendations:** Create a mechanism to ensure that local partners receive state agency policies and procedures in a timely and efficient manner; and Design and implement a communication method for staff to get questions answered in a consistent and timely fashion.
- b. **Intake/Eligibility/Referral Team Recommendations:** Create and implement a standard method to inform customers of the full range of partner services; Use multi-media approaches to inform and orient customers; Ensure access for all customers and encourage the use of a common method at all One-Stops for all staff to identify functional limits of individuals; and Streamline the VESID (Vocational Education Services for Individuals with Disabilities) intake and eligibility process to reduce both the steps and the time it takes to determine eligibility.

We will implement the recommendations as the customer flow allows along with other service changes resulting from the State Board's integration of Wagner-Peyser and WIA Title 1B services.

Integration of WIA Title IB and Wagner-Peyser One-Stop Services

The Systems Integration Subcommittee requires local areas to increase service integration efforts by functional alignment of services and resources. This is both an opportunity and a tool to effectively organize staff and facilities in a way that further streamlines customer service delivery, capitalizing on the strengths of staff, location, and/or technology to deliver services and reduce duplication.

The Board believes service integration leads to system integration and ultimately to higher customer satisfaction. It is not enough to co-locate, to orient customers to partner programs or to refer customers to partner programs. For the One Stop system to succeed, we must look beyond *program* to the concept of *service*, discovering who can most efficiently deliver services and how. Each local board reviewed their current service delivery procedures; identifying the who, what, where, how, and when of the current *program* delivery model, and re-shape it to achieve greater efficiency and effectiveness through organizing staff by function, rather than by program.

Local areas submitted Functional Alignment (FA) Plans as addendums to their LWIA Comprehensive Three-Year Plans, beginning specifically with the WIA Title IB and Wagner-Peyser (W-P) partners. State leaders and a national workforce expert conducted regional technical assistance sessions statewide to address functional alignment implementation issues, listening to the concerns of supervisory staff and giving a consistent message on the overall objectives.

Implementing Functional Alignment/Service Integration required substantial changes to the way we use the State's OSOS case management system, and the way data we enter into OSOS. We want to support the underlying objective of federal Common Measures guidance and the state's objective to increase the time front line staff spend serving customers, rather than collecting data. Thus, technology and policy changes adopted include:





- Eliminating the need for duplicate data entry to co-enroll participants in W-P and WIA by implementing an automated OSOS nightly batch process;
- Reducing the amount of data entry needed to record core, intensive, and supportive services by eliminating the requirement to enter providers, services and offerings associated with those services; and
- Offering a streamlined, common list of services across W-P and WIA programs.

One-Stop Center Quality Standards Project

Over the past two years, State Board recognized the need to standardize evaluation of One-Stop Center quality. The Subcommittee reviewed and adopted standards to benchmark One-Stop Center quality statewide. Standards cover three specific elements of the One-Stop Center: Facilities and Environmental Management, Process Management, and Customer Focus and Satisfaction. The standards are incorporated into the One-Stop Operator Recertification process and will also be checked by State monitoring staff. The standards include indicators to evaluate each standard and include a customer survey for immediate feedback. Each indicator will be rated from 1 (Not Evident) to 5 (Advanced). Any indicator rated less than 4 (Proficient) calls for technical assistance to achieve improvements. Any indicator rated less than 3 (Capable), will require corrective action by the local area.

PY 2005 Local Workforce Board/Area Highlights

During PY 2005 New York's 33 local workforce boards made a tremendous effort **to maintain services** while moving toward a much more integrated delivery model. While WIA PY 2005 funding for Adult and Dislocated Workers saw a modest 3 percent increase, the overall impact was a continued tightening of belts at the local level. One-Stop systems are battling the same pressures being felt in the private sector: increases in the cost of rent, utilities, employee benefits and technology. This, coupled with the uncertainty of funding levels for PY 2006, and increased training provider costs, forced local boards to exercise caution in using their WIA Title 1B resources.

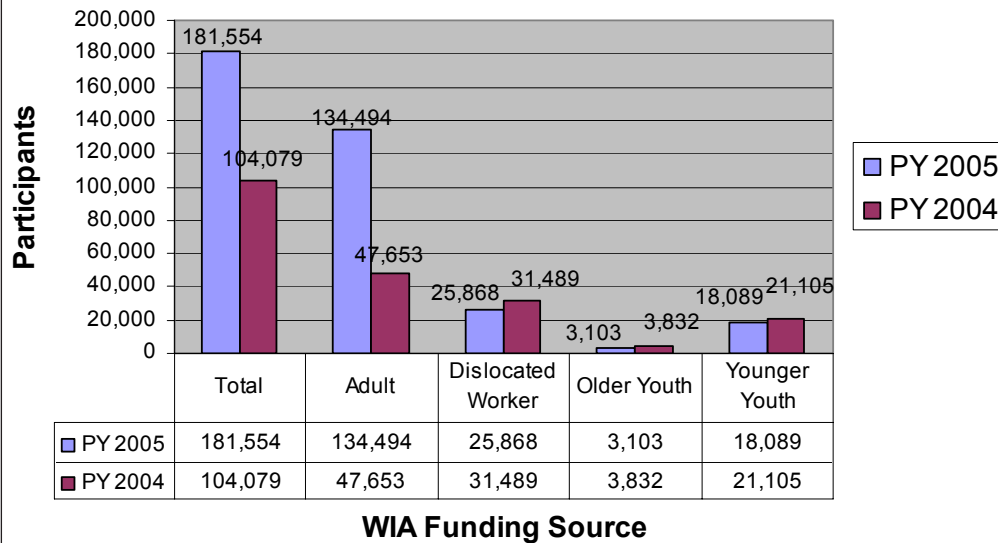
The ability to better track and report on individuals who use self-service tools within our One-Stop centers provides a more accurate picture of the number of New Yorkers benefiting from the depth of services available.

Local boards continue to make strategic investments of their WIA Adult & Dislocated Worker funds into skill development and occupational training benefiting 30% of non-self service Adult and 33% of Dislocated Worker customers during PY 2005.

New York is proud of the achievements attained by front line staff in the delivery of quality employment and training services. The State continues to strive for continuous improvement and places a high emphasis on program performance management. A concerted state and local effort to improve performance outcomes from PY 2004 paid off handsomely as New York State passed all 17 WIA performance measures for PY 2005, with an overall state achievement of 110% of its performance standards, calculated as an average across all measures.



WIA Participant Levels by Funding Source PY 2005 and PY 2004



In addition, the State achieved improvement on 12 measures from PY 2004 outcome levels. At the local level, 14 of New York State's 33 local boards passed all 17 performance measures, compared to 8 areas in PY 2004. Of most significance, 31 of 33 local areas passed the Adult Earnings Change measure in PY 2005, compared to 22 in PY 2004. Similar improvement was attained on the Older Youth Earnings Change measure, where 9 of the 13 local areas which failed this standard in PY 2004, passed the measure in PY 2005.

Technical assistance provided throughout PY 2005 for those areas at risk of or in sanction status focused on identifying local policies and procedures which can improve program performance including recruitment strategies, participant tracking and data quality.

