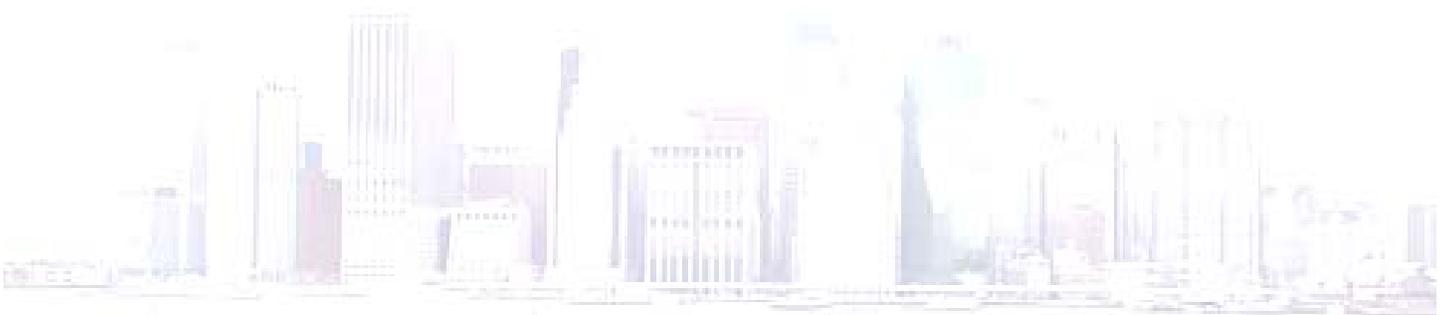


Center Profiles

WORKFORCE **1**

2008





The mission of the NYC **Workforce Investment Board (WIB)** is to support the Mayor's economic development agenda by ensuring that the City's workforce development system can deliver the skilled workers that local businesses need to grow, compete, and prosper in the 21st century economy. The WIB is comprised of over 40 members, appointed by the Mayor, who represent the City's leading businesses, labor unions, economic and workforce development organizations, educational institutions and community-based organizations. The WIB oversees, and establishes policies for, an array of employment and training services for businesses and jobseekers funded by the Workforce Investment Act of 1998.



The **NYC Department of Small Business Services** makes it easier for companies in New York City to do business. We provide direct assistance to business owners, foster neighborhood development in commercial districts, promote financial and economic opportunity among minority and women-owned businesses, prepare New Yorkers for jobs and link employers to a skilled and qualified workforce.

Connecting New Yorkers to Jobs and Training

WORKFORCE 1 SBS runs New York City's workforce development programs, which connect employers to a skilled workforce and provide training and placement services to the City's adult workforce.

Workforce1 Career Centers are located throughout the five boroughs and provide the City's jobseekers with a full array of employment services including career advisement, job search counseling, skills training, and job placement. SBS operates these centers in coordination with the New York State Department of Labor and the City University of New York, combining the expertise of many different organizations to provide a seamless network of employment services and business development resources

Helping Businesses Form and Grow

NYC Business Solutions is at the forefront of the Mayor's commitment to support and grow New York City's small businesses.



The system, which is housed in eight Business Solutions Centers located in downtown business districts throughout the five boroughs, helps businesses connect to financing and incentives, navigate government, compete for contracts, recruit and train workers, and acquire emergency assistance. NYC Business Solutions administers incentive programs such as the Energy Cost Savings Program, Industrial Relocation Grant Program, Lower Manhattan Energy Program, and Printers Relocation Fund, which reduce operating costs and promote investment, employment, and relocation throughout New York City, and NYC Business Express, an interactive website that helps entrepreneurs navigate the process of opening and operating a business in the City. Currently, restaurant owners can use NYC Business Express to identify City, State and Federal requirements and access resources and incentives for their business.

NYC Business Solutions Hiring & Training helps businesses save time and money when recruiting employees by providing pre-screened, qualified job candidates, and connecting businesses to training programs designed to improve workforce skills and reduce turnover. SBS offers customized training grants tailored to the specific needs of employers and helps businesses apply for state and federal training programs.

Contents:

Bronx

- Workforce1 Career Center
- Business Solutions Center

Brooklyn

- Workforce1 Career Center
- Business Solutions Center

Manhattan

- Workforce1 Career Center
- Business Solutions Center
- Business Solutions Center

Queens: Jamaica

- Workforce1 Career Center
- Business Solutions Center

Queens: CUNY LaGuardia

- Workforce1 Career Center

Staten Island

- Workforce1 Career Center

Introduction

The New York City public workforce system offers services for both jobseekers and businesses through centers located across all five boroughs.

