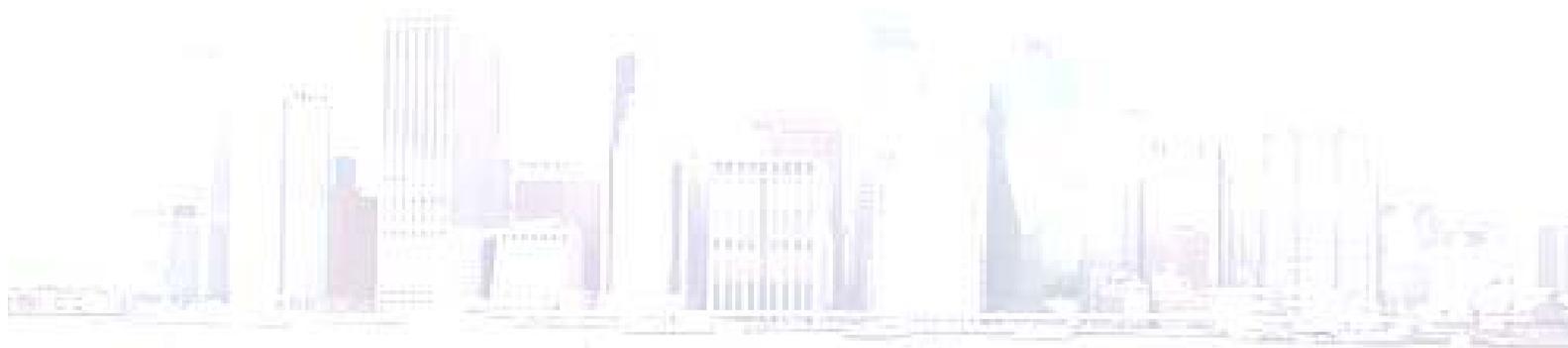


Center Profiles

2007





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.

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.

Connecting New Yorkers to Jobs and Training



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.

Center Profiles



Market Research

Introduction

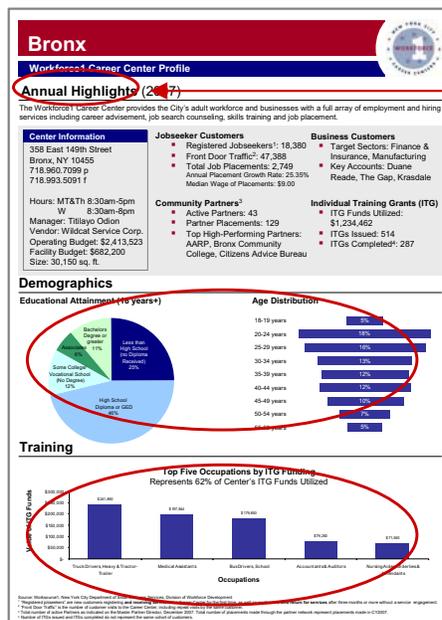
The New York City public workforce system offers services for both jobseekers and businesses through centers located across all five boroughs.

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 and budget information for the Workforce1 Career Center.

Demographics

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

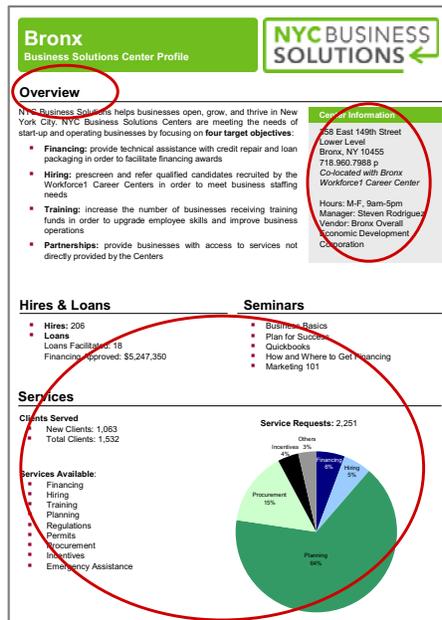
Annual Highlights

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

Training

This graph demonstrates the top five occupations the Center issues the most individual training funding to.

NYC Business Solutions Center



Overview

This section provides as 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 vendor.



Workforce1 Career Center Profile

Annual Highlights (2007)

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

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

Hours: MT&Th 8:30am-5pm
W 8:30am-8pm

Manager: Titilayo Odion
Vendor: Wildcat Service Corp.
Operating Budget: \$2,413,523
Facility Budget: \$682,200
Size: 30,150 sq. ft.