Service Integration

New York moved toward full integration of the *Trade Act* program within the *WIA Dislocated Worker* program in Program Year 2004. PY 2005 saw the

	FY 2004			FY 2005		
	GPRA Goal	National Goal	NYS Goal	GPRA Goal	National Goal	NYS Goal
Entered Employment	70%	74%	44%	70%	70%	70%
Employment Retention Rate	88%	63%	87%	89%	81%	97%
Wage Replacement Rate	90%	89%	59%	80%	76%	83%



first outcome data reported to reflect the impact of this statewide policy and kudos go to our local boards for making such a dramatic turnaround in service standards. This integration of service has increased statewide performance outcomes to meet or exceed the national performance and GPRA goals. In this one year period, Entered Employment outcomes improved by 26 percentage points and the Wage Replacement Rate improved by 24 percentage points. Both of these surpass the national average and the GPRA goals. The Employment Retention Rate was 10 percentage points higher than the previous year and 16 percentage points higher than the national average.

Cost of Doing Business

As with all businesses, local one stop systems are continually challenged to review their business models for effectiveness and efficiency. To assist local boards in answering their return on investment questions, operational costs of the local one stop system were categorized in ways more familiar to business. This display of the data enabled more strategic planning on the part of local boards for WIA fund utilization, and also allowed the system to better understand categories of costs which might warrant opportunity for process improvement. Local boards first completed this exercise during PY 2004 as a pilot project. Program Year 2005 data on *cash expenditures* for the local system is shown below. The WIA Title 1B investment in training Costs increased by \$17,999,651 from PY 2004 to PY 2005 – or 58% from PY 2004. While the use of the tool is still new, one benefit the tool has provided is for more meaningful private sector input and guidance on the development of plans and budgets for services in the one stop system.

*I have always found that plans are useless,
but planning is indispensable.*

ATTRIBUTION: Dwight D. Eisenhower

Summary of Local WIA Title 1B Investments for PY 05, by Cost Category

PY 05
Cash Expenditures
Through
6/30/06

%

ADMINISTRATIVE COST:

General Office Salaries & Fringe Benefits - (Admin functions not specifically identified on other lines)	\$6,478,316	
General Office: rent, maint., utilities, equip., data collection systems, communications, payroll services supplies, postage, etc.	4,623,040	
Accounting/Auditing/Financial Monitoring (fees paid to outside agencies as well as applicable in-house staff wages and fringe benefits)	1,951,065	
Procurement/Purchasing (Identify wages and fringe benefits of persons who perform full-time in this capacity or estimate the wages and fringe benefits of staff who perform these functions on a part-time basis)	433,229	
Human Resources (Identify wages and fringe benefits of persons who perform full-time in this capacity or estimate the wages and fringe benefits of staff who perform these functions on a part-time basis)	435,463	
Legal (fees paid to outside agencies as well as applicable in-house staff wages and fringe benefits)	528,061	
WIB Support - General Office, Grant Writing, etc.	709,159	
Total Admin. Cost	\$15,158,333	11.73%

PROGRAM COST:

Direct Services:

Those costs, including staffing costs, that CAN be tied directly to an individual customer or to helping an individual customer. These costs generally relate to registered Core, Intensive, Training and Business Services.

Training: ITA, OJT, W/E, GED, internships, Youth Services Contracts, Customized Training, Incumbent Worker and other training	\$48,850,342	
Supportive Services	668,603	
Specialized Recruiting	34,894	
Registered Core Services (Contracted costs should be reflected here - Internal costs to provide these services would be reflected on other appropriate lines)	9,778,065	
Intensive Services (Contracted costs should be reflected here - Internal costs to provide these services would be reflected on other appropriate lines)	14,483,266	
Staff: Resource room, business services, trainers, case managers, etc.	14,904,626	
Total Direct Service Cost	\$88,719,796	68.64%

Program Overhead: (Infrastructure/Indirect Costs)

Those costs, including staffing costs, that CANNOT be tied directly to an individual customer or to helping an individual customer. These costs generally relate to Universal Services.

Supplies	\$330,024	
Customer Outreach	135,522	
Testing and Screening Tools	26,465	
Customer-related software	405,858	
Staff: Supervision of One Stop Staff, Prog. Monitor Staff, One Stop Clerks & Reception	14,265,060	
Experimental programs	87,819	
Facilities: rent, maint., utilities, equip., data collection systems, postage, etc.	5,969,240	
Job Fairs / Mass Recruiting	185,866	
Rapid Response	89,936	
WIB Support-R&D, studies, system integration	1,166,185	
Program Monitoring & Compliance (Identify wages and fringe benefits of persons who perform full-time in this capacity or estimate the wages and fringe benefits of staff who perform these functions on a part-time basis)	2,554,283	
Technical Assistance & Training Costs (include travel costs related to regulatory training)	154,181	
Total Program Overhead Cost	\$25,370,439	19.63%
Tot. Program Cost (Direct Svc+Overhead)	\$114,090,235	88.27%

Total Costs (Admin + Program) (This figure should tie to the LWIA's cumulative reported cash expenditures for Administration, Dislocated Worker, Adult and Youth through the June 2006 reports)	\$129,248,568
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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	75	75.8	4,061	54,050	6,000	67.7
Employers	73	73.4	5,865	18,973	7,200	81.5

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	73.9	20,963
			28,367
Employment Retention Rate	81	81.6	21,698
			26,596
Earnings Change in Six Months	\$2,850	\$3,276	\$82,749,937
			25,256
Employment and Credential Rate	70	64.7	6,932
			10,707

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	76.8	590	78.7	649	62.4	606	65.1	1,935
		768		825		971		2,972
Employment Retention Rate	76.1	524	83.3	852	71.2	565	80.4	1,781
		689		1,023		793		2,215
Earnings Change in Six Months	\$3,471	\$2,190,206	\$3,336	\$3,145,589	\$3,140	\$2,220,118	\$1,021	\$2,134,285
		631		943		707		2,091
Employment and Credential Rate	56.1	157	71.2	210	48.8	122	58.3	504
		280		295		250		864

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	73.1	6,295	74.3	14,668
		8,617		19,750
Employment Retention Rate	86.2	8,183	79.0	13,515
		9,497		17,099
Earnings Change in Six Months	\$3,545	\$32,313,301	\$3,125	\$50,436,636
		9,114		16,142

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	81	77.7	13,257 17,063
Employment Retention Rate	88	84.6	12,510 14,795
Earnings Change in Six Months	-\$1,950	-\$15	-\$207,888 13,778
Employment and Credential Rate	63	67.4	4,035 5,988

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	77.9	790 1,014	73.1	347 475	68.3	1,877 2,750	68.0	496 729
Employment Retention Rate	85.3	860 1,008	80.1	273 341	82.3	1,698 2,064	81.1	467 576
Earnings Change in Six Months	-\$1,910	-\$1,766,351 925	-\$15	-\$4,361 300	-\$3,088	-\$5,777,763 1,871	\$3,560	\$1,808,366 508
Employment And Credential Rate	68.6	262 382	60.8	62 102	59.5	425 714	77.8	28 36