For jobseekers, the **Workforce1 Career Centers** connect New Yorkers to jobs and training. The Centers provide the City's adult workforce with a full array of employment services including career advisement, job search counseling, skills training and job placement. SBS operates these centers in coordination with the New York State Department of Labor and the City University of New York, combining the expertise of many different organizations to provide a seamless network of employment services and business development resources.

For businesses, the **NYC Business Solutions Centers** meet the needs of start-up and operating businesses by providing technical assistance that facilitates financing awards, fulfilling business staffing needs, making connections to training funds in order to upgrade employee skills and business operations, and providing access to services not directly provided by the Centers through partnerships.

How to Read a Center Profile

Workforce1 Career Center

Center Information

Indicates basic contact information for the Workforce1 Career Center.

Demographics

This graph illustrates the educational attainment and age distribution of the Center's registered jobseekers.



Annual Highlights

This section highlights the service activity for the jobseeker and business customers as well as outreach to community partners.

Training

This table demonstrates the top five occupations the Center issues the most individual training grants to.

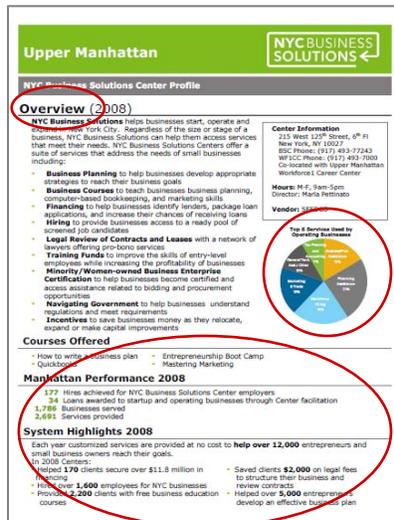
NYC Business Solutions Center

Overview

This section provides an overview of the major services offered by the NYC Business Solutions Center.

Services

This section illustrates the distribution of business services provided by the Center.



Center Information

Indicates basic contact information for the Business Solutions Center.

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement. A NYC Business Solutions Center is located onsite.

Center Information

358 East 149th Street
Bronx, NY 10455
718.960.7099 p
718.993.5091 f

Hours:

Mon & Fri 8:30am-5pm
Tues, Wed, Thurs 8:30am-8pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Shannon Cantu

Vendor: Wildcat Service Corp
Size: 30,150 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 52,305
- Registered Jobseekers²: 24,756
- Total Job Placements: 2,590
- Annual Placement Growth Rate: 5.78%
- Median Wage of Placements: \$8.69

Community Partners³

- Active Partners: 66
- Partner Placements: 312
- Top Partners: AARP, NYC Dept of Probation, SOBRO, Citizens Advice Bureau

Business Customers

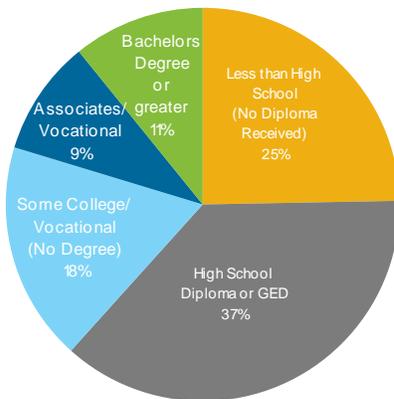
- Key Accounts: Duane Reade, Best Buy, AHRC, AARP, Active Staffing
- Target Sectors: Retail & Healthcare

Individual Training Grants (ITG)

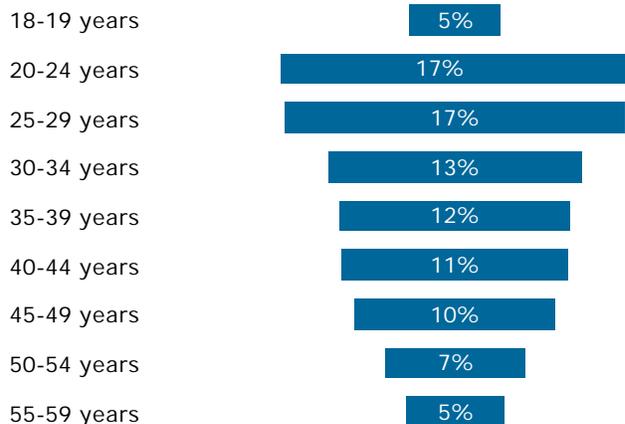
- ITG Funds Utilized: \$1,992,258
- ITGs Issued: 854
- ITGs Completed⁴: 595
- ITG Placements: 237

