The WORKFORCE SYNERGY FORUM

Resources: Planning for Basic Skills Assessment & Services

Seek out your Title II provider! They can offer a ton of resources for your Title I customers...Title III and IV customers for that matter too!
–Joe Campbell, Franklin-Essex-Hamilton BOCES

I encourage everybody to reach out to your partner staff - even attend a meeting. There are a lot of great partnerships you can build from there.
– Maria Huntington, Champlain Valley Education Services (CVES) BOCES, Plattsburgh

Leave TABE testing to Title II providers and co-case manage with them for efficiency and customer service. – Juie Deo, NYSDOL

Northstar Digital Literacy is a particularly useful tool for our customers, and we encourage you to go ahead and take some of the classes yourself.
– Akilah Jones & Vikki Kaufman, NYSDOL

Attached: Insights, Highlights, and Slides

Recording

Click: "View session recordings" at the top right corner | Search: Planning for Basic Skills Services

Included Resources are for:
- Basics of Basic Skills
- Partnership building advice
- Data of available basic skills individuals

Agenda:
- Basic Skills Assessment
- Partnering with the Adult Education System
- Meeting Indicators of Performance and Adult Priority of Service Metric

Share your resources to train WIOA staff at Synergy Google Drive or email the WIOA Admin Office

Experts Speak

Combine the powers of WIOA Title I & Title II

Title I funds for supportive services or transitional jobs

+

Title II High School Equivalency (HSE) or English Language Learners (ELL) or Career & Technical Education Courses

=

Barriers removed and a path to success

Braid funds across titles, grants & partners

Title I funds for Occupational Skills Training

+

Title II funds for staff

=

A formula for success

Lisa Pearson: Adult Ed programs are provided at no cost to participants and use a robust and comprehensive intake process to identify individuals' needs and the best programs for them. Find and connect with Adult Education programs in your region:

- Comprehensive list with location, email address & phone number
- Search the map by Regional Adult Education Networks (RAENs)

Want to figure out your local area-specific formula for success?

Connect with Joe (jcampbel@fehb.org), Maria (huntington_maria@cves.org) or Juie & Meg (LWDB@labor.ny.gov) We will be happy to hear from you!

Seek grants from other partners, like the Office of Temporary and Disability Assistance (OTDA) or Department of Education, private foundations and make an even stronger formula!

Digital Literacy Speaks

Every Career Center has a license for Northstar Digital Literacy

Online, self-guided modules assess the ability of individuals to perform tasks on computers and online. Included are basic computer digital literacy standards and modules in:

Customers like Northstar, when they start using it!

-Vikki Kaufmann & Akilah Jones

Standards for Essential Computer Skills	Standards for Essential Software Skills	Standards for Using Technology in Daily Life
Basic Computer Skills	Microsoft Word	Social Media
Internet Basics	Microsoft Excel	Information Literacy
Using Email	Microsoft PowerPoint	Career Search Skills
Windows 10	Google Docs	Accessing Telehealth Appointments
Windows 11		Your Digital Footprint
Mac OS		Supporting K-12 Distance Learning

Don't know who your Northstar Digital Literacy Admin is? Contact Akilah labor.sm.futureofwork@labor.ny.gov

Your Feedback Speaks

About Basic Skills, mark all that apply. We:

a) Serve fewer individuals with basic skills deficiencies than we would like.
31%

b) Need to build multi-sector partnerships for basic skills services.
29%

c) Refer customers to improve basic and literacy skills but haven't tried shared case management.
43%

d) Didn't know Northstar has advanced modules for digital literacy for all customers.
29%

e) Need to improve our data entry of customers who do not have a high school diploma or equivalent.
31%