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	82.1	4,544 5,537	75.6	8,713 11,526
Employment Retention Rate	86.7	4,445 5,127	83.4	8,065 9,668
Earnings Change in Six Months	\$513	\$2,460,869 4,801	-\$297	-\$2,668,757 8,977

Table H.1 - Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	NA	45.6	4,514
			9,904
Attainment of Degree or Certificate	NA	25.7	2,300
			8,939
Literacy and Numeracy Gains	NA	NR	NR
			NR

Table H.2 - Older Youth (19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65	72.3	1,374
			1,900
Employment Retention Rate	77	73.1	1,106
			1,514
Six Months Earnings Increase	\$2,900	\$3,153	\$3,900,348
			1,237
Credential Rate	51	57.2	1,166
			2,037

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	61.8	197	NA	0	68.9	124	72.6
		319		0		180		1,796
Employment Retention Rate	71.1	135	100.0	1	66.7	78	72.1	1,017
		190		1		117		1,411
Earnings Change in Six Months	\$2,869	\$438,912	\$5,052	\$5,052	\$3,352	\$281,598	\$3,159	\$3,629,630
		153		1		84		1,149
Credential Rate	46.8	155	NA	0	62.0	116	57.1	1,098
		331		0		187		1,922

Table J - Younger Youth (14-18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	73	74.4	11,778
			15,836
Youth Diploma or Equivalent Rate	52	57.0	1,619
			2,840
Retention Rate	52	60.0	2,078
			3,461

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	69.6	1,140	88.4	1,569	73.0	2,391
		1,637		1,774		3,276
Diploma or Equivalent Attainment Rate	43.6	139	73.0	224	45.2	528
		319		307		1,167
Retention Rate	54.8	219	63.3	238	58.5	882
		400		376		1,507

Table L - 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	83.1	21,630	\$3,138	\$77,249,793	0.3	73	\$4,739	\$96,328,204	8.6	531
		26,016		24,620		20,963		20,325		6,200
Dislocated Workers	86.5	12,305	100.6	\$171,936,208	1.1	147	\$6,442	\$81,189,887	16.3	692
		14,222		\$170,917,144		13,257		12,603		4,240
Older Youth	67.7	1,054	\$3,204	\$4,095,141	0.0	0	\$2,297	\$2,651,069		
		1,557		1,278		1,374		1,154		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	153,957	111,931
Total Adults (self-service only)	79,718	70,904
WIA Adults	134,493	99,379
WIA Dislocated Workers	25,865	16,427
Total Youth (14-21)	21,192	9,516
Younger Youth (14-18)	18,089	7,519
Older Youth (19-21)	3,103	1,997
Out-of-School Youth	5,331	3,325
In-School Youth	15,861	6,191

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$64,706,910
Local Dislocated Workers		\$45,950,597
Local Youth		\$57,257,835
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$8,523,032
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$9,849,878
Statewide Allowable Activities WIA Section 134(a)(2)(B)	Program Activity Description	
	Miscellaneous	\$2,690,848
	INCUMBENT WORKER TRAINING INITIATIVES (to upgrade the skills of workers to continue to meet the needs of business)	\$16,234,181
Total of All Federal Spending Listed Above		\$205,213,281

Table O - Local Performance

Albany/Rensselaer/Schenectady Counties	Total Participants Served	Adults	5,687
		Dislocated Workers	1,189
		Older Youth (19 - 21)	59
		Younger Youth (14 - 18)	307
36005	Total Exiters	Adults	5,376
		Dislocated Workers	915
		Older Youth (19 - 21)	22
		Younger Youth (14 - 18)	172
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	71.8
	Employers	73	73.8
Entered Employment Rate	Adults	73	81.2
	Dislocated Workers	81	81.7
	Older Youth	65	33.3
Retention Rates	Adults	81	83.0
	Dislocated Workers	88	82.7
	Older Youth	77	81.8
	Younger Youth	52	63.3
Average Earnings (<i>Adults/DWs</i>) Six Months Earnings Increase (<i>Older Youth</i>)	Adults	\$2,850	\$2,472
	Dislocated Workers	-\$1,950	\$42
	Older Youth	\$2,900	\$3,829
Credential/Diploma Rates	Adults	70	63.4
	Dislocated Workers	63	64.8
	Older Youth	51	27.3
	Younger Youth	52	40.4
Skill Attainment Rate	Younger Youth	73	89.9
Placement in Employment and Education	Youth (14 - 21)	NA	40.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	67.1
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14



Table O - Local Performance

New York City	Total Participants Served	Performance Levels	
		Negotiated Performance Level	Actual Performance Level
	Adults		61,670
	Dislocated Workers		9,202
	Older Youth (19 - 21)		1,504
	Younger Youth (14 - 18)		11,302
36015	Total Exitors	Adults	38,951
		Dislocated Workers	5,211
		Older Youth (19 - 21)	1,119
		Younger Youth (14 - 18)	3,796
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	69.2
	Employers	73	72.8
Entered Employment Rate	Adults	73	70.0
	Dislocated Workers	81	72.9
	Older Youth	65	72.2
Retention Rates	Adults	81	79.6
	Dislocated Workers	88	81.8
	Older Youth	77	67.7
	Younger Youth	52	54.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,458
	Dislocated Workers	-\$1,950	\$1,419
	Older Youth	\$2,900	\$3,264
Credential/Diploma Rates	Adults	70	60.2
	Dislocated Workers	63	65.2
	Older Youth	51	58.9
	Younger Youth	52	54.8
Skill Attainment Rate	Younger Youth	73	59.7
Placement in Employment and Education	Youth (14 - 21)	NA	39.7
Attainment of Degree or Certificate	Youth (14 - 21)	NA	14.0
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
		0	17
	Met	0	
	Exceeded		

Table O - Local Performance

City of Yonkers	Total Participants Served	Adults	1,401
		Dislocated Workers	144
		Older Youth (19 - 21)	54
		Younger Youth (14 - 18)	143
36030	Total Exiters	Adults	309
		Dislocated Workers	116
		Older Youth (19 - 21)	33
		Younger Youth (14 - 18)	49
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	77.8
	Employers	73	64.0
Entered Employment Rate	Adults	73	74.8
	Dislocated Workers	81	72.6
	Older Youth	65	40.6
Retention Rates	Adults	81	79.2
	Dislocated Workers	88	82.5
	Older Youth	77	100.0
	Younger Youth	52	47.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,590
	Dislocated Workers	-\$1,950	-\$302
	Older Youth	\$2,900	\$4,083
Credential/Diploma Rates	Adults	70	15.0
	Dislocated Workers	63	40.9
	Older Youth	51	9.4
	Younger Youth	52	6.7
Skill Attainment Rate	Younger Youth	73	55.0
Placement in Employment and Education	Youth (14 - 21)	NA	40.4
Attainment of Degree or Certificate	Youth (14 - 21)	NA	70.4
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	6	0	11