Jobseeker Customers

- Registered Jobseekers¹: 18,380
- Front Door Traffic²: 47,388
- Total Job Placements: 2,749
Annual Placement Growth Rate: 25.35%
Median Wage of Placements: \$9.00

Business Customers

- Target Sectors: Finance & Insurance, Manufacturing
- Key Accounts: Duane Reade, The Gap, Krasdale

Community Partners³

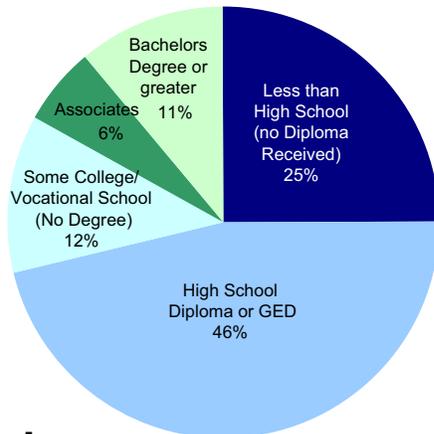
- Active Partners: 43
- Partner Placements: 129
- Top High-Performing Partners: AARP, Bronx Community College, Citizens Advice Bureau

Individual Training Grants (ITG)

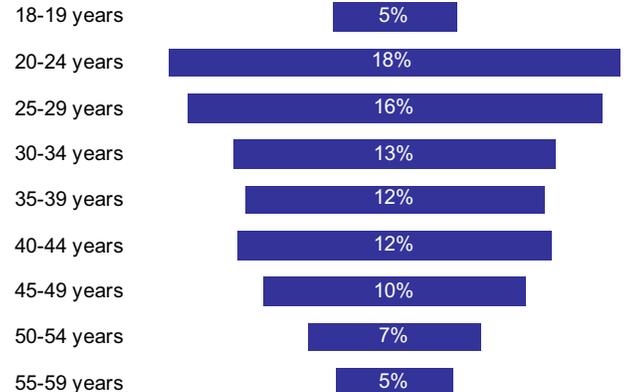
- ITG Funds Utilized: \$1,234,462
- ITGs Issued: 514
- ITGs Completed⁴: 287

Demographics

Educational Attainment (18 years+)

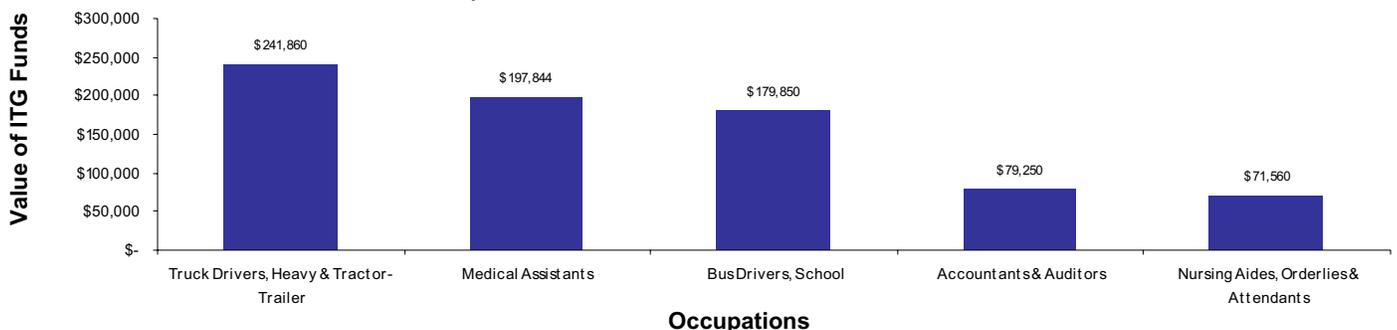


Age Distribution



Training

Top Five Occupations by ITG Funding Represents 62% of Center's ITG Funds Utilized



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

¹ "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.

² "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

³ Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

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

Bronx

Business Solutions Center Profile



Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **four target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly provided by the Centers (e.g. legal assistance, accounting)

Center Information

358 East 149th Street
Lower Level
Bronx, NY 10455
718.960.7988 p
*Co-located with Bronx
Workforce1 Career Center*

Hours: M-F, 9am-5pm
Manager: Steven Rodriguez
Vendor: Bronx Overall
Economic Development
Corporation

Hires & Loans (2007)

- **Hires:** 206
- **Loans**
Loans Facilitated: 18
Financing Approved: \$5,247,350

Seminars

- Business Basics
- Plan for Success
- Quickbooks
- How and Where to Get Financing
- Marketing 101

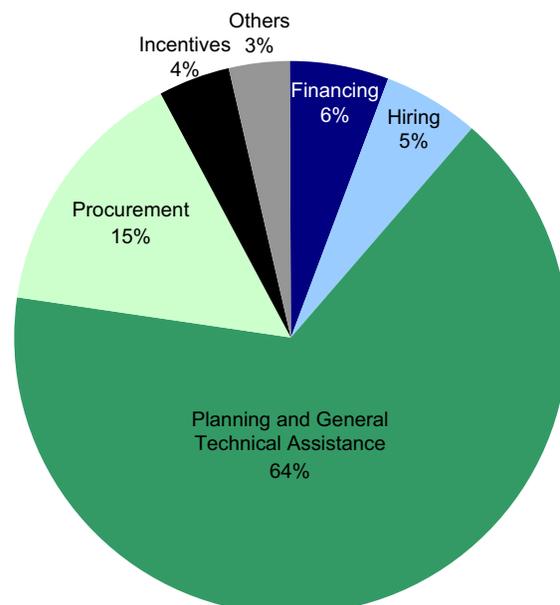
Services (2007)