f) Haven't used any assessment other than TABE
17%

g) Are a WIOA Title I and Title II provider
43%

- Engage partners to initiate co-case management and leverage resources.
- Try basic and advanced modules of Northstar and start a cohort.
- Offer tours to partners and customers on unique employment services you offer.
- Develop a strategic outreach plan to engage organizations utilized by individuals in need of basic skills:
  - English Language Learners
  - Those without high school diploma/equivalency (HSD/E)
  - Those with only an Individualized Education Plan (IEP) or
  - Those lacking digital literacy.
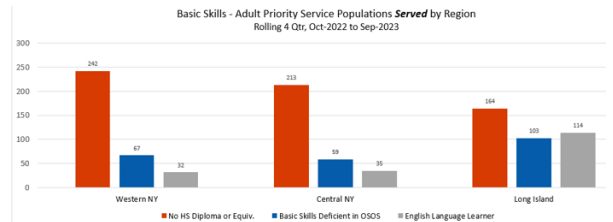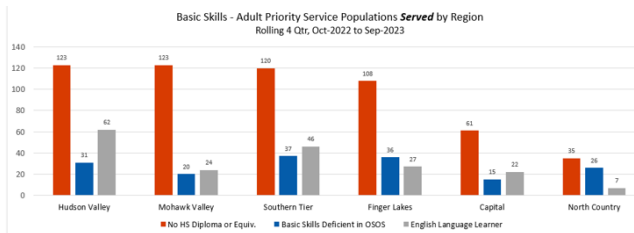- Reach out to Title II providers to learn more about their programs.

Data Speaks

In each region and county, we have a large number of individuals who would be classified as Basic Skills Deficient

We can update our Basic Skills Deficiency data entry in OSOS for individuals without HSD/E.
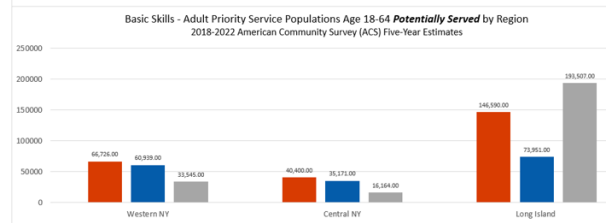
Data Entry

No HSD/E must be equal to BSD in OSOS

Basic Skills - Adult Priority Service Populations *Served* by Region
Rolling 4 Qtr, Oct-2022 to Sep-2023

Available Customers

Which customers do you want to target outreach?

Basic Skills - Adult Priority Service Populations Age 18-64 *Potentially Served* by Region
2018-2022 American Community Survey (ACS) Five-Year Estimates
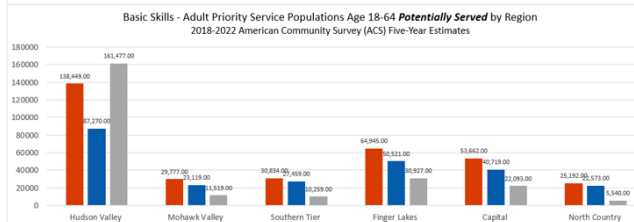
■ No HS Diploma or Equiv.   ■ Basic Skills Deficient in OSOS   ■ English Language Learner

County and Region Specific Data Attached

Handouts & Resources

Slides on Basics of Basic Skills Attached

- Basic Skills Assessment

- Comprehensive Assessment and Supplemental Data OSOS Guide

- Northstar Digital Literacy basic and advanced modules

  o Try some assessments!

  o Practice lessons at Northstar Online Learning

  o If you are a staff member, ask your administrator for staff and/or proctor access: Join us for Northstar Office Hours April 5th, 10:00-10:30, and every other Friday

  o Need help with Northstar? Email: labor.sm.futureofwork@labor.ny.gov

- Release of information form to be completed at initial assessment from customer to support in follow-up

Adult Education Programs

- Literacy Zones – An initiative to close the achievement gap in urban and rural communities of concentrated poverty and high concentrations of families and individuals with limited literacy or English language proficiency

- Adult Literacy Education Programs (ESL, Secondary Education, Basic Education)

- Employment Preparation Education (EPE – students 21 years of age or older without a US HS diploma)

- NYSED/CUNY CareerKits – A Comprehensive Career Preparation Teaching Resource for HSE & ESL Learners Reflecting NYS Regional Labor Market Statistics

- CollectEdNY – Resources for NYS educators preparing adult students for high school equivalency and beyond

- Adult Citizenship Education Sample Curriculum

- National External Diploma Program (Online HS Equivalency)

Resources from past Workforce Synergy Forums (under the Workforce Synergy Forum filter)
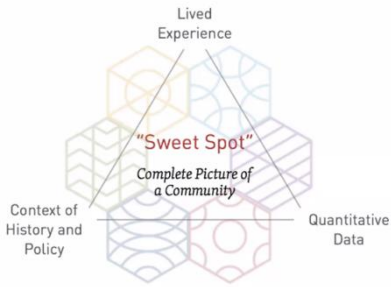
Shape the Synergy Forum & Take Initiative!

Share resources to train new staff about A/DW WIOA programs via Synergy Google Drive or Email the WIOA Admin Office.

