

The City of Albany Poverty Reduction Initiative (CAPRI)

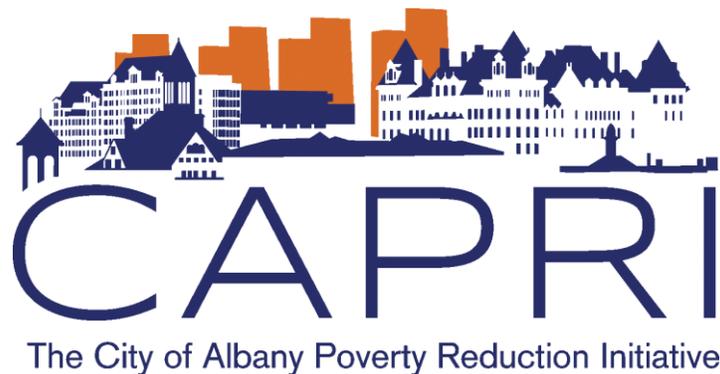
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# WORKFORCE DEVELOPMENT PROVIDER SURVEY

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*Final Report of Survey Results*

July 2017



200 Henry Johnson Boulevard, Suite 4. Albany, New York 12210

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## Background

This report presents the results of the *Workforce Development Provider Survey* that was distributed to a diverse group of providers that included workforce development providers, nonprofit agencies, employers, trade unions, and universities that operate or have a presence in the City of Albany. The City of Albany Poverty Reduction Initiative (CAPRI) hosted a workforce development forum on July 12, 2017 to discuss issues related to workforce development and poverty in the City of Albany as well as encourage collaboration among service providers.

## Survey Objective

The *Workforce Development Provider Survey*, offered in both an online and paper format, was designed to collect information on the current state of workforce development in the City of Albany including identifying what services are available, any gaps in service, and where collaboration across communities and sectors is occurring. This information will be used to guide the development of the Request for Proposals for the CAPRI.