Clients Served

- New Clients: 1,063
- Total Clients: 1,532

Services Available:

- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance



Brooklyn



Workforce1 Career Center Profile

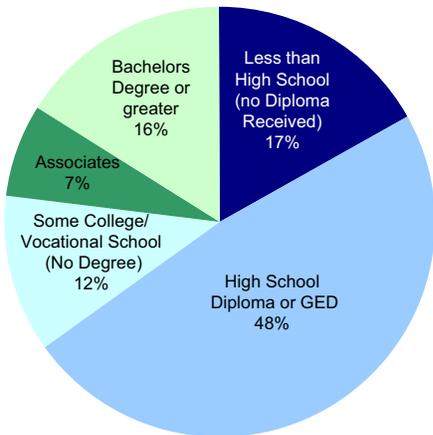
Annual Highlights (2007)

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.

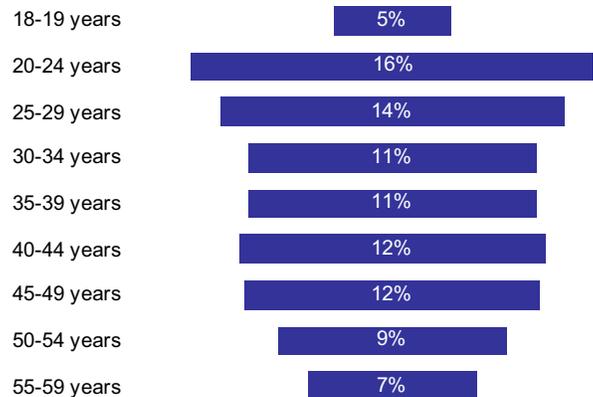
Center Information 9 Bond Street, 5 th Fl Brooklyn, NY 11201 718.246.5219 p 718.246.3975 f Hours: M-F, 9am-5pm Manager: Patricia Saenz Vendor: Goodwill Industries Operating Budget: \$2,300,333 Facility Budget: \$869,730 Size: 25,461 sq. ft.	Jobseeker Customers <ul style="list-style-type: none"> Registered Jobseekers¹: 11,287 Front Door Traffic²: 44,180 Total Job Placements: 3,752 Annual Placement Growth Rate: 14.85% Median Wage of Placements: \$10.00 Community Partners³ <ul style="list-style-type: none"> Active Partners: 41 Partner Placements: 438 Top High-Performing Partners: Brooklyn Adult Learning Center, Brooklyn Navy Yard, New Horizons 	Business Customers <ul style="list-style-type: none"> Target Sectors: Health Care & Social Assistance, Retail Key Accounts: IHOP, Allied Healthcare Individual Training Grants (ITG) <ul style="list-style-type: none"> ITG Funds Utilized: \$1,568,898 ITGs Issued: 636 ITGs Completed⁴: 417
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Demographics

Educational Attainment (18 years+)

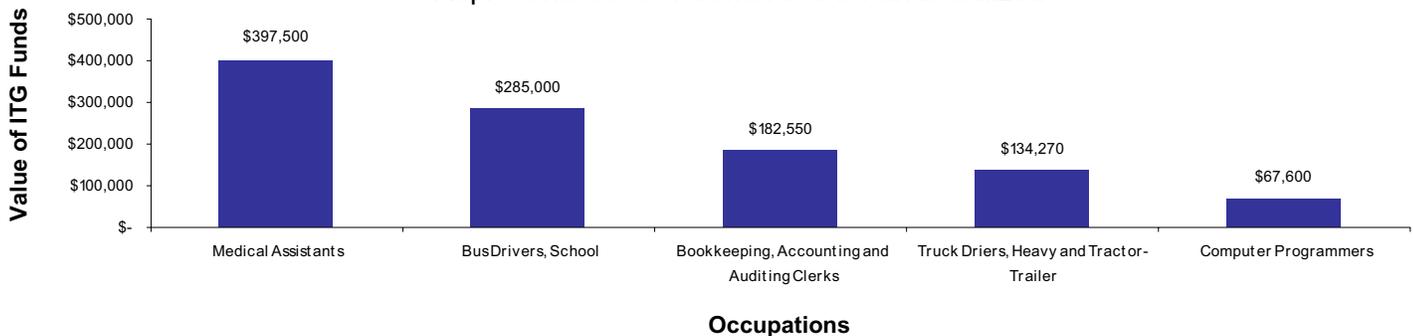


Age Distribution



Training

Top Five Occupations by ITG Funding Represents 68% of Center's ITG Funds Utilized



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

¹ "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.