Share your Workforce Synergy Forum impact or successes with only two answers!

What's Workforce Synergy Forum?

As the leaders of WIOA Adult/DW Programs, we all face similar opportunities and thrive by asking questions, sharing practices, and learning from experts and our peers. Workforce Synergy is a monthly forum dedicated to exploring, developing, and sustaining effective workforce strategies. We will collectively build the synergy we want and need throughout 2024 and beyond. Leaders are encouraged to attend live for active, real-time collaboration!

Inspired? Questions? Collaborate! LWDB@labor.ny.gov | 518-457-3555

Brought to you by the WIOA Adult/Dislocated Worker Program Leaders and New York State Department of Labor

2018-2022 American Community Survey (ACS) Five-Year Estimates

Region	County	No high school diploma or equivalency	Speaks English less than very well	No paid Internet service* or no computer in household**
New York State		**1,349,617**	**1,682,661**	**826,591**
Capital Region		53,662	22,093	40,719
	Albany County	14,488	10,625	12,240
	Columbia County	2,831	1,229	2,432
	Greene County	3,776	705	2,918
	Rensselaer County	7,735	2,546	4,597
	Saratoga County	8,306	3,168	5,928
	Schenectady County	8,850	2,712	7,183
	Warren County	3,374	362	2,489
	Washington County	4,302	746	2,932
Central Region		40,400	16,164	35,171
	Cayuga County	5,760	659	3,411
	Cortland County	2,159	458	3,066
	Madison County	2,623	660	2,484
	Onondaga County	23,111	13,748	22,896
	Oswego County	6,747	639	3,314
Finger Lakes Region		64,945	30,927	50,521
	Genesee County	2,355	447	2,037
	Livingston County	2,603	1,071	2,158
	Monroe County	37,244	24,833	29,578
	Ontario County	4,066	1,484	3,563
	Orleans County	3,663	685	1,499
	Seneca County	3,487	441	2,088
	Wayne County	5,265	1,125	4,389
	Wyoming County	3,349	314	2,228
	Yates County	2,913	527	2,981
Hudson Valley Region		138,449	161,477	87,270
	Dutchess County	15,084	9,891	7,451
	Orange County	24,208	24,178	21,502
	Putnam County	4,121	3,597	1,604
	Rockland County	21,181	33,657	19,903
	Sullivan County	5,948	3,793	4,263
	Ulster County	9,434	3,617	4,770
	Westchester County	58,473	82,744	27,777
Long Island Region		146,590	193,507	73,951
	Nassau County	60,195	98,480	26,446
	Suffolk County	86,395	95,027	47,505
Mohawk Valley Region		29,777	11,519	23,119
	Fulton County	4,203	214	3,071
	Herkimer County	2,978	608	2,768
	Montgomery County	3,261	1,260	3,250
	Oneida County	14,920	8,518	9,027
	Otsego County	2,976	786	3,509
	Schoharie County	1,439	133	1,494

2018-2022 American Community Survey (ACS) Five-Year Estimates

Region	County	No high school diploma or equivalency	Speaks English less than very well	No paid Internet service* or no computer in household**
New York State		**1,349,617**	**1,682,661**	**826,591**
New York City Region		753,042	1,197,630	404,869
	Bronx County	195,822	245,463	89,167
	Kings County	222,596	339,342	144,867
	New York County	94,675	134,519	62,001
	Queens County	209,598	434,609	87,094
	Richmond County	30,351	43,697	21,740
North Country Region		25,192	5,540	22,573
	Clinton County	5,519	630	4,379
	Essex County	1,954	536	1,436
	Franklin County	3,789	598	2,445
	Hamilton County	420	19	377
	Jefferson County	5,212	2,348	5,157
	Lewis County	1,288	95	1,496
	St. Lawrence County	7,010	1,314	7,283
Southern Tier Region		30,834	10,259	27,459
	Broome County	10,115	4,462	7,545
	Chemung County	5,154	863	3,737
	Chenango County	3,176	346	2,231
	Delaware County	2,229	359	1,865
	Schuyler County	881	181	1,007
	Steuben County	4,702	886	5,015
	Tioga County	2,377	254	1,522
	Tompkins County	2,200	2,908	4,537
Western New York Region		66,726	33,545	60,939
	Allegany County	1,983	437	2,751
	Cattaraugus County	4,816	598	6,495
	Chautauqua County	8,116	2,689	7,402
	Erie County	41,990	27,612	35,907
	Niagara County	9,821	2,209	8,384