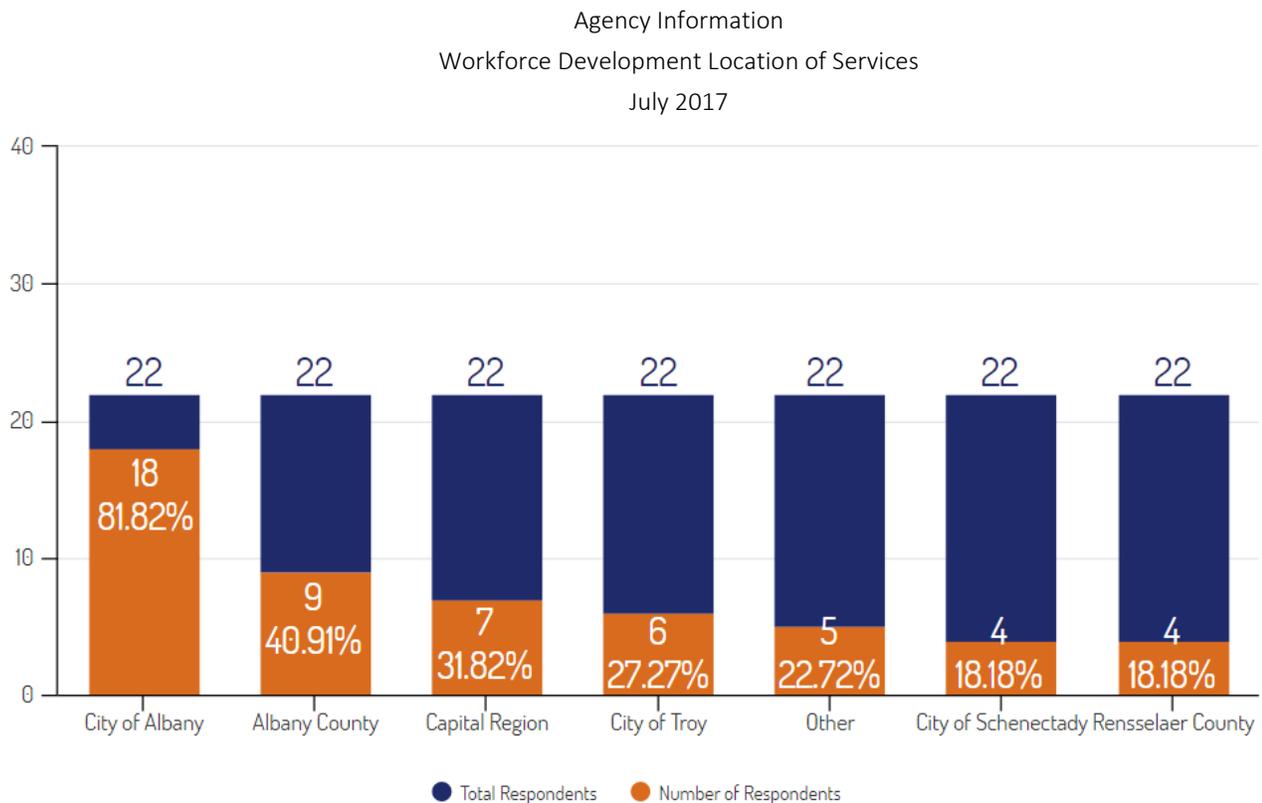
# DATA ANALYSIS

## Agency Information

### *Location of Services Provided*

Providers were asked to indicate where in the Capital Region their agency provides Workforce Development services<sup>1</sup>. Of the 22 respondents, 81.82 percent (18 respondents) provide workforce development services in the City of Albany. 40.91 percent (9 respondents) provide workforce development services in Albany County. 31.82 percent (7 respondents) provide workforce development services in the Capital Region<sup>2</sup>. 27.27 percent (6 respondents) provide workforce development services in the City of Troy. 22.72 percent (5 respondents) indicated Other. 18.18 percent (4 respondents respectively) provide workforce development services in the City of Schenectady and Rensselaer County.

Figure 1.1



<sup>1</sup> Respondents were instructed to select all Capital Region areas that apply.

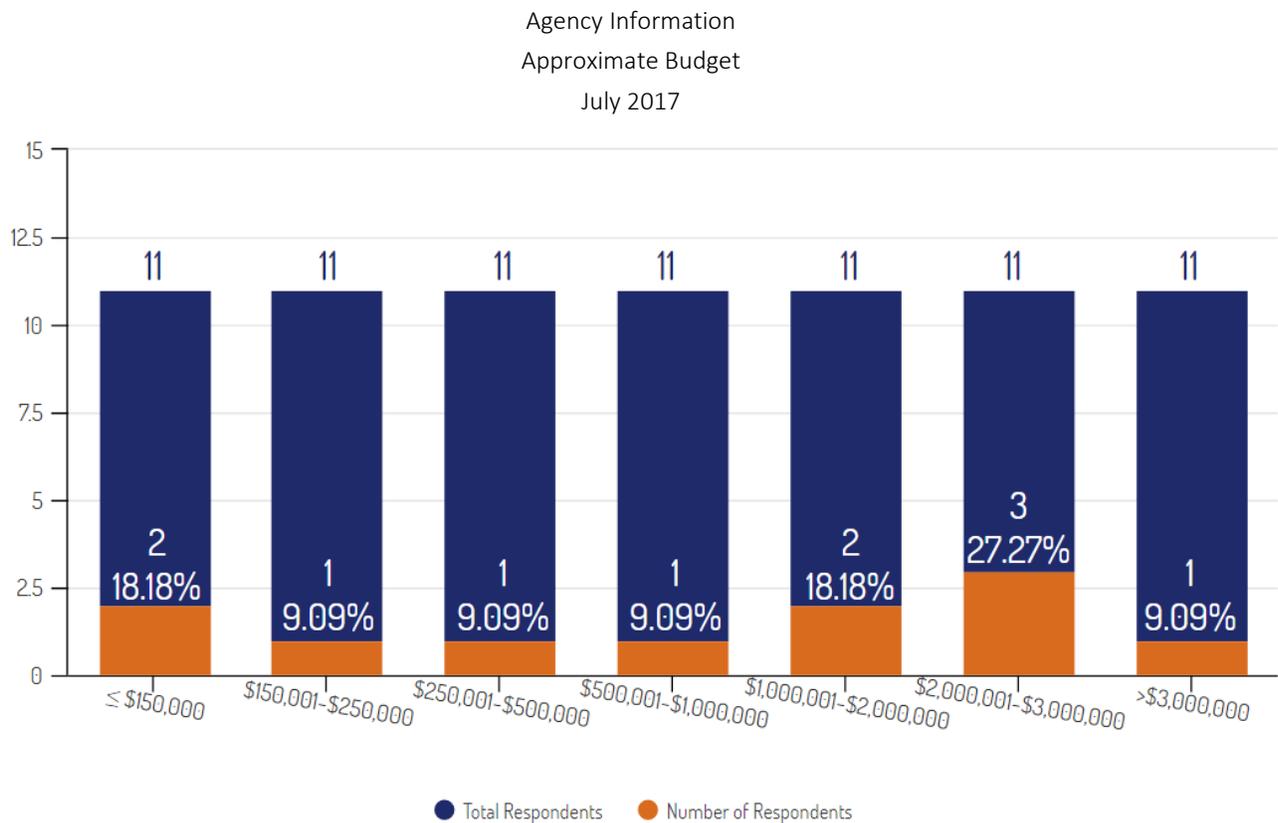
<sup>2</sup> Albany County, Saratoga County, Schenectady County, & Rensselaer County

# Agency Information

## Approximate Budget

Providers were asked to indicate their approximate budget. Of the 11 respondents, 27 percent (3 respondents) indicated their approximate budget between \$2 million and \$3 million. 18.18 percent (2 respondents respectively) indicated their approximate budget less than or equal to \$150,000 and between \$1 million and \$2 million. 9.09 percent (1 respondent respectively) indicated a budget between \$150,000 and \$250,000, between \$250,000 and \$500,000, between 500,000 and \$1 million, and over \$3 million.