Table O - Local Performance

Chemung/Schuyler/Steuben Counties	Total Participants Served	Adults	5,502
		Dislocated Workers	524
		Older Youth (19 - 21)	88
		Younger Youth (14 - 18)	146
36045	Total Exiters	Adults	4,854
		Dislocated Workers	325
		Older Youth (19 - 21)	49
		Younger Youth (14 - 18)	53
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	77.8
	Employers	73	76.6
Entered Employment Rate	Adults	73	87.3
	Dislocated Workers	81	84.4
	Older Youth	65	73.7
Retention Rates	Adults	81	88.9
	Dislocated Workers	88	90.4
	Older Youth	77	86.7
	Younger Youth	52	74.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$5,560
	Dislocated Workers	-\$1,950	\$1,283
	Older Youth	\$2,900	\$3,807
Credential/Diploma Rates	Adults	70	82.7
	Dislocated Workers	63	71.7
	Older Youth	51	73.1
	Younger Youth	52	69.2
Skill Attainment Rate	Younger Youth	73	84.9
Placement in Employment and Education	Youth (14 - 21)	NA	74.2
Attainment of Degree or Certificate	Youth (14 - 21)	NA	57.1
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	0	17

Table O - Local Performance

Hempstead/Long Beach	Total Participants Served	Adults	3,199
		Dislocated Workers	1,714
		Older Youth (19 - 21)	47
		Younger Youth (14 - 18)	118
36060	Total Exiters	Adults	1,933
		Dislocated Workers	613
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	23
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	72.1
	Employers	73	66.0
Entered Employment Rate	Adults	73	80.2
	Dislocated Workers	81	76.1
	Older Youth	65	77.8
Retention Rates	Adults	81	79.0
	Dislocated Workers	88	79.1
	Older Youth	77	62.5
	Younger Youth	52	46.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,199
	Dislocated Workers	-\$1,950	\$330
	Older Youth	\$2,900	\$1,642
Credential/Diploma Rates	Adults	70	85.8
	Dislocated Workers	63	64.8
	Older Youth	51	68.4
	Younger Youth	52	85.7
Skill Attainment Rate	Younger Youth	73	98.9
Placement in Employment and Education	Youth (14 - 21)	NA	69.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	41.2
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		Exceeded
	1	0	16



Table O - Local Performance

Jefferson/Lewis Counties	Total Participants Served	Adults	1,669
		Dislocated Workers	138
		Older Youth (19 - 21)	33
		Younger Youth (14 - 18)	247
36065	Total Exiters	Adults	1,940
		Dislocated Workers	112
		Older Youth (19 - 21)	22
		Younger Youth (14 - 18)	216
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	73.8
	Employers	73	72.7
Entered Employment Rate	Adults	73	95.3
	Dislocated Workers	81	93.4
	Older Youth	65	100.0
Retention Rates	Adults	81	88.0
	Dislocated Workers	88	93.2
	Older Youth	77	88.5
	Younger Youth	52	79.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$5,094
	Dislocated Workers	-\$1,950	-\$183
	Older Youth	\$2,900	\$3,044
Credential/Diploma Rates	Adults	70	78.0
	Dislocated Workers	63	79.3
	Older Youth	51	77.8
	Younger Youth	52	68.1
Skill Attainment Rate	Younger Youth	73	81.3
Placement in Employment and Education	Youth (14 - 21)	NA	57.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	34.6
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	0	17



Table O - Local Performance

Oyster Bay/North Hempstead/Glen Cove	Total Participants Served	Adults	1,094
		Dislocated Workers	1,007
		Older Youth (19 - 21)	31
		Younger Youth (14 - 18)	69
36075	Total Exiters	Adults	992
		Dislocated Workers	432
		Older Youth (19 - 21)	16
		Younger Youth (14 - 18)	44
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	80.3
	Employers	73	67.7
Entered Employment Rate	Adults	73	74.3
	Dislocated Workers	81	81.7
	Older Youth	65	88.9
Retention Rates	Adults	81	78.6
	Dislocated Workers	88	85.5
	Older Youth	77	75.0
	Younger Youth	52	50.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$4,072
	Dislocated Workers	-\$1,950	-\$976
	Older Youth	\$2,900	\$3,576
Credential/Diploma Rates	Adults	70	88.2
	Dislocated Workers	63	61.7
	Older Youth	51	90.9
	Younger Youth	52	78.9
Skill Attainment Rate	Younger Youth	73	95.5
Placement in Employment and Education	Youth (14 - 21)	NA	43.5
Attainment of Degree or Certificate	Youth (14 - 21)	NA	36.4
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Table O - Local Performance

Niagara County	Total Participants Served	Adults	1,018
		Dislocated Workers	209
		Older Youth (19 - 21)	48
		Younger Youth (14 - 18)	157
36080	Total Exiters	Adults	1,212
		Dislocated Workers	158
		Older Youth (19 - 21)	31
		Younger Youth (14 - 18)	72
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	80.8
	Employers	73	76.5
Entered Employment Rate	Adults	73	87.5
	Dislocated Workers	81	76.3
	Older Youth	65	66.7
Retention Rates	Adults	81	88.5
	Dislocated Workers	88	86.3
	Older Youth	77	93.3
	Younger Youth	52	55.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,043
	Dislocated Workers	-\$1,950	-\$72
	Older Youth	\$2,900	\$2,399
Credential/Diploma Rates	Adults	70	73.4
	Dislocated Workers	63	81.4
	Older Youth	51	60.0
	Younger Youth	52	60.4
Skill Attainment Rate	Younger Youth	73	86.9
Placement in Employment and Education	Youth (14 - 21)	NA	63.8
Attainment of Degree or Certificate	Youth (14 - 21)	NA	57.9
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16



Table O - Local Performance

Oneida/Herkimer/Madison Counties	Total Participants Served	Adults	4,144
		Dislocated Workers	869
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	714
36090	Total Exiters	Adults	4,742
		Dislocated Workers	717
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	236
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	76.7
	Employers	73	76.9
Entered Employment Rate	Adults	73	82.7
	Dislocated Workers	81	85.1
	Older Youth	65	92.3
Retention Rates	Adults	81	86.1
	Dislocated Workers	88	87.7
	Older Youth	77	80.0
	Younger Youth	52	69.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$4,367
	Dislocated Workers	-\$1,950	\$247
	Older Youth	\$2,900	\$2,255
Credential/Diploma Rates	Adults	70	74.4
	Dislocated Workers	63	73.0
	Older Youth	51	50.0
	Younger Youth	52	88.1
Skill Attainment Rate	Younger Youth	73	92.8
Placement in Employment and Education	Youth (14 - 21)	NA	84.6
Attainment of Degree or Certificate	Youth (14 - 21)	NA	90.1
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16



Table O - Local Performance

Orange County	Total Participants Served	Adults	1,709
		Dislocated Workers	707
		Older Youth (19 - 21)	20
		Younger Youth (14 - 18)	126
36095	Total Exiters	Adults	414
		Dislocated Workers	638
		Older Youth (19 - 21)	15
		Younger Youth (14 - 18)	44
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.8
	Employers	73	70.4
Entered Employment Rate	Adults	73	94.7
	Dislocated Workers	81	73.5
	Older Youth	65	80.0
Retention Rates	Adults	81	71.9
	Dislocated Workers	88	85.7
	Older Youth	77	76.9
	Younger Youth	52	60.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,071
	Dislocated Workers	-\$1,950	-\$636
	Older Youth	\$2,900	\$3,180
Credential/Diploma Rates	Adults	70	64.7
	Dislocated Workers	63	71.0
	Older Youth	51	41.7
	Younger Youth	52	53.3
Skill Attainment Rate	Younger Youth	73	76.1
Placement in Employment and Education	Youth (14 - 21)	NA	82.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	33.3
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	0	17