² "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.

³ Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

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

Brooklyn

Business Solutions Center Profile



Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **four target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly provided by the Centers (e.g. legal assistance, accounting)

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
Manager: Kelvin Collins
Vendor: Brooklyn Chamber of
Commerce

Hires & Loans (2007)

- **Hires:** 167
- **Loans**
Loans Facilitated: 36
Financing Approved: \$1,290,000

Seminars

- Business Basics
- Plan for Success
- Quickbooks
- How and Where to Get Financing
(English, Russian)
- Marketing 101

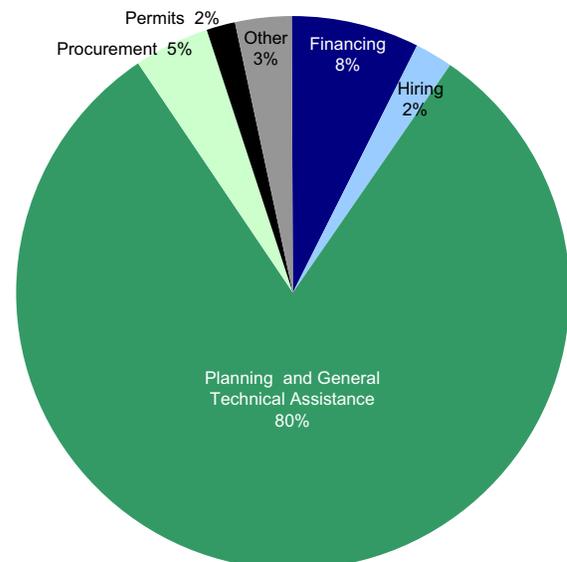
Services (2007)

Clients Served

- New Clients: 1,876
- Total Clients: 2,074

Services Available:

- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance





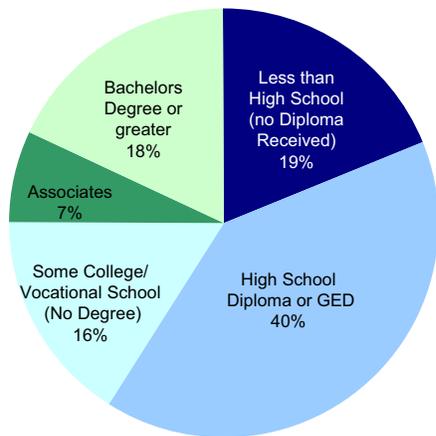
Annual Highlights (2007)

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.

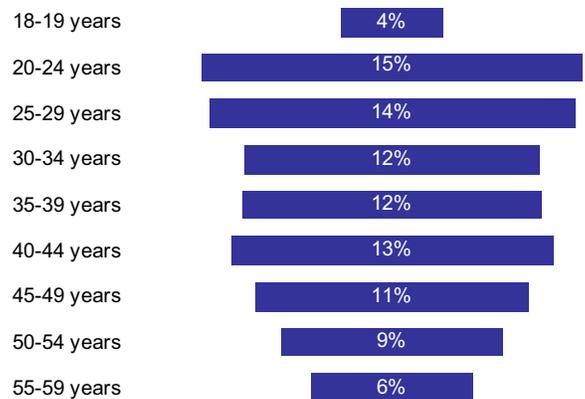
Center Information 215 West 125 th Street, 6 th Fl New York, NY 10027 917.493.7000 p 212.280.3729 f Hours: MWF 8:30am-5pm T&Th 8:30am-8:30pm Manager: Alex Saavedra Vendor: SEEDCO Operating Budget: \$2,493,824 Facility Budget: \$676,800 Size: 19,755 sq. ft.	Jobseeker Customers <ul style="list-style-type: none"> Registered Jobseekers¹: 12,425 Front Door Traffic²: 32,417 Job placements: 2,760 Annual Placement Growth Rate: 3.92% Median Wage of Placements: \$10.00 Community Partners³ <ul style="list-style-type: none"> Active Partners: 10 Partner Placements: 622 Top High-Performing Partners: Citizens Advice Bureau, Center for Family Life, Northern Manhattan Improvement Corp. 	Business Customers <ul style="list-style-type: none"> Target Sectors: Health Care & Social Assistance, Accommodation & Food Service Key Accounts: Time Warner Cable Individual Training Grants (ITG) <ul style="list-style-type: none"> ITG Funds Utilized: \$793,532 ITGs Issued: 325 ITGs Completed⁴: 139 (43%)
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Demographics

Educational Attainment (18 years+)