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Bronx Workforce1

Occupation	Value of ITGs Funded	% Funding
Bus Drivers, School	\$402,400	20%
Truck Drivers, Heavy and Tractor-Trailer	\$285,500	14%
Medical Assistants	\$58,552	3%
Nursing Aides, Orderlies, and Attendants (CNA)	\$27,208	1%
Bookkeeping, Accounting, and Auditing Clerks	\$18,150	1%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Overview (2008)

NYC Business Solutions helps businesses start, operate and expand in New York City. Regardless of the size or stage of a business, NYC Business Solutions can help them access services that meet their needs. NYC Business Solutions Centers offer a suite of services that address the needs of small businesses including:

- **Business Planning** to help businesses develop appropriate strategies to reach their business goals
- **Business Courses** to teach businesses business planning, computer-based bookkeeping, and marketing skills
- **Financing** to help businesses identify lenders, package loan applications, and increase their chances of receiving loans
- **Hiring** to provide businesses access to a ready pool of screened job candidates
- **Legal Review of Contracts and Leases** with a network of lawyers offering pro-bono services
- **Training Funds** to improve the skills of entry-level employees while increasing the profitability of businesses
- **Minority/Women-owned Business Enterprise Certification** to help businesses become certified and access assistance related to bidding and procurement opportunities
- **Navigating Government** to help businesses understand regulations and meet requirements
- **Incentives** to save businesses money as they relocate, expand, or make capital improvements

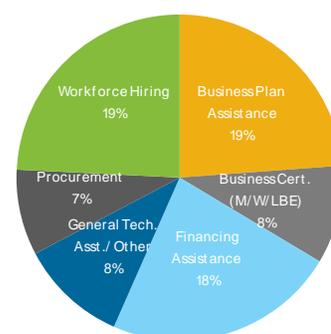
Center Information

358 East 149th Street
Bronx, NY 10455
BSC Phone: (718) 960-7988
WF1CC Phone: (718) 960-7099
Co-located with Bronx
Workforce1 Career Center

Hours: M-F, 9am-5pm
Director: Pintso Topgay

Vendor: DB Grant Associates

Top 6 Services Used by Operating Businesses



Courses Offered

- Business Planning Basics
- Entrepreneurship Boot Camp
- QuickBooks
- Mastering Marketing

Bronx Performance 2008

- 251** Hires achieved for NYC Business Solutions Center employers
- 21** Loans awarded to startup and operating businesses through Center facilitation
- \$3.6M** Awarded to clients through loan facilitation
- 1,960** Services provided

System Highlights 2008

Each year customized services are provided at no cost to **help over 11,000** entrepreneurs and small business owners reach their goals.

In 2008 Centers:

- Helped clients secure **187 loans** worth over **\$10.8M**
- Saved clients **\$2,000** on legal fees to structure their business and review contracts
- Hired **1,625** employees for NYC businesses
- Helped over **5,000** entrepreneurs develop an effective business plan
- Provided **1,500** clients with free business education courses

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement. The Hunts Point Center opened on August 19, 2008.

Center Information

1029 East 163rd Street 3rd Fl
Bronx, NY 10474
718.542.6777 p
718.542.6778 f

Hours:

Mon 9am-5pm
Tues, Wed, Thurs 9am-8pm
Fri 9am-4pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Alex Gomez

Vendor: VIP Community Services
Size: 4,020 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 3,080
- Registered Jobseekers²: 1,465
- Total Job Placements: 218
- Median Wage of Placements: \$8.00

Community Partners³

- Active Partners: 27
- Partner Placements: 54
- Top Partners: Arbor, Community Health Action, Urban Youth Alliance, NYC Dept of Probation, F.E.G.S., BASICS Inc.

Business Customers

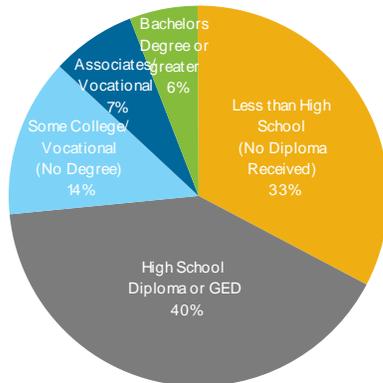
- Key Accounts: People Care, Legends Hospitality, Allied Barton Security
- Target Sectors: Manufacturing/Wholesale Trade/Transportation & Warehousing

Individual Training Grants (ITG)