Table O - Local Performance

Oswego County	Total Participants Served	Adults	1,666
		Dislocated Workers	234
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	162
36100	Total Exiters	Adults	1,345
		Dislocated Workers	155
		Older Youth (19 - 21)	10
		Younger Youth (14 - 18)	59
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	81.9
	Employers	73	76.7
Entered Employment Rate	Adults	73	93.9
	Dislocated Workers	81	85.6
	Older Youth	65	85.7
Retention Rates	Adults	81	91.9
	Dislocated Workers	88	94.6
	Older Youth	77	100.0
	Younger Youth	52	77.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,740
	Dislocated Workers	-\$1,950	-\$4,751
	Older Youth	\$2,900	\$6,803
Credential/Diploma Rates	Adults	70	91.2
	Dislocated Workers	63	77.8
	Older Youth	51	80.0
	Younger Youth	52	78.0
Skill Attainment Rate	Younger Youth	73	85.0
Placement in Employment and Education	Youth (14 - 21)	NA	77.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	65.9
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16



Table O - Local Performance

Rockland County	Total Participants Served	Adults	579
		Dislocated Workers	329
		Older Youth (19 - 21)	22
		Younger Youth (14 - 18)	120
36105	Total Exiters	Adults	444
		Dislocated Workers	258
		Older Youth (19 - 21)	19
		Younger Youth (14 - 18)	31
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.4
	Employers	73	69.1
Entered Employment Rate	Adults	73	64.1
	Dislocated Workers	81	68.3
	Older Youth	65	75.0
Retention Rates	Adults	81	88.9
	Dislocated Workers	88	83.5
	Older Youth	77	100.0
	Younger Youth	52	57.1
Average Earnings (<i>Adults/DWs</i>) Six Months Earnings Increase (<i>Older Youth</i>)	Adults	\$2,850	\$6,051
	Dislocated Workers	-\$1,950	\$4,939
	Older Youth	\$2,900	\$2,993
Credential/Diploma Rates	Adults	70	75.0
	Dislocated Workers	63	64.7
	Older Youth	51	58.3
	Younger Youth	52	100.0
Skill Attainment Rate	Younger Youth	73	95.2
Placement in Employment and Education	Youth (14 - 21)	NA	28.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	1.8
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17



Table O - Local Performance

St. Lawrence County	Total Participants Served	Adults	465
		Dislocated Workers	88
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	108
36110	Total Exiters	Adults	207
		Dislocated Workers	65
		Older Youth (19 - 21)	19
		Younger Youth (14 - 18)	99
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	79.4
	Employers	73	76.1
Entered Employment Rate	Adults	73	95.8
	Dislocated Workers	81	100.0
	Older Youth	65	64.3
Retention Rates	Adults	81	85.0
	Dislocated Workers	88	88.9
	Older Youth	77	70.6
	Younger Youth	52	71.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,901
	Dislocated Workers	-\$1,950	\$1,390
	Older Youth	\$2,900	\$1,985
Credential/Diploma Rates	Adults	70	84.9
	Dislocated Workers	63	79.4
	Older Youth	51	62.5
	Younger Youth	52	47.8
Skill Attainment Rate	Younger Youth	73	85.8
Placement in Employment and Education	Youth (14 - 21)	NA	46.0
Attainment of Degree or Certificate	Youth (14 - 21)	NA	41.0
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	0	16

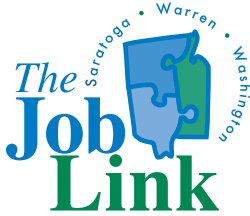


Table O - Local Performance

Saratoga/Warren/Washington Counties	Total Participants Served	Adults	2,267	
		Dislocated Workers	189	
		Older Youth (19 - 21)	33	
		Younger Youth (14 - 18)	106	
36115	Total Exiters	Adults	2,101	
		Dislocated Workers	120	
		Older Youth (19 - 21)	13	
		Younger Youth (14 - 18)	88	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	80.8	
	Employers	73	76.5	
Entered Employment Rate	Adults	73	86.5	
	Dislocated Workers	81	84.0	
	Older Youth	65	76.9	
Retention Rates	Adults	81	86.2	
	Dislocated Workers	88	91.3	
	Older Youth	77	81.8	
	Younger Youth	52	69.4	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,888	
	Dislocated Workers	-\$1,950	\$71	
	Older Youth	\$2,900	\$1,221	
Credential/Diploma Rates	Adults	70	71.4	
	Dislocated Workers	63	68.2	
	Older Youth	51	66.7	
	Younger Youth	52	63.3	
Skill Attainment Rate	Younger Youth	73	71.5	
Placement in Employment and Education	Youth (14 - 21)	NA	64.0	
Attainment of Degree or Certificate	Youth (14 - 21)	NA	36.8	
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR	
Overall Status of Local Performance	Not Met		Met	Exceeded
	1		0	16

Table O - Local Performance

Suffolk County	Total Participants Served	Adults	3,789
		Dislocated Workers	2,139
36120	Total Exiters	Older Youth (19 - 21)	70
		Younger Youth (14 - 18)	360
		Adults	2,661
		Dislocated Workers	1,245
Reported Information		Older Youth (19 - 21)	40
		Younger Youth (14 - 18)	175
		Negotiated Performance Level	Actual Performance Level
		Customer Satisfaction	Program Participants
Entered Employment Rate	Employers	73	66.6
	Adults	73	74.3
Retention Rates	Dislocated Workers	81	74.4
	Older Youth	65	72.3
	Adults	81	76.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Dislocated Workers	88	84.0
	Older Youth	77	92.3
	Younger Youth	52	59.0
Credential/Diploma Rates	Adults	\$2,850	\$2,725
	Dislocated Workers	-\$1,950	-\$1,728
	Older Youth	\$2,900	\$2,673
	Younger Youth	70	62.8
Skill Attainment Rate	Dislocated Workers	63	60.5
	Older Youth	51	55.3
Placement in Employment and Education	Younger Youth	52	89.0
Attainment of Degree or Certificate	Younger Youth	73	83.1
Literacy or Numeracy Gains	Youth (14 - 21)	NA	56.9
	Youth (14 - 21)	NA	57.6
Overall Status of Local Performance	Youth (14 - 21)	NA	NR
	Not Met	Met	Exceeded
	0	0	17