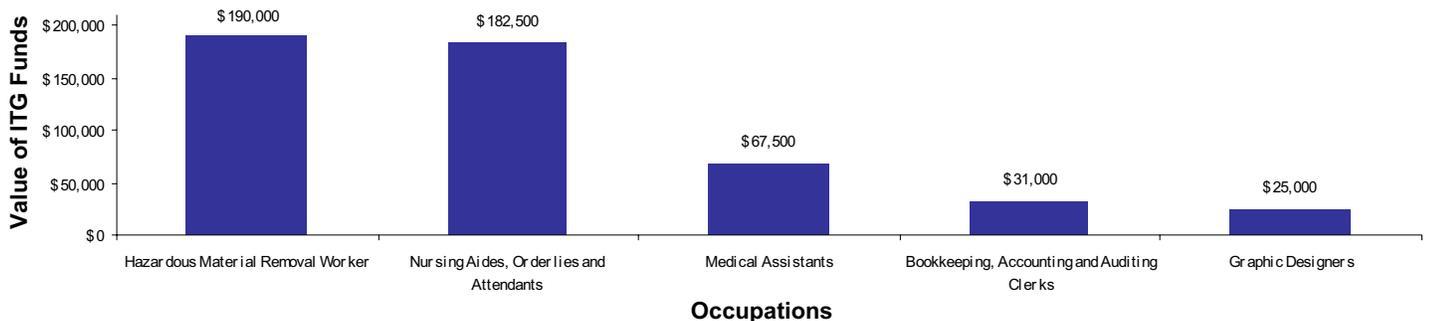


Age Distribution



Training

Top Occupations by ITG Funding Represents 62% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development
¹ "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.
² "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.
³ Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.
⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Manhattan

Business Solutions Centers Profile



Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **four target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly provided by the Centers (e.g. legal assistance, accounting)

Center Information	Upper Manhattan	Lower Manhattan	
	215 West 125 th St, 6 th Fl New York, NY 10027 917.493.7243 p <i>Co-located with Manhattan Workforce1 Career Center</i> Hours: M-F, 9am-5pm Manager: Marla Pettinato Vendor: SEEDCO	79 John Street New York, NY 10038 212.618.8914 Hours: M-F, 9am-5pm Manager: Karen-Michelle Mirko Vendor: SEEDCO	
Hires & Loans (2007)	<ul style="list-style-type: none"> ▪ Hires: 92 (<i>July – Dec only</i>) ▪ Loans Loans Facilitated: 22 Financing Approved: \$1,129,845 	<ul style="list-style-type: none"> ▪ Hires: 133 (<i>July – Dec only</i>) ▪ Loans Loans Facilitated: 38 Financing Approved: \$2,121,640 	
Services (2007)	<p>Services Available:</p> <ul style="list-style-type: none"> ▪ Financing ▪ Hiring ▪ Training ▪ Planning ▪ Permit Assistance ▪ Procurement Assistance ▪ Incentives ▪ Emergency Assistance <p>Top Seminars:</p> <ul style="list-style-type: none"> ▪ Restaurant Boot Camp ▪ Day Care Institute ▪ Internet Marketing Essentials ▪ Business Basics (English, Spanish) ▪ Plan for Success (English, Cantonese) ▪ Quickbooks ▪ Marketing 101 ▪ How & Where to Get Financing (English, Spanish) 	<p>Clients Served</p> <ul style="list-style-type: none"> ▪ New Clients: 1,634 ▪ Total Clients: 2,377 	<p>Clients Served</p> <ul style="list-style-type: none"> ▪ New Clients: 3,180 ▪ Total Clients: 4,133

Queens: Jamaica



Workforce1 Career Center Profile 2007

Annual Highlights (2007)

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

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

Hours: M-F 8:30am–5pm
 Manager: Paula Bailey
 Vendor: DB Grant Associates
 Operating Budget: \$2,724,011
 Facility Budget: \$579,289
 Size: 32,890 sq. ft.

Jobseeker Customers

- Registered Jobseekers¹: 18,218
- Front Door Traffic²: 44,258
- Total Job Placements: 3,620
 Annual Placement Growth Rate: 19.35%
 Median Wage of Placements: \$10.00

Community Partners

- Active Partners³: 12
- Partner Placements: 467
- Top High-Performing Partners:
 Arbor–NY Job Partners, First Baptist Church of Corona, Rockaway Development & Revitalization Corp (RDRC)

Business Customers

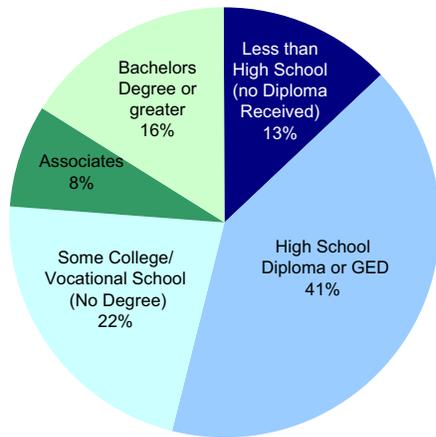
- Target Sectors: Finance & Insurance, Transportation & Warehousing
- Key Accounts: Delta, Astoria Federal, Swissport, Banana Republic, Washington Mutual