Figure 1.2

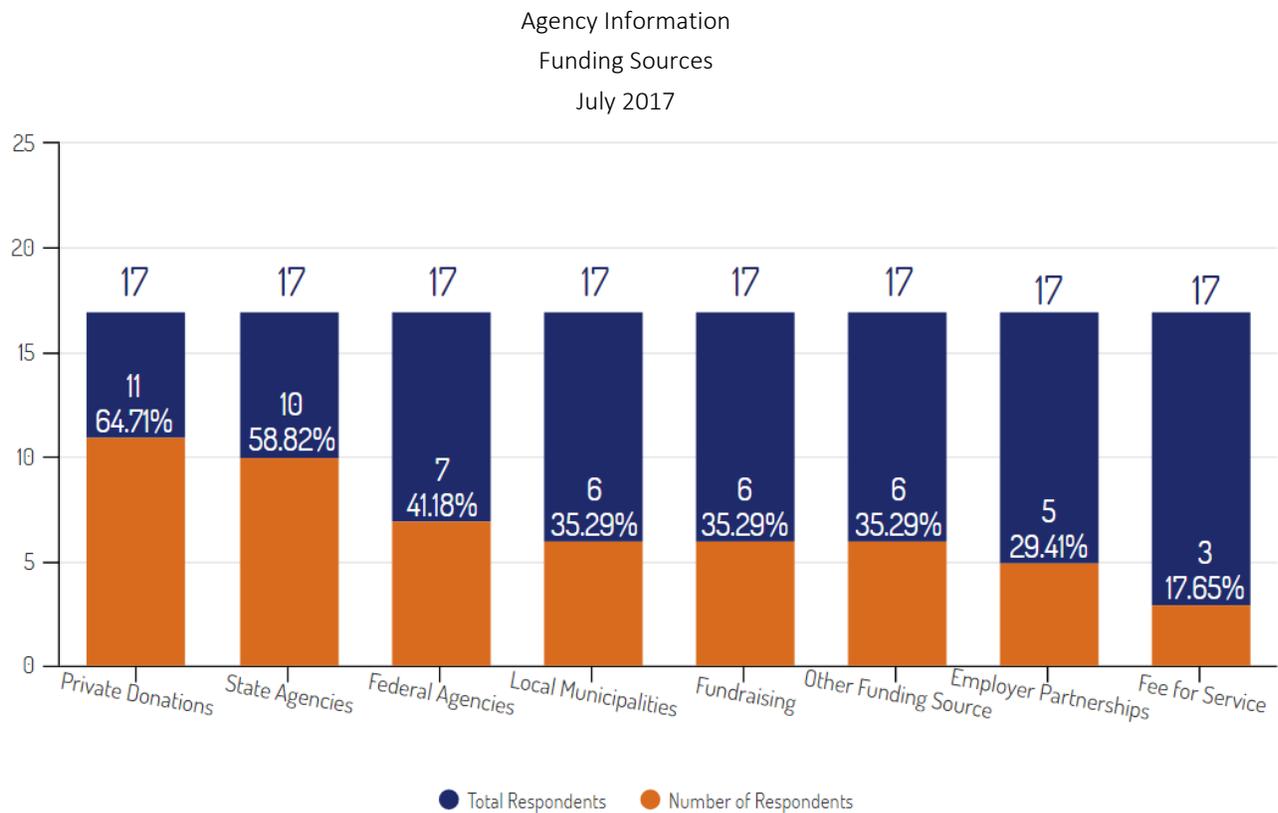


# Agency Information

## Funding Sources

Providers were asked to indicate their funding sources for workforce development services<sup>3</sup>. Of the 17 respondents, 64.71 percent (11 respondents) receive funding through private donations. 58.82 percent (10 respondents) receive funding through state agencies. 41.18 percent (7 respondents) receive funding through federal agencies. 35.29 percent (6 respondents respectively) receive funding through local municipalities, fundraising, or some other funding source. 29.41 percent (5 respondents) receive funding through employer partnerships, and 17.65 percent (3 respondents) receive funding through fee for service.