Table O - Local Performance



Table O - Local Performance

Ulster County	Total Participants Served	Adults	1,027
		Dislocated Workers	67
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	72
36125	Total Exiters	Adults	1,123
		Dislocated Workers	70
		Older Youth (19 - 21)	6
		Younger Youth (14 - 18)	58
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	81.7
	Employers	73	71.2
Entered Employment Rate	Adults	73	77.4
	Dislocated Workers	81	85.0
	Older Youth	65	100.0
Retention Rates	Adults	81	81.0
	Dislocated Workers	88	90.3
	Older Youth	77	50.0
	Younger Youth	52	76.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,648
	Dislocated Workers	-\$1,950	-\$1,797
	Older Youth	\$2,900	\$5,306
Credential/Diploma Rates	Adults	70	66.0
	Dislocated Workers	63	83.3
	Older Youth	51	100.0
	Younger Youth	52	50.0
Skill Attainment Rate	Younger Youth	73	86.4
Placement in Employment and Education	Youth (14 - 21)	NA	30.2
Attainment of Degree or Certificate	Youth (14 - 21)	NA	84.6
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	1	0	16

Table O - Local Performance

Columbia/Greene Counties	Total Participants Served	Adults	661
		Dislocated Workers	94
		Older Youth (19 - 21)	24
		Younger Youth (14 - 18)	110
36135	Total Exiters	Adults	636
		Dislocated Workers	53
		Older Youth (19 - 21)	14
		Younger Youth (14 - 18)	85
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	78.5
	Employers	73	72.2
Entered Employment Rate	Adults	73	79.4
	Dislocated Workers	81	87.0
	Older Youth	65	100.0
Retention Rates	Adults	81	87.9
	Dislocated Workers	88	87.8
	Older Youth	77	100.0
	Younger Youth	52	69.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,374
	Dislocated Workers	-\$1,950	\$268
	Older Youth	\$2,900	\$4,622
Credential/Diploma Rates	Adults	70	66.7
	Dislocated Workers	63	87.5
	Older Youth	51	62.5
	Younger Youth	52	82.1
Skill Attainment Rate	Younger Youth	73	82.9
Placement in Employment and Education	Youth (14 - 21)	NA	70.7
Attainment of Degree or Certificate	Youth (14 - 21)	NA	50.0
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	0	17



Table O - Local Performance

Sullivan County	Total Participants Served	Adults	995
		Dislocated Workers	83
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	42
36140	Total Exiters	Adults	1,001
		Dislocated Workers	29
		Older Youth (19 - 21)	4
		Younger Youth (14 - 18)	21
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	78.2
	Employers	73	67.7
Entered Employment Rate	Adults	73	86.7
	Dislocated Workers	81	95.7
	Older Youth	65	50.0
Retention Rates	Adults	81	89.1
	Dislocated Workers	88	82.9
	Older Youth	77	75.0
	Younger Youth	52	63.6
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,836
	Dislocated Workers	-\$1,950	\$2,223
	Older Youth	\$2,900	\$4,585
Credential/Diploma Rates	Adults	70	63.2
	Dislocated Workers	63	75.0
	Older Youth	51	50.0
	Younger Youth	52	60.0
Skill Attainment Rate	Younger Youth	73	82.9
Placement in Employment and Education	Youth (14 - 21)	NA	38.9
Attainment of Degree or Certificate	Youth (14 - 21)	NA	18.8
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	1	0	16



Table O - Local Performance

Fulton/Montgomery/Schoharie Counties	Total Participants Served	Adults	2,356
		Dislocated Workers	274
		Older Youth (19 - 21)	32
		Younger Youth (14 - 18)	86
36145	Total Exiters	Adults	2,208
		Dislocated Workers	162
		Older Youth (19 - 21)	17
		Younger Youth (14 - 18)	53
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	79.4
	Employers	73	75.4
Entered Employment Rate	Adults	73	90.9
	Dislocated Workers	81	86.6
	Older Youth	65	66.7
Retention Rates	Adults	81	88.8
	Dislocated Workers	88	89.4
	Older Youth	77	90.0
	Younger Youth	52	62.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,015
	Dislocated Workers	-\$1,950	\$1,129
	Older Youth	\$2,900	\$2,591
Credential/Diploma Rates	Adults	70	67.6
	Dislocated Workers	63	75.0
	Older Youth	51	58.8
	Younger Youth	52	70.5
Skill Attainment Rate	Younger Youth	73	97.2
Placement in Employment and Education	Youth (14 - 21)	NA	64.5
Attainment of Degree or Certificate	Youth (14 - 21)	NA	83.3
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17



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Table O - Local Performance

North Country	Total Participants Served	Adults	8,228
		Dislocated Workers	202
		Older Youth (19 - 21)	41
		Younger Youth (14 - 18)	65
36150	Total Exiters	Adults	5,312
		Dislocated Workers	128
		Older Youth (19 - 21)	10
		Younger Youth (14 - 18)	64
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	80.3
	Employers	73	78.0
Entered Employment Rate	Adults	73	93.3
	Dislocated Workers	81	97.9
	Older Youth	65	100.0
Retention Rates	Adults	81	86.3
	Dislocated Workers	88	90.5
	Older Youth	77	83.3
	Younger Youth	52	91.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,437
	Dislocated Workers	-\$1,950	-\$2,003
	Older Youth	\$2,900	\$5,962
Credential/Diploma Rates	Adults	70	84.5
	Dislocated Workers	63	87.2
	Older Youth	51	55.6
	Younger Youth	52	83.3
Skill Attainment Rate	Younger Youth	73	86.0
Placement in Employment and Education	Youth (14 - 21)	NA	30.0
Attainment of Degree or Certificate	Youth (14 - 21)	NA	16.3
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	0	17



Table O - Local Performance

Chenango/Delaware/Otsego Counties	Total Participants Served	Adults	1,997
		Dislocated Workers	296
		Older Youth (19 - 21)	51
		Younger Youth (14 - 18)	251
36155	Total Exiters	Adults	1,641
		Dislocated Workers	286
		Older Youth (19 - 21)	24
		Younger Youth (14 - 18)	93
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	78.9
	Employers	73	76.4
Entered Employment Rate	Adults	73	85.4
	Dislocated Workers	81	88.5
	Older Youth	65	66.7
Retention Rates	Adults	81	83.7
	Dislocated Workers	88	83.3
	Older Youth	77	79.2
	Younger Youth	52	64.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,328
	Dislocated Workers	-\$1,950	\$1,937
	Older Youth	\$2,900	\$3,983
Credential/Diploma Rates	Adults	70	46.2
	Dislocated Workers	63	46.5
	Older Youth	51	43.8
	Younger Youth	52	62.5
Skill Attainment Rate	Younger Youth	73	81.4
Placement in Employment and Education	Youth (14 - 21)	NA	73.4
Attainment of Degree or Certificate	Youth (14 - 21)	NA	68.1
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	2	Met	0
		Exceeded	15