Individual Training Grants (ITG)

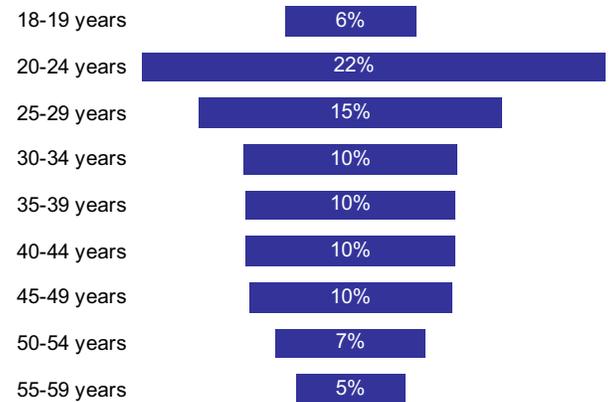
- ITG Funds Utilized: \$1,287,324
- ITGs Issued: 523
- ITGs Completed⁴: 334

Demographics

Educational Attainment (18 years+)

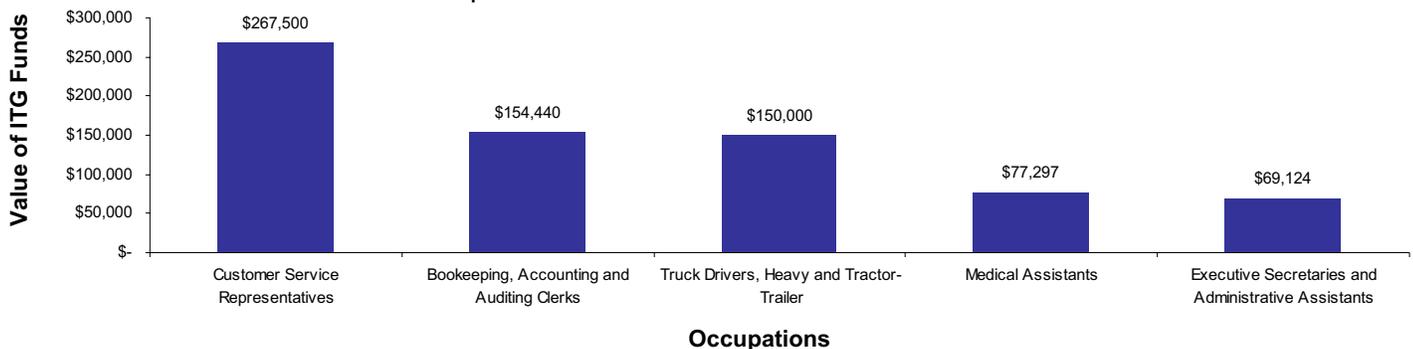


Age Distribution



Training

Top Five Occupations by ITG Funding Represents 54% of Center's ITG Funds Utilized



Source: Worksource1, New York City Department of Small Business Services, Division of Workforce Development
¹ "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.
² "Front Door Traffic" is the number of customer visits to the Career Center, including repeat visits by the same customer.
³ Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.
⁴ Number of ITGs issued and ITGs completed do not represent the same cohort of customers.

Queens

Business Solutions Centers Profile



Overview

NYC Business Solutions helps businesses open, grow, and thrive in New York City. NYC Business Solutions Centers are meeting the needs of start-up and operating businesses by focusing on **five target objectives**:

- **Financing:** provide technical assistance with credit repair and loan packaging in order to facilitate financing awards
- **Hiring:** prescreen and refer qualified candidates recruited by the Workforce1 Career Centers in order to meet business staffing needs
- **Training:** increase the number of businesses receiving training funds in order to upgrade employee skills and improve business operations
- **Partnerships:** provide businesses with access to services not directly delivered by the Centers (e.g legal assistance, accounting)

Center Information

168-25 Jamaica Ave, 2nd Fl
Jamaica, NY 11432
718.557.6772
*Co-located with Queens
Workforce1 Career Center*

Hours: M-F, 8:30am-5pm
Manager: Pintso Topgay
Vendor: DB Grant Associates

Hires & Loans (2007)

- **Hires:** 397
- **Loans:**
Loans Facilitated: 24
Total Financing Approved: \$2,133,000

Seminars (2007)

- Business Basics
- Plan for Success (English & Mandarin)
- Quickbooks (English & Mandarin)
- How and Where to Get Financing
- How to Start Your Own Childcare Business
- How to Start Your Own Hair Salon Business
- Marketing 101
- MWBE Workshops