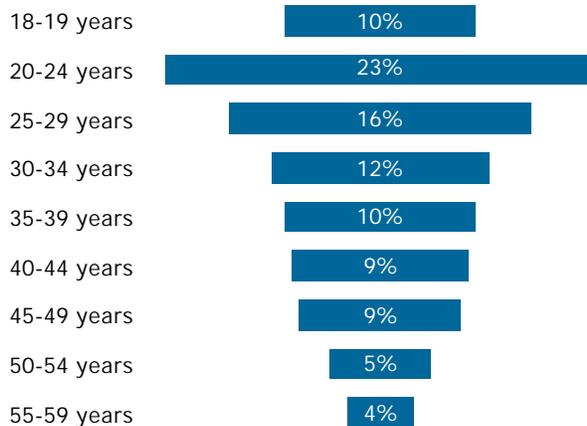
- ITG Funds Utilized: \$145,100
- ITGs Issued: 65
- ITGs Completed⁴: 18
- ITG Placements: 7

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Hunts Point Workforce1

Occupation	Value of ITGs Funded	% Funding
Medical Assistants	\$40,000	28%
Security Guards	\$27,600	19%
Secretaries, except Legal, Medical and Executive	\$17,500	12%
Computer Support Specialists	\$15,000	10%
Bill and Account Collectors	\$12,500	9%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement. A NYC Business Solutions Center is located onsite.

Center Information

9 Bond Street, 5th Floor
Brooklyn, NY 11201
718.246.5219 p
718.246.3975 f

Hours:

Mon. & Fri. 9am-5pm
Tues, Wed, Thurs. 9am-8pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Eric Morales

Vendor: Goodwill Industries

Size: 25,461 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 55,511
- Registered Jobseekers²: 15,550
- Total Job Placements: 3,904
- Annual Placement Growth Rate: 4.05%
- Median Wage of Placements: \$10.00

Business Customers

- Key Accounts: Allen Healthcare, AHRC, Modell's, Opinion Access, F. Martinelli Deli
- Target Sector: Healthcare

Community Partners³

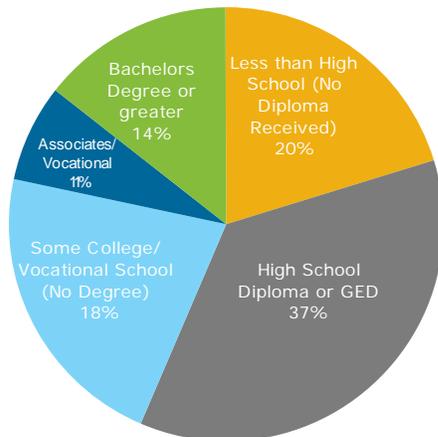
- Active Partners: 74
- Partner Placements: 1065
- Top Partners: Arbor, BUILD, Family Dynamics, St. John's Recreation Center, Crossover Baptist Church, Community Employment Service

Individual Training Grants (ITG)

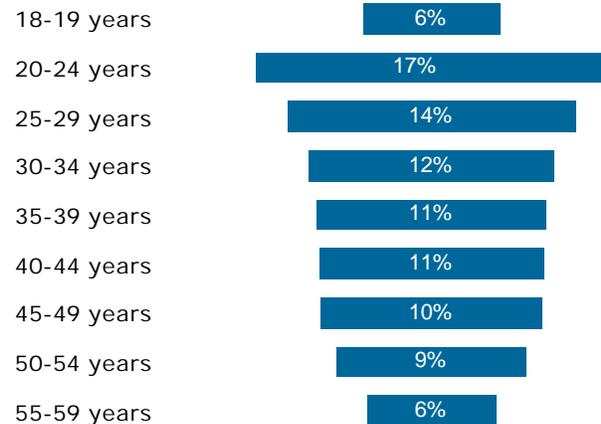
- ITG Funds Utilized: \$2,384,016
- ITGs Issued: 1001
- ITGs Completed⁴: 800
- ITG Placements: 320

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Brooklyn Workforce1

Occupation	Value of ITGs Funded	% Funding
Bus Drivers, School	\$439,900	18%
Bookkeeping, Accounting, And Auditing Clerks	\$276,990	12%
Nursing Aides, Orderlies, And Attendants (CNA)	\$171,603	7%
Truck Drivers, Heavy And Tractor-Trailer	\$184,900	8%
Dental Assistants	\$162,500	7%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

¹ Front Door Traffic¹ is the number of customer visits to the Career Center, including repeat visits by the same customer.