Figure 1.3



<sup>3</sup> Providers were instructed to indicate all that apply

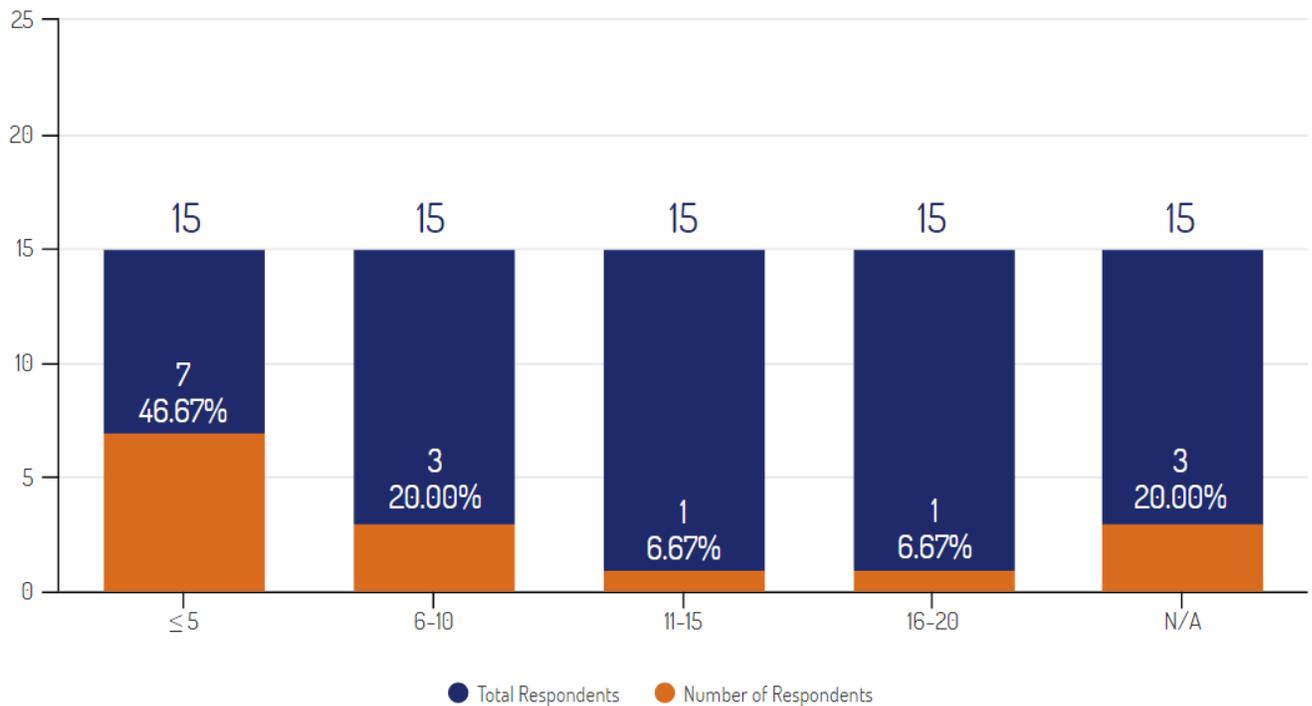
# Agency Information

## Number of Employees

Providers were asked to indicate how many employees provide workforce development services at their agency. Of the 15 respondents, 46.67 percent (7 respondents) reported that less than 5 employees provide workforce development services at their agency. 20 percent (3 respondents) reported that between 6 and 10 employees provide workforce development services at their agency and 20 percent (3 respondents) indicated that the question was not applicable. 6.67 percent (1 respondent) reported that between 11 and 15 employees provide workforce development services at their agency, and 6.67 percent (1 respondent) reported that between 16 and 20 employees provide workforce development services at their agency.

Figure 1.4

Agency Information  
Employees Providing Workforce Development Services  
July 2017