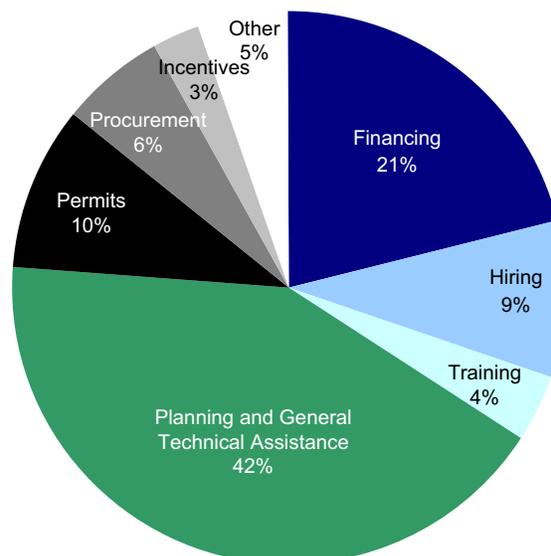
Services

Clients Served

- New Clients: 1,290
- Total Clients: 1,562

Services Available:

- Financing
- Hiring
- Training
- Planning
- Permit Assistance
- Procurement Assistance
- Incentives
- Emergency Assistance



Queens: CUNY LaGuardia



Workforce1 Career Center Profile 2007

Annual Highlights (2007)

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 Avenue
Rm C-400, 4th Floor
Long Island City, NY 11101
718.609.2130 p

Hours: M-F, 9am-5pm
Manager: Beth Lord
Vendor: CUNY LaGuardia
Operating Budget: \$1,329,937
Facility Budget: N/A
(in-kind donation by CUNY)
Size: 4,024 sq. ft.

Jobseeker Customers

- Registered Jobseekers¹: 6,894
- Front Door Traffic²: 15,458
- Total Job Placements: 2,133
Annual Placement Growth Rate: 27.48%
Median Wage of Placements: \$8.75

Community Partners³

- Active Partners: 10
- Partner Placements: 298
- Top High-Performing Partners:
Arbor-NY Job Partners, Goodwill Industries, Home to Work

Business Customers

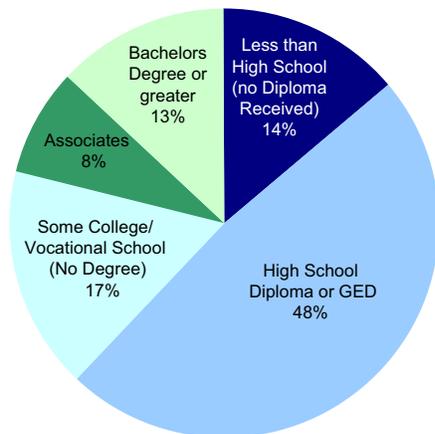
- Target Sectors: Retail, Health Care & Social Assistance
- Key Accounts: Opinion Access, Sovereign Bank, St. Mary's Children Hospital

Individual Training Grants (ITG)

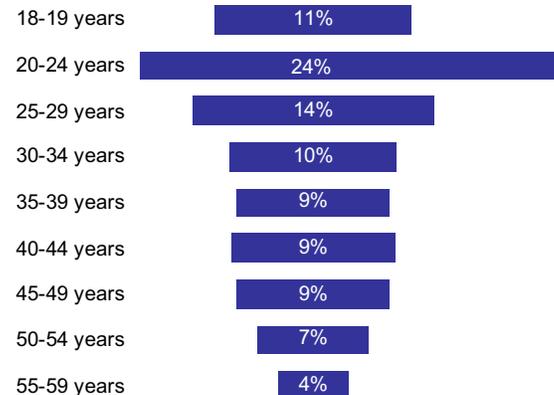
- ITG Funds Utilized: \$440,506
- ITGs Issued: 178
- ITGs Completed⁴: 74

Demographics

Educational Attainment (18 years+)

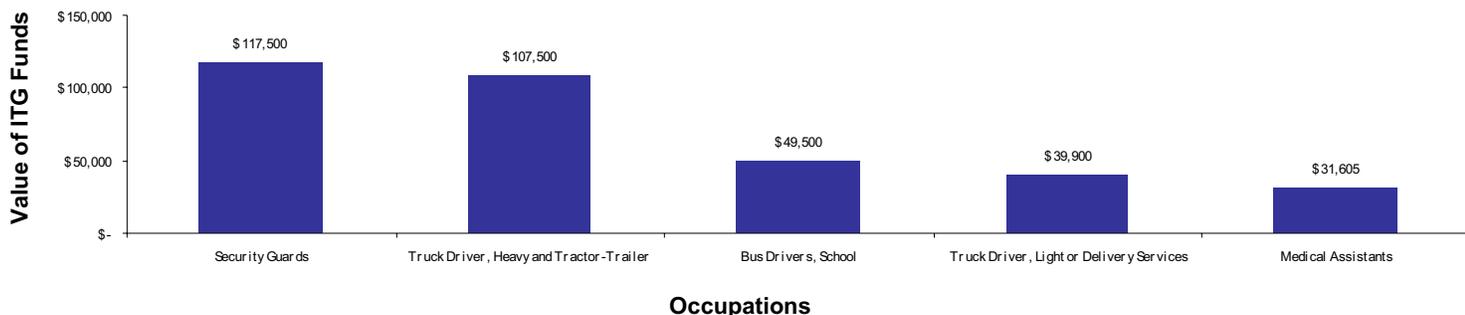


Age Distribution



Training

Top Five Occupations by ITG Funding Represents 79% of Center's ITG Funds Utilized



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

¹Registered 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.