² Registered jobseekers² are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Overview (2008)

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- **Business Courses** to teach businesses business planning, computer-based bookkeeping, and marketing skills
- **Financing** to help businesses identify lenders, package loan applications, and increase their chances of receiving loans
- **Hiring** to provide businesses access to a ready pool of screened job candidates
- **Legal Review of Contracts and Leases** with a network of lawyers offering pro-bono services
- **Training Funds** to improve the skills of entry-level employees while increasing the profitability of businesses
- **Minority/Women-owned Business Enterprise Certification** to help businesses become certified and access assistance related to bidding and procurement opportunities
- **Navigating Government** to help businesses understand regulations and meet requirements
- **Incentives** to save businesses money as they relocate, expand, or make capital improvements

Center Information

9 Bond Street, 5th Fl
Brooklyn, NY 11201
718.875.3400 p
Co-located with Brooklyn
Workforce1 Career Center

Hours: M-F, 9am-5pm
Director: Kelvin Collins

Vendor: Brooklyn Chamber of
Commerce

Top 6 Services Used by
Operating Businesses



Courses Offered

- Business Planning Basics
- Entrepreneurship Boot Camp
- QuickBooks
- Mastering Marketing

Brooklyn Performance 2008

- 195** Hires achieved for NYC Business Solutions Center employers
- 36** Loans awarded to startup and operating businesses through Center facilitation
- \$1.6M** Awarded to clients through loan facilitation
- 2,859** Services provided

System Highlights 2008

Each year customized services are provided at no cost to **help over 11,000** entrepreneurs and small business owners reach their goals.

In 2008 Centers:

- Helped clients secure **187 loans** worth over **\$10.8M**
- Saved clients **\$2,000** on legal fees to structure their business and review contracts
- Hired **1,625** employees for NYC businesses
- Helped over **5,000** entrepreneurs develop an effective business plan
- Provided **1,500** clients with free business education courses

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement. A NYC Business Solutions Center is located onsite.

Center Information

215 West 125th Street 6th Fl
New York, NY 10027
917.493.7000 p
212.280.3729 f

Hours:

Mon, Fri 8:30am-5pm
Tues, Wed, Thurs 8:30am-8:30pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Alex Saavedra

Vendor: SEEDCO

Size: 19,755 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 50,714
- Registered Jobseekers²: 20,886
- Total Job Placements: 2,767
- Annual Placement Growth Rate: 0.25%
- Median Wage of Placements: \$9.60

Business Customers

- Key Accounts: AHRC, Opinion Access, Forrest, Century 21, Duane Reade
- Target Sectors: Health, Social Assistance

Community Partners³

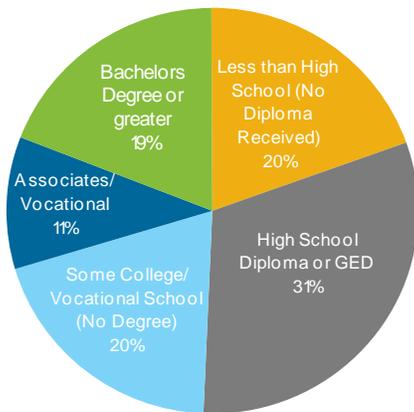
- Active Partners: 35
- Partner Placements: 1081
- Top Partners: Chinese American Planning Council, NMIC, Henry Street Settlement, Center for Family Life, Easter Seals

Individual Training Grants (ITG)

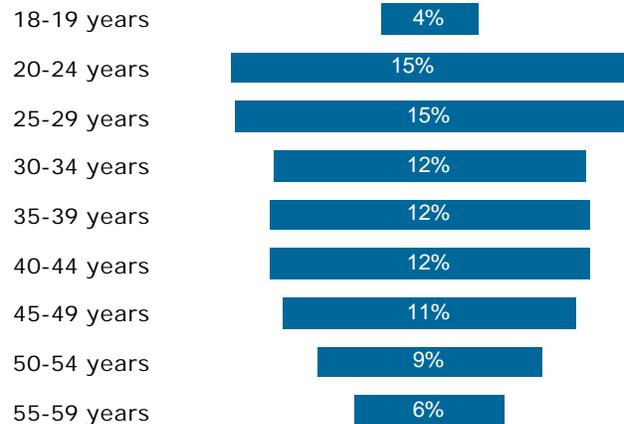
- ITG Funds Utilized: 993,585
- ITGs Issued: 870
- ITGs Completed⁴: 742
- ITG Placements: 354

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Upper Manhattan Workforce1

Occupation	Value of ITGs Funded	% Funding
Security Guards	\$301,450	30%
Bookkeeping, Accounting, and Auditing Clerks	\$226,000	23%
Maids and Housekeeping Assistants	\$192,500	19%
Medical Assistants	\$150,000	15%
Nursing Aides, Orderlies, and Attendants (CNA)	\$123,635	12%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

³ Total number of active Partners as indicated on the Master Partner Director, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Overview (2008)

