

Attachment B

**Tompkins Workforce New York
One Stop Center
Staff Training Plan
January 1, 2005 – December 31, 2005**

NYATEP Conferences 2005	Spring 2005, Fall
Customer Flow/Partner Referral	January 2005
Partner Performance	February 2005
Customer Service Training	April 2005
Partner Cross Training Day	Fall 2005
OSOS –Basic Troubleshooting	Ongoing
OSOS – Match/refer	Ongoing
One-Stop Orientation/Training for Resource Room Staff	Ongoing

Attachment C

Tompkins Workforce New York One-Stop Center

Business Core Services

1. **Business Assistance** – Dedicated staff, Technical assistance, Dedicated space, Information technology, Recruitment, Assessment & Testing, NYS Job Bank & Talent Bank.
2. **Training or Training referral to Job-seekers and workers**—Soft skills, basic computer skills, industry specific skills
3. **Labor Market Information**-Export vs Import industries, Unemployment vs Underemployment, and Skills and Occupations in Demand.

Individual Core Services

1. Marketing & Outreach
2. Orientation
3. Assessment
4. Eligibility Determination
5. Job Search & Placement Assistance
6. Employment Statistics
7. Performance & Program Cost Information
8. Local Area Performance
9. Support Services
10. Information on Filing Unemployment Insurance Claims
11. Follow-up Services

Individual Intensive Services

1. Comprehensive Assessment
2. Diagnostic Testing
3. Evaluation of barriers to employment and employment goals
4. Development of an Individual Employment Plan
5. Group counseling
6. Individual counseling and career counseling
7. Case management
8. Pre-vocational services

ATTACHMENT D

	<u>Last Month</u>	<u>Current Month</u>	<u>Year-to- Date^{(1) (2)}</u>
<u>One-Stop Center</u>			
Customer Visits			
Number of Services Rendered			
Overall Customers Satisfied			
Number of Yes			
Number of No			
<u>DOL</u> ⁽²⁾			
Number of Total Job Seekers Served			
Number of Total UI Customers Served			
Number of Customers Finding Work			
Number of UI Customers Finding Work			
<u>Customer Sales & Service</u>			
Number of Trainees			
Completions			
Entered Employment			
Number in additional training courses			
Number trained in management mini courses			
NRF Certificate Exams			
Number of Exams Administered			
Number of Exams Passed			
<u>Career Resources/Job Club</u>			
Number of Trainees			
Completions **			
Entered Employment			
** Completions occur @ 7 th week.			
<u>WIA Training - Adult & Dislocated Worker</u>			
# of New Trainees - Unemployed/ITAs			
# of New Trainees - Employed/Upgraded Skills Training			
<u>Business Services</u> ⁽²⁾			
New Businesses Registered			
Total Businesses Served			
New Job Openings Listed			
Employers Listing Jobs in AJB			
New Job Openings Listed in AJB			

(1) The sum of Prior Month's Y-T-D and Current Month's data may not add to Year-to-Date totals due to the inclusion of updated data for prior months.

(2) Y-T-D data for DOL and Business Services is Unduplicated data.