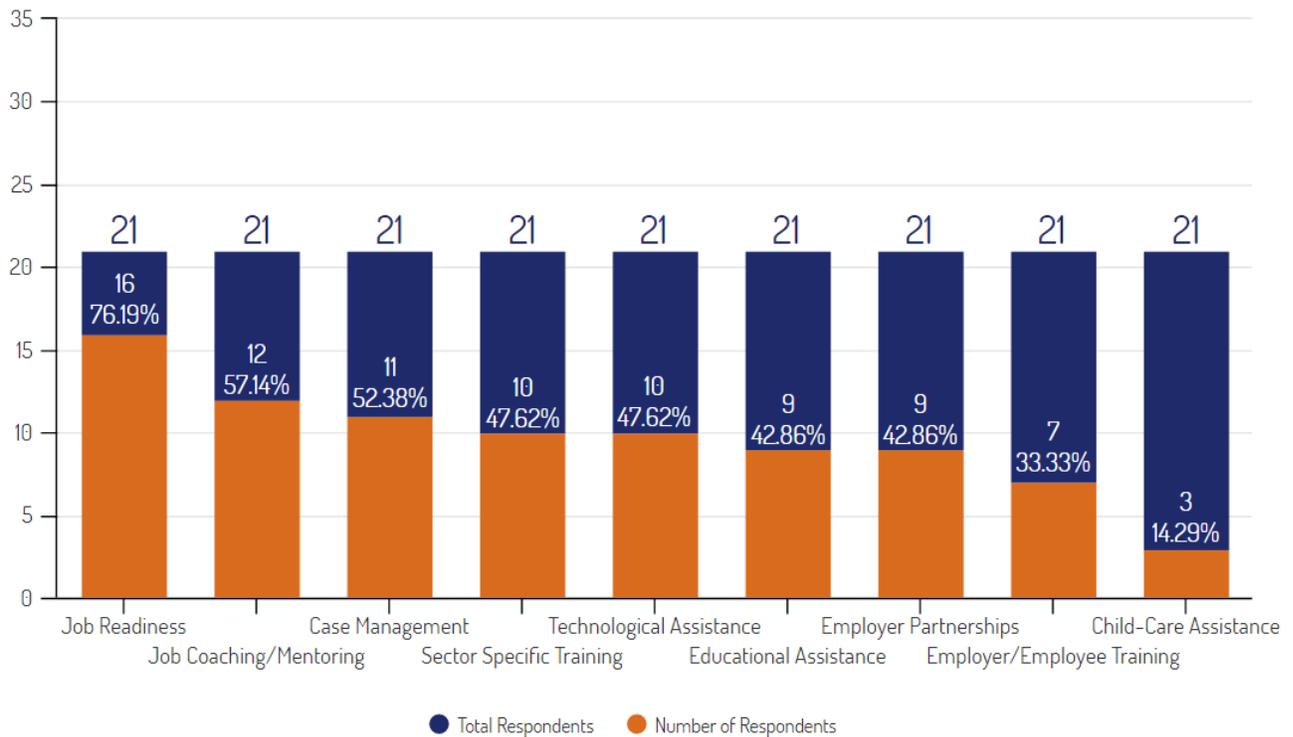
# Services Information

## Services Provided

Providers were asked to indicate what workforce development services are provided at their agency<sup>4</sup>. 76.19 percent (16 respondents) provide job readiness training, 57.14 percent (12 respondents) provide job coaching and/or mentoring, 52.38 percent (11 respondents) provide case management services, 47.62 percent (10 respondents) provide sector specific training, 47.62 percent (10 respondents) provide technological assistance, 42.86 percent (9 respondents) provide educational assistance, 42.86 percent (9 respondents) provide employer partnerships, 33.33 percent (7 respondents) provide employer and/or employee training, and 14.29 percent (3 respondents) provide child-care assistance.

Figure 1.5

Service Information  
Workforce Development Services Provided  
July 2017



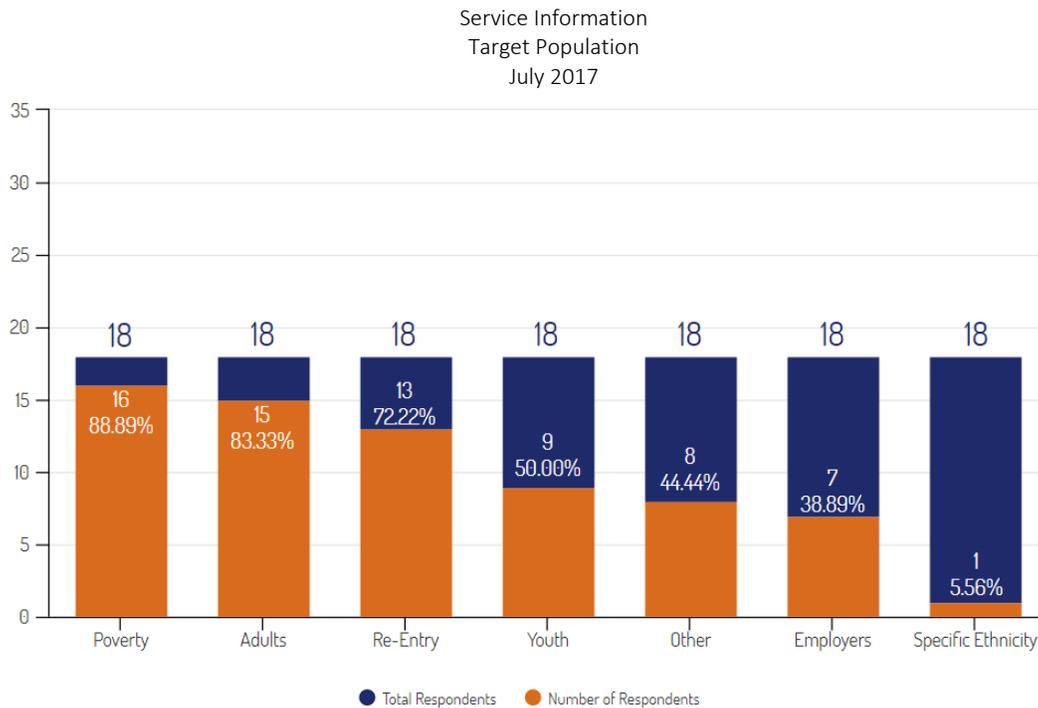
<sup>4</sup> Providers were instructed to indicate all that applied