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- **Hiring** to provide businesses access to a ready pool of screened job candidates
- **Legal Review of Contracts and Leases** with a network of lawyers offering pro-bono services
- **Training Funds** to improve the skills of entry-level employees while increasing the profitability of businesses
- **Minority/Women-owned Business Enterprise Certification** to help businesses become certified and access assistance related to bidding and procurement opportunities
- **Navigating Government** to help businesses understand regulations and meet requirements
- **Incentives** to save businesses money as they relocate, expand, or make capital improvements

Center Information

215 West 125th Street, 6th Fl
New York, NY 10027
BSC Phone: (917) 493-77243
WF1CC Phone: (917) 493-7000
Co-located with Upper Manhattan
Workforce1 Career Center

Hours: M-F, 9am-5pm
Director: Shamsudeen Mustafa

Vendor: SEEDCO

Top 6 Services Used by Operating Businesses



Courses Offered

- Business Planning Basics
- Entrepreneurship Boot Camp
- QuickBooks
- Mastering Marketing

Upper Manhattan Performance 2008

- 177** Hires achieved for NYC Business Solutions Center employers
- 34** Loans awarded to startup and operating businesses through Center facilitation
- \$1.6M** Awarded to clients through loan facilitation
- 2,691** Services provided

System Highlights 2008

Each year customized services are provided at no cost to **help over 11,000** entrepreneurs and small business owners reach their goals.

In 2008 Centers:

- Helped clients secure **187 loans** worth over **\$10.8M**
- Saved clients **\$2,000** on legal fees to structure their business and review contracts
- Hired **1,625** employees for NYC businesses
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- **Navigating Government** to help businesses understand regulations and meet requirements
- **Incentives** to save businesses money as they relocate, expand, or make capital improvements

Center Information

79 John Street
New York, NY 10038
BSC Phone: (212) 618-8914

Hours: M-F, 9am-5pm
Director: Karen-Michelle Mirko

Vendor: SEEDCO

Top 6 Services Used by Operating Businesses



Courses Offered

- Business Planning Basics
- Entrepreneurship Boot Camp
- QuickBooks
- Mastering Marketing

Lower Manhattan Performance 2008

- **249** Hires achieved for NYC Business Solutions Center employers
- **55** Loans awarded to startup and operating businesses through Center facilitation
- **\$3.3M** Awarded to clients through loan facilitation
- **5,249** Services provided

System Highlights 2008

Each year customized services are provided at no cost to **help over 11,000** entrepreneurs and small business owners reach their goals.

In 2008 Centers:

- Helped clients secure **187 loans** worth over **\$10.8M**
- Saved clients **\$2,000** on legal fees to structure their business and review contracts
- Hired **1,625** employees for NYC businesses
- Helped over **5,000** entrepreneurs develop an effective business plan
- Provided **1,500** clients with free business education courses

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement. A NYC Business Solutions Center is located onsite.

Center Information

168-25 Jamaica Ave 2nd Fl
 Jamaica, NY 11432
 718.557.6755 p
 718.297.6395 f

Hours:

Mon, & Fri 8:30am-6pm
 Tues, Wed, Thurs 8:30am-8pm
 Sat (1st & 3rd of the month) 10am-3pm

Manager: Paula Bailey

Vendor: DB Grant Associates

Size: 32,890 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 60,861
- Registered Jobseekers²: 27,290
- Total Job Placements: 3,778
- Annual Placement Growth Rate: 4.34%
- Median Wage of Placements: \$10.00

Community Partners³

- Active Partners: 65
- Partner Placements: 949
- Top Partners: SUNY, CUNY York College, Single Stop USA, RDRC, Allen AME Church

Business Customers

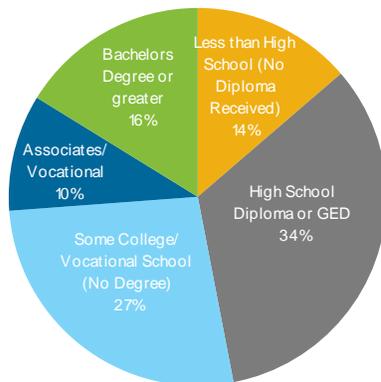
- Key Accounts: Delta, Banana Republic, ASIG, AHRC, Swissport
- Target Sectors: Retail, Finance and Insurance

Individual Training Grants (ITG)