Education Data Prepared by NYS Department of Labor, Division of Research and Statistics.
Sources: 2018-2022 American Community Survey 5-year Estimates Table B15001
https://data.census.gov/table/ACSDT5Y2022.B15001?t=Age%20and%20Sex:Educational%20Attainment&g=040XX00US36,36$0500000&tid=ACSDT1Y2022.B15001

Language Data Prepared by NYS Department of Labor, Division of Research and Statistics.
Sources: 2018-2022 American Community Survey 5-year Estimates Table B16004
https://data.census.gov/table/ACSDT5Y2022.B16004?q=%20&t=Age%20and%20Sex:Language%20Spoken%20at%20Home&g=040XX00US36,36$0500000&tid=ACSDT1Y2022.B16004
Highlighted cells have coefficient of variations greater than 35% and should be suppressed.

Internet/computer Data Prepared by NYS Department of Labor, Division of Research and Statistics.
Sources: 2018-2022 American Community Survey 5-year Estimates Table S2802
* Has Internet access by paying a cell phone company or Internet service provider.
"** Included if anyone in the household owned or used a computer such as a desktop or laptop, a smartphone, a tablet or other portable wireless computer, and some other type of computer."
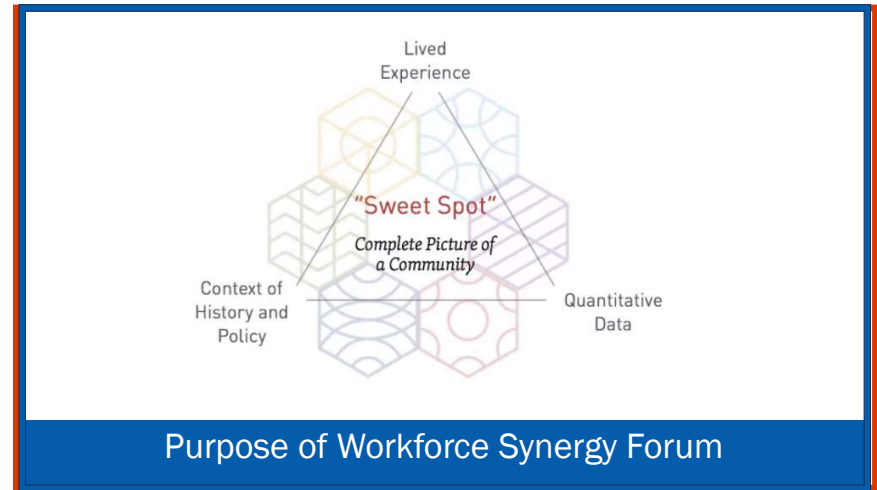https://data.census.gov/table/ACSST5Y2022.S2802?q=%20s2802&g=040XX00US36,36$0500000
Note: Excludes group quarters and vacant households. The question of access to the internet is not asked of those living in group quarters such as shelters, healthcare facilities, or correctional facilities.
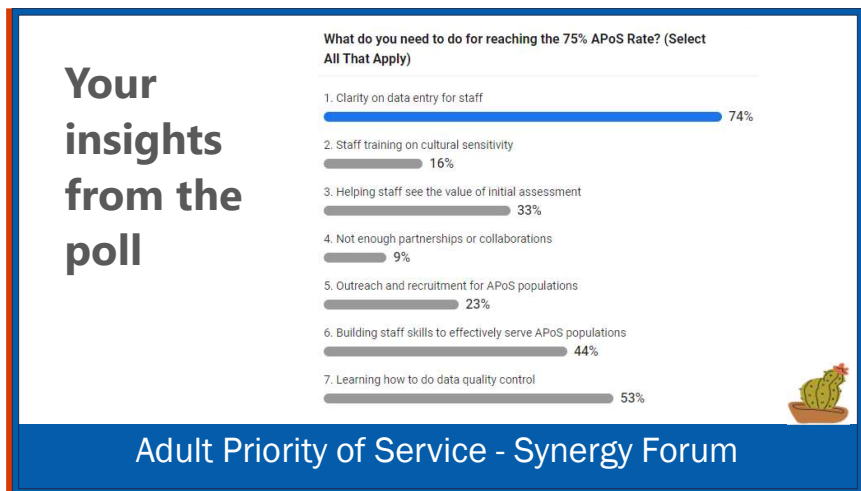
1