Table O - Local Performance

Finger Lakes	Total Participants Served	Adults	2,884	
		Dislocated Workers	541	
		Older Youth (19 - 21)	90	
		Younger Youth (14 - 18)	237	
36165	Total Exiters	Adults	2,551	
		Dislocated Workers	381	
		Older Youth (19 - 21)	37	
		Younger Youth (14 - 18)	123	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	75.1	
	Employers	73	77.5	
Entered Employment Rate	Adults	73	88.3	
	Dislocated Workers	81	91.9	
	Older Youth	65	81.0	
Retention Rates	Adults	81	82.4	
	Dislocated Workers	88	89.3	
	Older Youth	77	96.0	
	Younger Youth	52	70.7	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,519	
	Dislocated Workers	-\$1,950	-\$458	
	Older Youth	\$2,900	\$2,203	
Credential/Diploma Rates	Adults	70	71.1	
	Dislocated Workers	63	86.1	
	Older Youth	51	59.1	
	Younger Youth	52	52.2	
Skill Attainment Rate	Younger Youth	73	88.6	
Placement in Employment and Education	Youth (14 - 21)	NA	75.8	
Attainment of Degree or Certificate	Youth (14 - 21)	NA	57.6	
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	0	16

Table O - Local Performance

GLOW	Total Participants Served	Adults	2,345
		Dislocated Workers	153
		Older Youth (19 - 21)	36
		Younger Youth (14 - 18)	241
36170	Total Exiters	Adults	2,112
		Dislocated Workers	79
		Older Youth (19 - 21)	24
		Younger Youth (14 - 18)	117
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	74.3
	Employers	73	75.3
Entered Employment Rate	Adults	73	86.1
	Dislocated Workers	81	85.7
	Older Youth	65	75.0
Retention Rates	Adults	81	92.0
	Dislocated Workers	88	84.6
	Older Youth	77	78.3
	Younger Youth	52	67.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,520
	Dislocated Workers	-\$1,950	-\$1,644
	Older Youth	\$2,900	\$4,406
Credential/Diploma Rates	Adults	70	88.3
	Dislocated Workers	63	76.6
	Older Youth	51	60.0
	Younger Youth	52	80.4
Skill Attainment Rate	Younger Youth	73	92.5
Placement in Employment and Education	Youth (14 - 21)	NA	61.2
Attainment of Degree or Certificate	Youth (14 - 21)	NA	51.0
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

Table O - Local Performance

Erie County	Total Participants Served	Adults	4,503
		Dislocated Workers	1,279
		Older Youth (19 - 21)	96
		Younger Youth (14 - 18)	798
36175	Total Exiters	Adults	3,470
		Dislocated Workers	938
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	544
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	75.5
	Employers	73	69.6
Entered Employment Rate	Adults	73	88.8
	Dislocated Workers	81	82.1
	Older Youth	65	65.3
Retention Rates	Adults	81	85.2
	Dislocated Workers	88	87.7
	Older Youth	77	78.3
	Younger Youth	52	54.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,300
	Dislocated Workers	-\$1,950	\$282
	Older Youth	\$2,900	\$2,098
Credential/Diploma Rates	Adults	70	66.2
	Dislocated Workers	63	62.3
	Older Youth	51	44.6
	Younger Youth	52	41.4
Skill Attainment Rate	Younger Youth	73	78.3
Placement in Employment and Education	Youth (14 - 21)	NA	35.0
Attainment of Degree or Certificate	Youth (14 - 21)	NA	31.8
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	2	0	15

Table O - Local Performance

Onondaga County	Total Participants Served	Adults	1,611
		Dislocated Workers	741
		Older Youth (19 - 21)	27
		Younger Youth (14 - 18)	209
36185	Total Exiters	Adults	1,445
		Dislocated Workers	726
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	106
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	73.1
	Employers	73	73.3
Entered Employment Rate	Adults	73	72.9
	Dislocated Workers	81	69.5
	Older Youth	65	47.5
Retention Rates	Adults	81	88.1
	Dislocated Workers	88	84.3
	Older Youth	77	80.0
	Younger Youth	52	54.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,775
	Dislocated Workers	-\$1,950	-\$9,271
	Older Youth	\$2,900	\$2,047
Credential/Diploma Rates	Adults	70	80.8
	Dislocated Workers	63	64.9
	Older Youth	51	17.1
	Younger Youth	52	45.7
Skill Attainment Rate	Younger Youth	73	96.4
Placement in Employment and Education	Youth (14 - 21)	NA	56.1
Attainment of Degree or Certificate	Youth (14 - 21)	NA	56.9
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	4	0	13



Cayuga-Cortland

Table O - Local Performance

Cayuga/Cortland Counties	Total Participants Served	Adults	505
		Dislocated Workers	141
		Older Youth (19 - 21)	21
		Younger Youth (14 - 18)	147
36195	Total Exiters	Adults	595
		Dislocated Workers	119
		Older Youth (19 - 21)	16
		Younger Youth (14 - 18)	83
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	75.0
	Employers	73	73.8
Entered Employment Rate	Adults	73	97.7
	Dislocated Workers	81	93.4
	Older Youth	65	100.0
Retention Rates	Adults	81	80.2
	Dislocated Workers	88	92.2
	Older Youth	77	87.5
	Younger Youth	52	74.3
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$4,314
	Dislocated Workers	-\$1,950	-\$2,369
	Older Youth	\$2,900	\$2,895
Credential/Diploma Rates	Adults	70	85.4
	Dislocated Workers	63	86.4
	Older Youth	51	61.5
	Younger Youth	52	67.5
Skill Attainment Rate	Younger Youth	73	86.8
Placement in Employment and Education	Youth (14 - 21)	NA	56.6
Attainment of Degree or Certificate	Youth (14 - 21)	NA	69.7
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	1	16



Table O - Local Performance

Allegany/Cattaraugus Counties	Total Participants Served	Adults	2,406	
		Dislocated Workers	146	
		Older Youth (19 - 21)	46	
		Younger Youth (14 - 18)	175	
36210	Total Exiters	Adults	1,840	
		Dislocated Workers	92	
		Older Youth (19 - 21)	27	
		Younger Youth (14 - 18)	81	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	75.4	
	Employers	73	73.7	
Entered Employment Rate	Adults	73	90.1	
	Dislocated Workers	81	84.8	
	Older Youth	65	93.8	
Retention Rates	Adults	81	82.9	
	Dislocated Workers	88	84.0	
	Older Youth	77	73.3	
	Younger Youth	52	65.9	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,768	
	Dislocated Workers	-\$1,950	\$265	
	Older Youth	\$2,900	\$2,681	
Credential/Diploma Rates	Adults	70	76.5	
	Dislocated Workers	63	81.1	
	Older Youth	51	77.3	
	Younger Youth	52	50.0	
Skill Attainment Rate	Younger Youth	73	80.0	
Placement in Employment and Education	Youth (14 - 21)	NA	68.8	
Attainment of Degree or Certificate	Youth (14 - 21)	NA	61.0	
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR	
Overall Status of Local Performance	Not Met		Met	Exceeded
	0		0	17