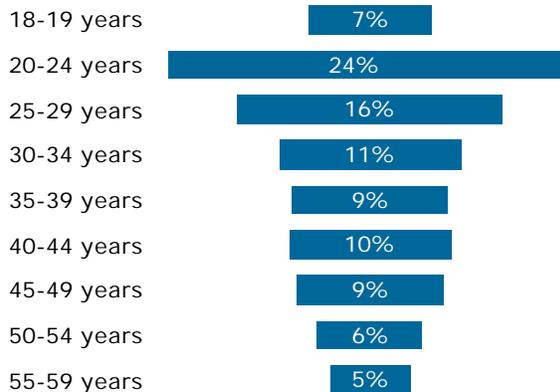
- ITG Funds Utilized: \$2,281,262
- ITGs Issued: 945
- ITGs Completed⁴: 713
- ITG Placements: 385

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Queens Workforce1

Occupation	Value of ITGs Funded	% Funding
Truck Drivers, Heavy and Tractor Trailer	\$387,400	17%
Customer Service Representatives	\$385,500	17%
Bus Drivers, School	\$239,600	11%
Bookkeeping, Accounting, and Auditing Clerks	\$198,260	9%
Computer Support Specialists	\$113,949	5%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

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- **Navigating Government** to help businesses understand regulations and meet requirements
- **Incentives** to save businesses money as they relocate, expand, or make capital improvements

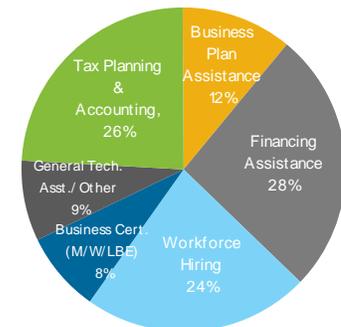
Center Information

168-46 91st Avenue, 2nd Fl
 BSC Phone: (718) 557-6755
 WF1CC Phone: (718) 557-6755
 Co-located with Queens
 Workforce1 Career Center

Hours: M-F, 8:30am-5pm
Director: Pintso Topgay

Vendor: DB Grant Associates

Top 6 Services Used by Operating Businesses



Courses Offered

- Business Planning Basics
- Entrepreneurship Boot Camp
- QuickBooks
- Mastering Marketing

Queens Performance 2008

- 728** Hires achieved for NYC Business Solutions Center employers
- 41** Loans awarded to startup and operating businesses through Center facilitation
- \$800K** Awarded to clients through loan facilitation
- 2,691** Services provided

System Highlights 2008

Each year customized services are provided at no cost to **help over 11,000** entrepreneurs and small business owners reach their goals.

In 2008 Centers:

- Helped clients secure **187 loans** worth over **\$10.8M**
- Saved clients **\$2,000** on legal fees to structure their business and review contracts
- Hired **1,625** employees for NYC businesses
- Helped over **5,000** entrepreneurs develop an effective business plan
- Provided **1,500** clients with free business education courses

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

Center Information

29-10 Thomson Ave
Rm C-400 4th Fl
Long Island City, NY 11101
718.609.2130 p
718.609.2099 f

Hours:

Mon & Fri 9am-5pm
Tues, Wed, Thurs 9am-8pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Beth Lord

Vendor: CUNY LaGuardia

Size: 4,024 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 14,804
- Registered Jobseekers²: 6,239
- Total Job Placements: 2,008
- Annual Placement Growth Rate: - 5.86%
- Median Wage of Placements: \$9.00

Business Customers

- Key Accounts: Opinion Access, Events Aces, St. Mary's Children Hospital, Levy Restaurants
- Target Sectors: Retail, Finance and Insurance

Community Partners³

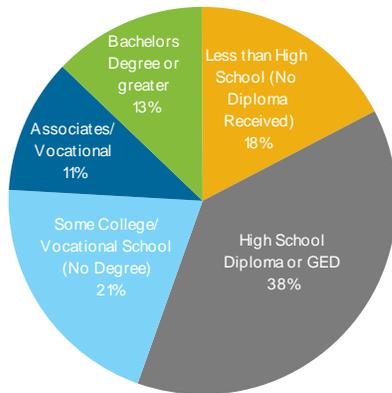
- Active Partners: 60
- Partner Placements: 421
- Top Partners: NYC HRA, Henry St. Settlement, NYC Dept. of Parks and Recreation, NYC Housing Authority

Individual Training Grants (ITG)