Purpose of Workforce Synergy Forum

2

Your insights from the poll

What do you need to do for reaching the 75% APoS Rate? (Select All That Apply)

1. Clarity on data entry for staff — 74%
2. Staff training on cultural sensitivity — 16%
3. Helping staff see the value of initial assessment — 33%
4. Not enough partnerships or collaborations — 9%
5. Outreach and recruitment for APoS populations — 23%
6. Building staff skills to effectively serve APoS populations — 44%
7. Learning how to do data quality control — 53%

Adult Priority of Service - Synergy Forum

3

Programs & Tools for Workforce Professionals

https://dol.ny.gov/workforce-professionals-tools

4 results found available within Workforce Synergy Forum ✕Clear All

Workforce Synergy Forum
Strategies for Adult Priority of Service
Includes recording and resources from with survey results, chat, and breakout room discussions
> DOWNLOAD

Workforce Synergy Forum
OJT Process and Marketing to Businesses
Recording, resources, OSOS OJT data entry slides, and feedback from WIOA Title I Leaders
> DOWNLOAD

Workforce Synergy Forum
WIOA Training Services Strategy Development
Recording, resources, and feedback from WIOA Title I Leaders
> DOWNLOAD

Workforce Synergy Forum
Learning Forum Brainstorm with WIOA Title I and NYSDOL Leaders
Recording and resources from survey, chat, and breakout rooms for strategizing and operationalizing WIOA

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Slide 5

Resources: Strategies for Adult Priority of Service (APoS)

When having conversations with staff in the Department of Social Services, remind them that a lot of the services we provide through our One Stop offices align with a lot of their requirements and performance.
– Nicole Wilson, Employment & Training Director, Herkimer

Staff development for accurate data entry and keeping up with the quarterly APoS reports is helpful.
– Craig Horowitz, Assistant Administrative Director, Suffolk

To reach the 75% APoS metric goal, build strategic partnerships. See Innovative Actions and Multi-Sector Partners Resources. – Juie Deo, NYSDOL

Self-assessment for innovative leadership actions to take and rate yourself!

Data Management and Accuracy
- Legend that describes data values, OSOS data entry, and troubleshooting ideas for APoS Quarterly Reports
- Video on how to use APoS Quarterly Reports to correct the data entry
- Lists and Search by Staff Activities in OSOS in slides
- OSOS guide on performing advanced customer searches

Targeted Outreach and Partner Collaboration
- Reach More APoS Customers with Multi-Sector Partnerships
- Elevator Pitch for DSS in slides
- DSS Release from Herkimer County and Broome-Tioga

Staff Development and Recruitment
- Understanding APoS Metric Slides
- Leaders and staff take Harvard's Implicit Bias Tests and engage in discussions
- APoS Technical Advisory #23-01
- Know individualized and training services in OSOS
- Example staff quiz on APoS from Niagara

Resources from previous Workforce Synergy Forums
(under the Workforce Synergy Forum filter)

APoS Customer List Office Hours
Apr 2, 3:30-4:30 pm Register!

Use APoS Data Video:
http://tinyurl.com/APoS-Customer-List-Video

Slide 6

Synergy Forum is about YOU!

Slide 7

Upload your staff training resources

https://tinyurl.com/synergy-drive/
(or email LWDB@labor.ny.gov)

Share Synergy Forum's impact or successes with only two answers!

https://tinyurl.com/synergy-forum-impact/

Synergy Forum is nothing without your input!

Slide 8

WIOA Basic Skills
Local Experts
Chats
Q&A Mingle after 3:30
You!
Title II HSE & EEL
Data
Digital Skills
Polls

Basic Skills - Synergy Forum

Slide 9

Basic Skills - Synergy Forum

WIOA Administration Unit
Juie Deo
Meg LeFevre- Bobbin
Liz Martin

Research & Statistics
Nathan Heffner & Team

Data Center
Meg Rokov & Team

OSOS Unit
Susan Carimando & Team

Many other states
Notably, Wisconsin

WIOA Basic Skills

Local Experts — Chats

You!