²Front Door Traffic is the number of customer visits to the Career Center, including repeat visits by the same customer.

³Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made in CY2007.

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

Staten Island



Workforce1 Career Center Profile

Annual Highlights (2007)

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
718.981.8724 f

Hours: M-F, 9am-5pm
Manager: Robin Johnson
Vendor: Arbor E&T
Operating Budget: \$834,487
Facility Budget: \$320,000
Size: 8,100 sq. ft.

Jobseeker Customers

- Registered Jobseekers¹: 3,485
- Front Door Traffic²: 13,789
- Job Placements: 1,827
- Annual Placement Growth Rate: 7.47%
- Median Wage of Placements: \$9.00

Community Partners³

- Active Partners: 6
- Partner Placements: 146
- Top High-Performing Partners: Under Development

Business Customers

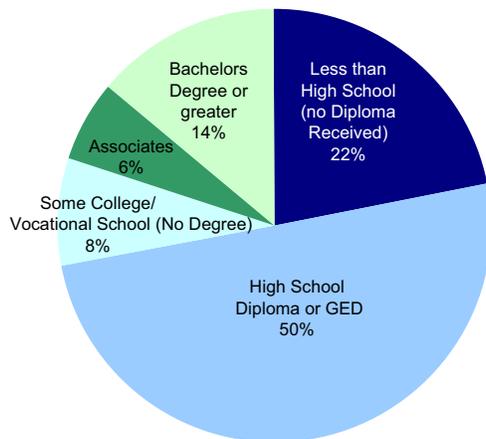
- Target Sectors: Finance & Insurance, Health Care & Social Assistance, Retail
- Key Accounts: Au Bon Pain, BR Guest

Individual Training Grants (ITG)

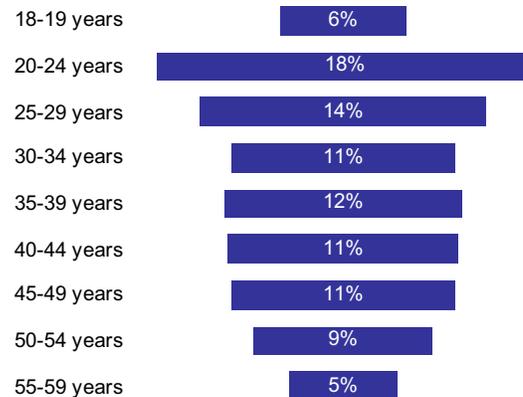
- ITG Funds Utilized: \$625,338
- ITGs Issued: 253
- ITGs Completed⁴: 168

Demographics

Educational Attainment (18 years+)

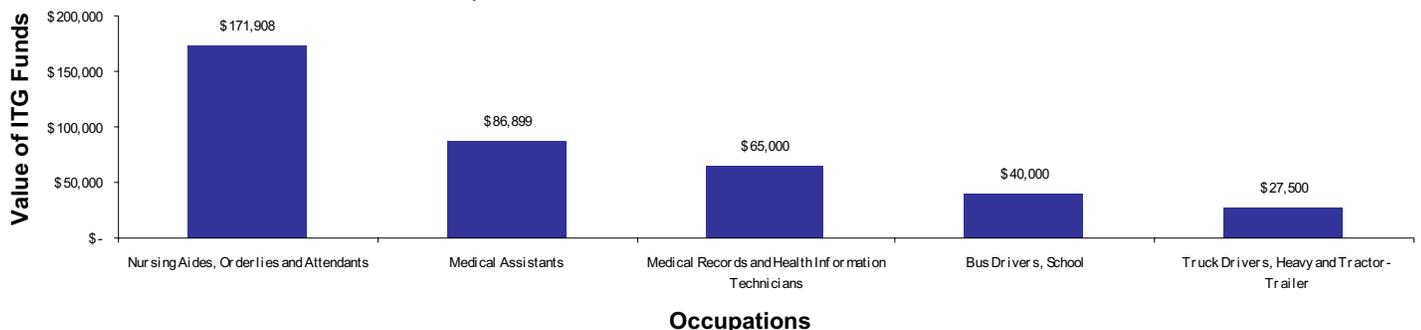


Age Distribution



Training

Top Five Occupations by ITG Funding Represents 63% of Center's ITG Funds Utilized



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

¹ 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.

² Front Door Traffic is the number of customer visits to the Career Center, including repeat visits by the same customer.

³ Total number of active Partners as indicated on the Master Partner Director, December 2007. Total number of placements made through the partner network represent placements made during CY2007.

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