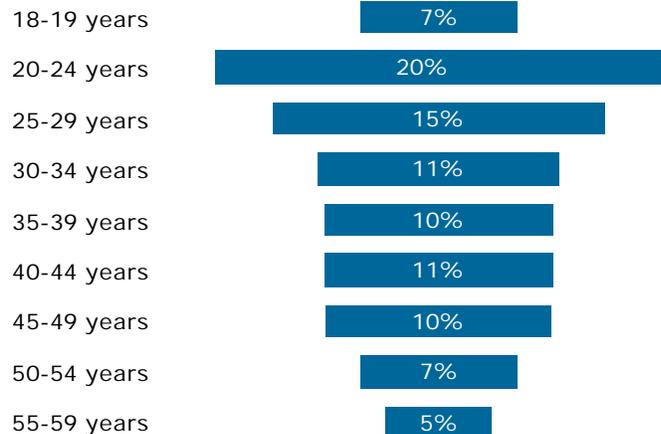
- ITG Funds Utilized: \$1,027,506
- ITGs Issued: 480
- ITGs Completed⁴: 319
- ITG Placements: 122

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for CUNY LaGuardia Workforce1

Occupation	Value of ITGs Funded	% Funding
Bus Drivers, School	\$134,600	13%
Security Guards	\$127,350	12%
Bookkeeping, Accounting, and Auditing Clerks	\$103,300	10%
Nursing Aides, Orderlies, and Attendants (CNA)	\$56,718	6%
Truck Drivers, Light or Delivery Services	\$79,700	8%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

¹ "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

² "Registered jobseekers" are new customers registering and receiving services at a Career Center for the first time, as well as customers who return for services after three months or more without a service engagement.

³ Total number of active Partners as indicated on the Master Partner Directory, December 2008. Total number of placements made through the partner network represent placements made in Calendar Year 2008.

⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Annual Highlights (2008)

The Workforce1 Career Center provides the City's adult workforce and businesses with a full array of employment and hiring services including career advisement, job search counseling, skills training and job placement.

Center Information

60 Bay Street
Staten Island, NY 10301
718.285.8388 p
718.981.8749 f

Hours:

Mon & Fri 9am-5pm
Tues, Wed, Thurs 9am-8pm
Sat (1st & 3rd of the month) 10am-3pm

Manager: Robin Johnson

Vendor: Arbor E&T

Size: 8,100 sq. ft.

Jobseeker Customers

- Front Door Traffic¹: 19,618
- Registered Jobseekers²: 5,419
- Total Job Placements: 1,975
- Annual Placement Growth Rate: 8.10%
- Median Wage of Placements: \$9.00

Business Customers

- Key Accounts: Macys, Sottile Security Company, Au Bon Pain, Whole Foods
- Target Sectors: Accommodation, Food Services

Community Partners³

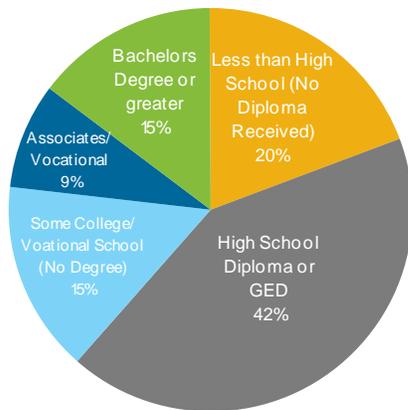
- Active Partners: 21
- Partner Placements: 332
- Top Partners: Community Health Action, CUNY College of Staten Island, NYC Dept of Probation, NYC Housing Authority

Individual Training Grants (ITG)

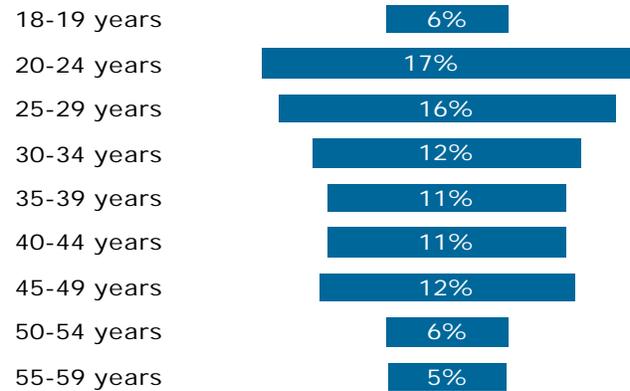
- ITG Funds Utilized: \$743,956
- ITGs Issued: 496
- ITGs Completed⁴: 385
- ITG Placements: 203

Demographics

Educational Attainment



Age Distribution



Training

Top Five Occupations by ITG Funding for Staten Island Workforce1

Occupation	Value of ITGs Funded	% Funding
Nursing Aides, Orderlies, and Attendants (CNA)	\$368,671	50%
Medical Assistants	\$159,859	21%
Bookkeeping, Accounting, and Auditing Clerks	\$87,290	12%
Truck Drivers, Heavy and Tractor-Trailer	\$83,540	11%
Pharmacy Technician	\$44,592	6%

Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development

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⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.