Q&A Mingle after 3:30

Title II HSE & EEL

Data

Digital Skills — Polls

Maria Huntington
Supervisor of Adult Services, Champlain Valley Edu. Services Clinton County

Joe Campbell
Program Manager
Franklin-Essex-Hamilton BOCES

Lisa Pearson
Associate in Continuing Edu.
Adult Edu. Prog. and Policy
NYS Education Department

Vikki Kaufman
Employment Services Manager

Akilah Jones
Future of Work
Career Development & Inclusion
NYSDOL

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Slide 10

Basic Skills Deficiency

WIOA Sec. 3(5) – Individuals (youth or adults) unable to solve problems, or read, write, or speak English at a level necessary to function on the job, in their family, or in society, such as:

English Language Learners
Not have high school diploma/equivalency
Have only an Individualized Education Plan (IEP) or
Lack digital literacy

Basic Skills Assessment: dol.ny.gov/basic-skills-assessment

No TABE for Title I A/DW/Y

Ensure the Adult Priority of Service Policy is Detailed & Clear about Basic Skills

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Slide 11

Customer self-assessment without staff help.

Customer marks (yes/no):
± HSD/E
± Follow instructions & diagrams
± Complete medical and job application
± Basic math of three digits
± Basic computer & phone tasks
± Business computer software
± Speak and read English to gain and maintain job

This assessment is to help us learn about your basic computing; problem solving; and English reading, writing, and speaking skills so we may provide appropriate services.

Customer Name:
Customer/OSOS ID:

a. Do you have a high school diploma (HSD) or High School Equivalency (HSE) (e.g., GED or TASC)?   Yes   No   Currently in high school (Does not include HSE programs)

b. Can you follow basic written instructions and diagrams with little or no help?   Yes   No

c. Can you fill out basic medical forms and job applications?   Yes   No

d. Without the help of a calculator, can you add, subtract, multiply, and divide with whole numbers up to 3 digits?   Yes   No

e. Can you do basic tasks on a computer, which does not include the use of a cell phone (e.g., search for files, upload/download documents or use the internet)?   Yes   No

f. Can you use business computer software (e.g., email or word processing such as Microsoft suite, spreadsheets)?   Yes   No

g. Do you speak and read English well enough to obtain and maintain a job that requires English?   Yes   No

Basic Skills Assessment
dol.ny.gov/basic-skills-assessment

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Slide 12

Staff Use Only

The Out-of-School Youth & Young Adults Program has additional criteria for using Basic Skills as a barrier used for eligibility.

For WIOA program(s), select yes or no: Yes   No

1. Is any question on the Basic Skills Assessment answered "No"?   (Questions a. through g. on page 1)

2. Did the customer need help to complete the Basic Skills Assessment?

3. Is the customer an English Language Learner?

If the answer to questions 1, 2, or 3 is "Yes", check the box to the right. This customer would benefit from improving basic skills and is categorized as Basic Skills Deficient for WIOA Services.
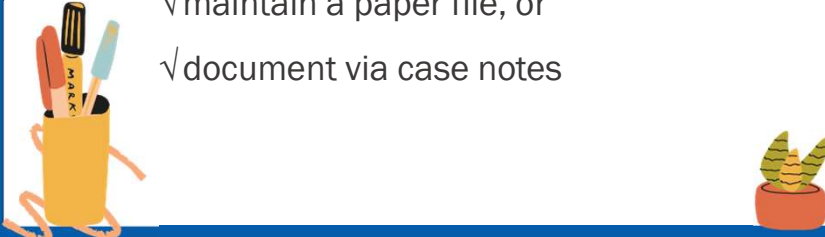
Note:
- **Adult Program:**
  Customers with basic skills deficiency will be included in the Adult Priority of Service (APoS) population measure.
- **Out-of-School Youth Program:**
  Youth (ages 16-24), not attending school per WIOA, must have a HSD/E, basic skills deficiency, and be low-income (per the designated barrier criteria B-8 on the NYSDOL Youth Eligibility Brief), to be eligible for the WIOA Out-of-School Youth Program.

Basic Skills Assessment
dol.ny.gov/basic-skills-assessment

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Slide 13:

√ upload BSD assessment results to OSOS

√ maintain a paper file, or

√ document via case notes

TA# 23-03, DEV Charts: Basic Skills Documentation

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Slide 14:

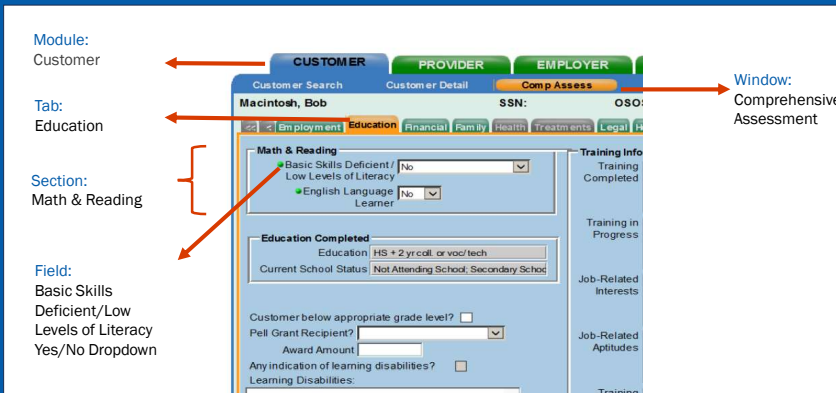Case notes refer to either paper or electronic statements by staff that identify, at a minimum, the following:

(1) the participant's status for a specific data element

(2) the date on which the information was obtained and

(3) the name of the staff who obtained the information.

When case notes is the source documentation method used, a copy of the source document does not have to be retained.

Technical Advisory # 23-03: Case Notes

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Slide 15:

Module:
Customer

Tab:
Education

Section:
Math & Reading

Field:
Basic Skills Deficient/Low Levels of Literacy Yes/No Dropdown

Window:
Comprehensive Assessment

CUSTOMER   PROVIDER   EMPLOYER

Customer Search   Customer Detail   Comp Assess

Macintosh, Bob   SSN: OSOS

Employment Education Financial Family Health Treatments Legal

Math & Reading
Basic Skills Deficient / Low Levels of Literacy   No
English Language Learner   No

Training Info
Training Completed

Training in Progress

Education Completed
Education   HS + 2 yr coll. or voc/tech
Current School Status   Not Attending School; Secondary Schoo

Customer below appropriate grade level?
Pell Grant Recipient?
Award Amount
Any indication of learning disabilities?
Learning Disabilities:

Job-Related Interests

Job-Related Aptitudes

Basic Skills Deficient or ELL Data Entry in OSOS
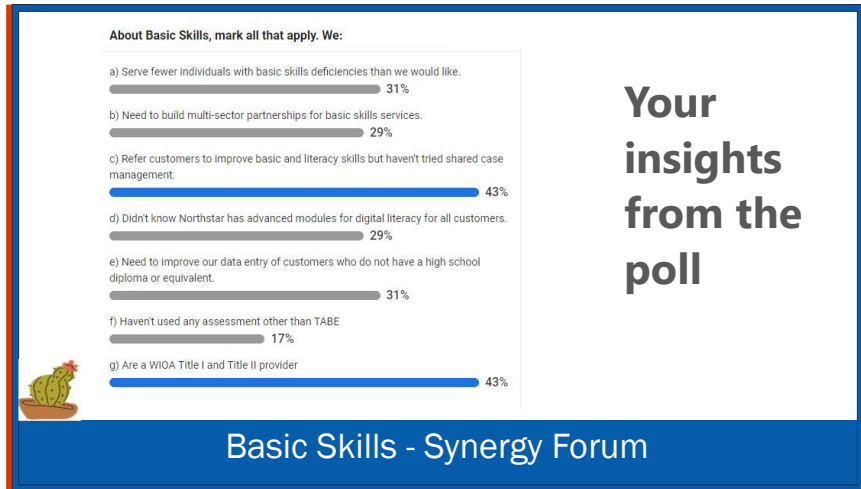Comprehensive Assessment and Supplemental Data OSOS Guide

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Slide 16:

Limited ability in reading, writing, speaking, or comprehending the English language, **and**—

(A) whose native language is a language other than English; **or**

(B) who lives in a family or community environment where a

language other than English is the dominant language

English Language Learner – Basic Skills Deficient

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Slide 17

About Basic Skills, mark all that apply. We:

a) Serve fewer individuals with basic skills deficiencies than we would like.
31%

b) Need to build multi-sector partnerships for basic skills services.
29%

c) Refer customers to improve basic and literacy skills but haven't tried shared case management.
43%

d) Didn't know Northstar has advanced modules for digital literacy for all customers.
29%

e) Need to improve our data entry of customers who do not have a high school diploma or equivalent.
31%

f) Haven't used any assessment other than TABE
17%

g) Are a WIOA Title I and Title II provider
43%

Your insights from the poll

Basic Skills - Synergy Forum

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Slide 18

Joe Campbell
Program Manager, Franklin-Essex-Hamilton BOCES & WIOA Title I
Board Member, Former President of New York Association for Continuing and Community Education
Board Member, Literacy New York
Former Regional Coordinator & Performance Indicator Content Specialist for NYS Even Start
Teacher & Administrator
jcampbel@fehb.org