# Services Information

## Target Population

Providers were asked to indicate their target population(s)<sup>5</sup>. Of the 18 respondents, 88.89 percent (16 respondents) identified those in poverty as a target population. 83.33 percent (15 respondents) identified adults as a target population. 72.22 percent (13 respondents) identified those re-entering the community as a target population. 50 percent (9 respondents) identified youth as a target population. 44.44 percent identified other as a target population<sup>6</sup>. 38.89 percent identified employers as a target population, and 5.56 percent (1 respondent) identified a specific ethnicity as a target population<sup>7</sup>.

Figure 1.6



<sup>5</sup> Providers were instructed to indicate all that apply

<sup>6</sup> Responses:

- Adult populations are coming next. Youth ages 15-18
- Siena’s Franciscan mission is centered on serving the poor and marginalized
- People of Color
- Homeless
- We offer Poverty Simulation to the public, tailored specifically to the group participating. Our target audiences are policy makers, graduate/law/medical students, and service providers including: social workers, legal/medical service providers, & educators
- Individuals with disabilities
- The focus is on those living in poverty given the disproportionality of poverty in the community of Color. We suspect the lion share of these efforts will result in the primary demographic group we will serve will be Black and Latino
- Ethnicity – aspiring young professionals from diverse ethnic and socioeconomic backgrounds

<sup>7</sup> Response:

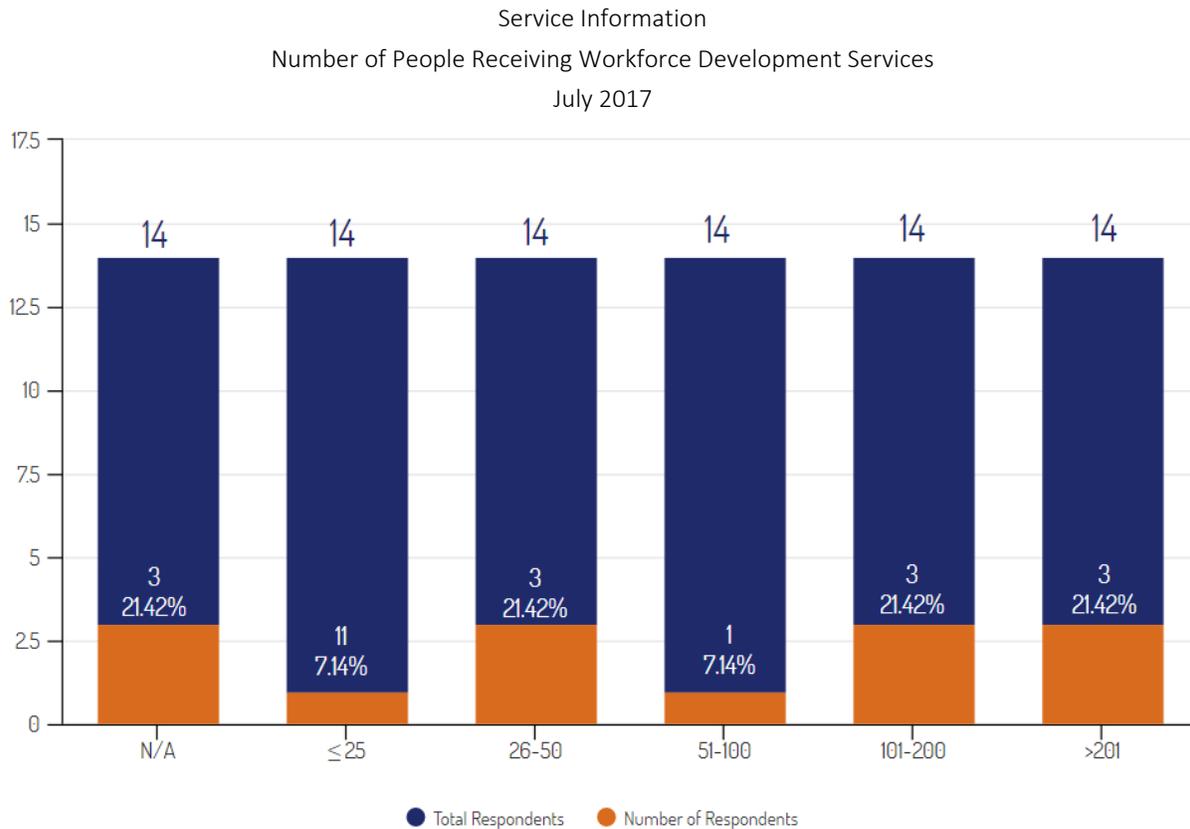
- Ethnicity – aspiring young professionals from diverse ethnic and socioeconomic backgrounds

# Services Information

## Number of People Served in Last Year

Providers were asked to indicate how many people received workforce development services through their agency in the previous year. Of the 14 respondents, 21.42 percent (3 respondents) indicated that the question was not applicable. 21.41 percent (3 respondents) indicated that their agency provided workforce development services to between 26 and 50 people. 21.42 percent (3 respondents) indicated that their agency provided workforce development services to between 101 and 200 people. 21.42 percent (3 respondents) indicated that their agency provided workforce development services to over 201 people<sup>8</sup>. 7.14 percent (1 respondent) indicated that their agency provided workforce development services to less than 25 people, and 7.14 percent indicated that their agency provided workforce development services to between 51 and 100 people.