Table O - Local Performance

Chautauqua County	Total Participants Served	Adults	1,311
		Dislocated Workers	381
		Older Youth (19 - 21)	75
		Younger Youth (14 - 18)	108
36215	Total Exiters	Adults	1,335
		Dislocated Workers	283
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	57
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	77.1
	Employers	73	71.5
Entered Employment Rate	Adults	73	87.0
	Dislocated Workers	81	91.1
	Older Youth	65	75.0
Retention Rates	Adults	81	88.5
	Dislocated Workers	88	89.4
	Older Youth	77	92.9
	Younger Youth	52	60.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,695
	Dislocated Workers	-\$1,950	\$876
	Older Youth	\$2,900	\$3,738
Credential/Diploma Rates	Adults	70	85.8
	Dislocated Workers	63	77.6
	Older Youth	51	88.9
	Younger Youth	52	48.5
Skill Attainment Rate	Younger Youth	73	78.9
Placement in Employment and Education	Youth (14 - 21)	NA	60.6
Attainment of Degree or Certificate	Youth (14 - 21)	NA	32.0
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	0	0	17

Table O - Local Performance

Broome/Tioga Counties	Total Participants Served	Adults	3,951
		Dislocated Workers	566
		Older Youth (19 - 21)	100
		Younger Youth (14 - 18)	142
36220	Total Exiters	Adults	2,994
		Dislocated Workers	392
		Older Youth (19 - 21)	112
		Younger Youth (14 - 18)	159
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	73.5
	Employers	73	78.3
Entered Employment Rate	Adults	73	91.5
	Dislocated Workers	81	93.9
	Older Youth	65	82.4
Retention Rates	Adults	81	82.7
	Dislocated Workers	88	92.4
	Older Youth	77	52.4
	Younger Youth	52	53.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,401
	Dislocated Workers	-\$1,950	\$653
	Older Youth	\$2,900	\$1,199
Credential/Diploma Rates	Adults	70	70.8
	Dislocated Workers	63	79.5
	Older Youth	51	69.1
	Younger Youth	52	72.5
Skill Attainment Rate	Younger Youth	73	60.1
Placement in Employment and Education	Youth (14 - 21)	NA	50.5
Attainment of Degree or Certificate	Youth (14 - 21)	NA	85.7
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	2	0	15



Table O - Local Performance

Tompkins County	Total Participants Served	Adults	351
		Dislocated Workers	147
		Older Youth (19 - 21)	26
		Younger Youth (14 - 18)	100
36225	Total Exiters	Adults	326
		Dislocated Workers	137
		Older Youth (19 - 21)	14
		Younger Youth (14 - 18)	47
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	73.4
	Employers	73	76.8
Entered Employment Rate	Adults	73	66.5
	Dislocated Workers	81	71.9
	Older Youth	65	60.0
Retention Rates	Adults	81	86.6
	Dislocated Workers	88	87.8
	Older Youth	77	0.0
	Younger Youth	52	100.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$3,353
	Dislocated Workers	-\$1,950	\$2,387
	Older Youth	\$2,900	\$107
Credential/Diploma Rates	Adults	70	54.5
	Dislocated Workers	63	54.5
	Older Youth	51	40.0
	Younger Youth	52	40.0
Skill Attainment Rate	Younger Youth	73	92.1
Placement in Employment and Education	Youth (14 - 21)	NA	47.8
Attainment of Degree or Certificate	Youth (14 - 21)	NA	18.8
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met		
	5	0	12

Table O - Local Performance

Dutchess County	Total Participants Served	Adults	1,394	
		Dislocated Workers	140	
		Older Youth (19 - 21)	22	
		Younger Youth (14 - 18)	138	
36230	Total Exiters	Adults	1,374	
		Dislocated Workers	62	
		Older Youth (19 - 21)	16	
		Younger Youth (14 - 18)	122	
Reported Information		Negotiated Performance Level	Actual Performance Level	
	Customer Satisfaction	Program Participants	75	74.4
		Employers	73	73.4
Entered Employment Rate	Adults	73	87.0	
	Dislocated Workers	81	91.2	
	Older Youth	65	66.7	
Retention Rates	Adults	81	77.3	
	Dislocated Workers	88	83.3	
	Older Youth	77	70.0	
	Younger Youth	52	85.0	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,292	
	Dislocated Workers	-\$1,950	\$675	
	Older Youth	\$2,900	\$1,819	
Credential/Diploma Rates	Adults	70	55.0	
	Dislocated Workers	63	73.3	
	Older Youth	51	45.5	
	Younger Youth	52	34.1	
Skill Attainment Rate	Younger Youth	73	60.2	
Placement in Employment and Education	Youth (14 - 21)	NA	48.5	
Attainment of Degree or Certificate	Youth (14 - 21)	NA	12.2	
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR	
Overall Status of Local Performance	Not Met			
	3	Met	Exceeded	
		0	14	

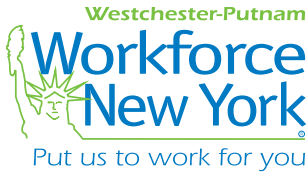


Table O - Local Performance

Putnam County/ Balance of Westchester County	Total Participants Served	Adults	5,252	
		Dislocated Workers	669	
		Older Youth (19 - 21)	98	
		Younger Youth (14 - 18)	97	
36235	Total Exiters	Adults	4,081	
		Dislocated Workers	474	
		Older Youth (19 - 21)	39	
		Younger Youth (14 - 18)	130	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	75	69.8	
	Employers	73	71.4	
Entered Employment Rate	Adults	73	67.3	
	Dislocated Workers	81	75.5	
	Older Youth	65	89.5	
Retention Rates	Adults	81	76.8	
	Dislocated Workers	88	84.6	
	Older Youth	77	96.2	
	Younger Youth	52	91.9	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$4,422	
	Dislocated Workers	-\$1,950	\$552	
	Older Youth	\$2,900	\$7,779	
Credential/Diploma Rates	Adults	70	64.3	
	Dislocated Workers	63	61.3	
	Older Youth	51	81.8	
	Younger Youth	52	82.0	
Skill Attainment Rate	Younger Youth	73	77.9	
Placement in Employment and Education	Youth (14 - 21)	NA	66.3	
Attainment of Degree or Certificate	Youth (14 - 21)	NA	49.3	
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR	
Overall Status of Local Performance	Not Met		Met	Exceeded
		0	0	17

Table O - Local Performance

Monroe County	Total Participants Served	Adults	4,746
		Dislocated Workers	1,269
		Older Youth (19 - 21)	171
		Younger Youth (14 - 18)	887
36240	Total Exiters	Adults	3,700
		Dislocated Workers	940
		Older Youth (19 - 21)	91
		Younger Youth (14 - 18)	420
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	75	75.4
	Employers	73	70.6
Entered Employment Rate	Adults	73	73.7
	Dislocated Workers	81	81.3
	Older Youth	65	69.7
Retention Rates	Adults	81	84.9
	Dislocated Workers	88	86.6
	Older Youth	77	90.3
	Younger Youth	52	54.6
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$2,850	\$2,249
	Dislocated Workers	-\$1,950	-\$208
	Older Youth	\$2,900	\$2,462
Credential/Diploma Rates	Adults	70	62.4
	Dislocated Workers	63	63.4
	Older Youth	51	40.7
	Younger Youth	52	34.4
Skill Attainment Rate	Younger Youth	73	85.5
Placement in Employment and Education	Youth (14 - 21)	NA	51.9
Attainment of Degree or Certificate	Youth (14 - 21)	NA	35.5
Literacy or Numeracy Gains	Youth (14 - 21)	NA	NR
Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