Figure 1.7



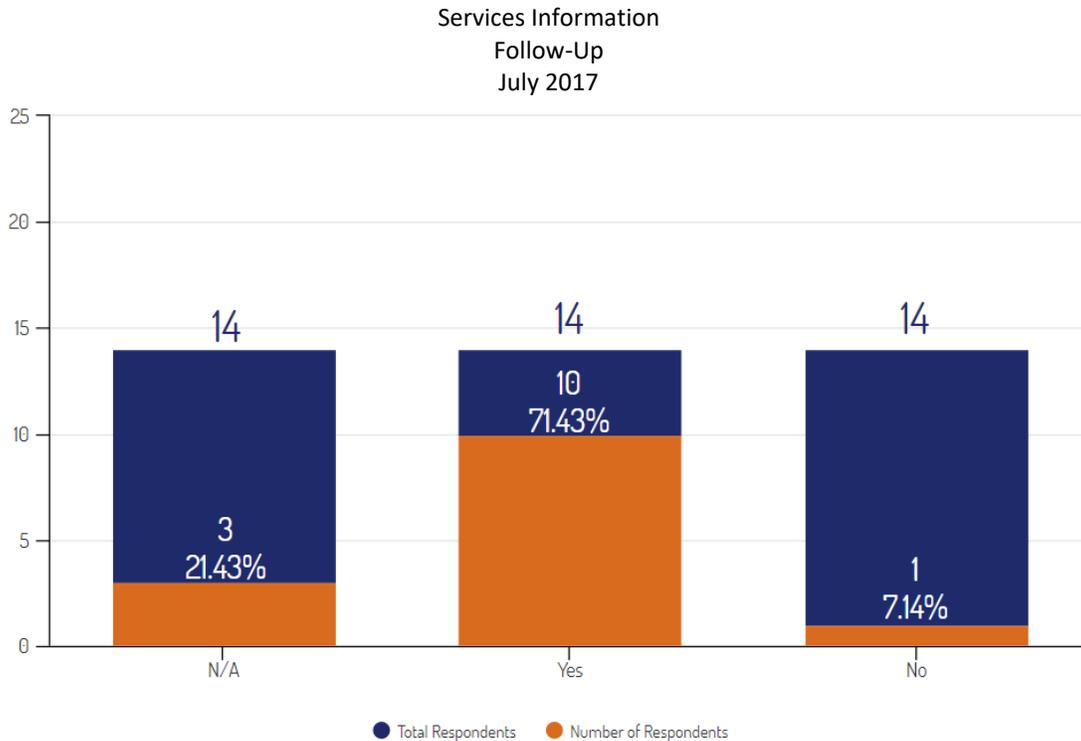
<sup>8</sup> 1 respondent indicated their agency provided workforce development services for over 6,000 people

# Services Information

## Follow-Up

Providers were asked to indicate if they follow-up with those served and if so, to indicate the results of the follow-up. Of the 14 respondents, 71.43 percent (10 respondents) indicated that their agency did conduct a follow-up with those served by their agency<sup>9</sup>. 21.43 percent (3 respondents) indicated that the question was not applicable, and 7.14 percent (1 respondent) indicated that their agency did not conduct any follow-up.

Figure 1.8



<sup>9</sup> Responses:

- Yes. Mixed.
- Yes but due to transient life of participants, it can be difficult. We use a Facebook group for Alumni
- Yes, we do track individuals once employed through case management/retention services
- Yes, but this process is being worked on now to increase case management services
- Yes
- Yes. Mixed
- Yes. At times students request additional assistance with transitioning from one position to the next or with the transition from school to career.
- Yes. Many previous participants became volunteers for future simulations
- Yes 1 year retention services
- Yes for one year
- As mentioned the programs have not started but our intend [sic] is to track the people served and periodically survey them, the CBOs/nonprofits providing training, and the employers hiring them

# Service Information

## *How Outcomes are Measured*

Providers were asked to identify outcomes related to workforce development and how those outcomes are measured. The 14 respondents' answers are as follows:

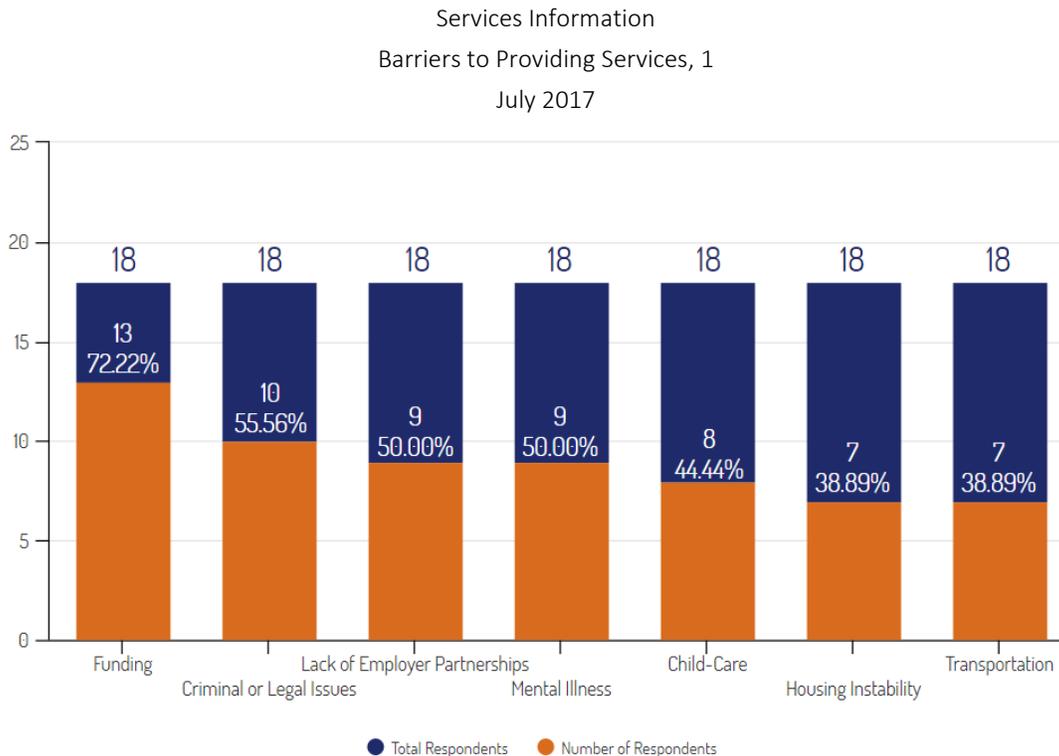
- We enroll people in Ready Set Work (RSW) We're mandated by HUD to assist persons seeking earned income
- We measure by those who receive employment services
- We work with teens so graduation from high school is primary. Moving to secondary education or a paid position is the next goal.
- We collect information on VISTAs and AmeriCorps members who to economic development work.
- Case specific training plans monitored by a certified teacher and teaching assistance.
- NA
- Measured based on 18 months post visit, how many residents earn employment; retain employment longer than 6 months, 12 months; how may skills they acquire through workshops or certificate training.
- Employed participants. Interview follow ups.
- We do not have the data for 2016. Carmen will provide this data in a future date.
- We measure outcomes by the number of people who complete a Poverty Simulation course with us.
- Apprentice graduation. 5 year program
- Employment obtained, retention of employment, support services obtained, financial literacy (asset building), Training credentials obtained
- Employment based on job placement numbers (we also focus on students going to college)
- \*Those who achieve self sufficiency [sic]\* Number who become employed \*Graduates
- We seek to have those completing the MBSK Readiness program hired by hotel and other hospitality sector employers

# Services Information

## Barriers to Providing Services

Providers were asked to identify barriers to providing services<sup>10</sup>. Of the 18 respondents, 72.22 percent (13 respondents) identified funding as a barrier to providing services. 55.56 percent (10 respondents) identified criminal or legal issues as a barrier to providing services. 50 percent (9 respondents) identified lack of employer partnerships as a barrier to providing services. 50 percent (9 respondents) indicated mental illness as a barrier to providing services. 44.44 percent (8 respondents) identified difficulties with child-care as a barrier to providing services, 38.89 percent (7 respondents) identified housing instability as a barrier, 38.89 percent (7 respondents) identified lack of adequate transportation as a barrier, 38.89 percent (7 respondents) identified substance abuse as a barrier, 27.78 percent (5 respondents) identified health or disabilities as a barrier, 22.22 percent (4 respondents) identified lack of consumers as a barrier, 22.22 percent (4 respondents) identified lack of staff as a barrier, 16.67 percent (3 respondents) identified literacy (language other than English) as a barrier, 11.11 percent (2 respondents) identified literacy (English) as a barrier, 11.11 percent (2 respondents) identified language barriers as a barrier, and 5.56 percent (1 respondent) identified lack of training availability as a barrier to providing services.

Figure 1.9



<sup>10</sup> Providers were asked to indicate all that applied

Figure 1.10