Maria Huntington
Supervisor of Adult Services, Champlain Valley Edu. Services Clinton County
President of the New York Association for Continuing and Community Education
Former Executive Director of Literacy Volunteer of Essex and Franklin Counties
Former WIOA Title II representative for the Capital Region Workforce Development Board
Former volunteer English teacher in Egypt and Sudan
ESL, HSE Teacher & Administrator
huntington_maria@cves.org

Experiences of Experts Today!

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Slide 19

Upstate Lead Regional Associate, Adult Education Programs and Policy, NYS Department of Education, covering the Capital North Country, Central Southern Tier, Finger Lakes, and West Region

Former Manager, Central Assignment and Collection Section, Training and Development Team, NYSDOL

Lisa.Pearson@nysed.gov

Department of Education

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Slide 20

Adult Education Programs
Literacy Zones
Adult Literacy Education Programs (ESL, Secondary Education, Basic Education)
Employment Preparation Education (EPE - students 21 years of age or older without a US HS diploma)
National External Diploma Program (Online HS Equivalency)

https://www.acces.nysed.gov/aepp/welcome-adult-education-programs-and-policy-aepp

Adult Education Programs

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Slide 21 — Northstar Digital Literacy

Akilah Jones
Project Coordinator, Future of Work, Career Development & Inclusion Office, NYSDOL
Employment & Training Client Services Specialist, Schenectady County Career Center
Family Support Worker, Northern Rivers Family Services
Case Manager, YWCA NorthEastern NY
Member of: Capital District Transportation Committee Equity Advisory Board, Schenectady County Domestic Violence Task Force, Schenectady County Eviction Task Force
Akilah.Jones@labor.ny.gov

Vikki Kaufman
Employment Services Manager, NYSDOL, overseeing three career centers in the Southern Tier, including Johnson City, Norwich, and Oneonta
Former Labor Services Representative
Former Southern Tier Rapid Response Coordinator
Vikki.Kaufman@labor.ny.gov

Northstar Digital Literacy

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Slide 22 — Get Started Northstar Digital Literacy

✓ Try some assessments!
https://www.digitalliteracyassessment.org/#take-assessment/

✓ See what a practice lesson looks like in Northstar Online Learning:
https://nsdiglit.org/email\

✓ If you are a staff member, ask your administrator for staff and/or proctor access

✓ Join us for Office Hours April 5th, 10:00-10:30 and every other Friday:
https://us06web.zoom.us/j/88300381735?pwd=emtXUWpUYWJXQi9ZQk93ZEdHVkJuUT09/

✓ Need help?
Email: labor.sm.futureofwork@labor.ny.gov

Get Started Northstar Digital Literacy

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Census Data
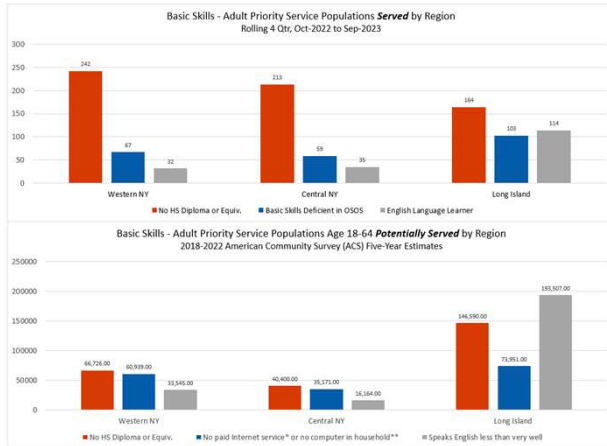# OSOS APoS Data

Data-Driven Decision Making

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Data Entry

No HSD/E must be equal to BSD in OSOS

Available Customers

Which customers do you want to target outreach?

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Data Entry

No HSD/E must be equal to BSD in OSOS

Available Customers

Which customers do you want to target outreach?

Basic Skills - Adult Priority Service Populations *Served* by Region
Rolling 4 Qtr, Oct-2022 to Sep-2023

Western NY | Central NY | Long Island
■ No HS Diploma or Equiv. ■ Basic Skills Deficient in OSOS ■ English Language Learner

Basic Skills - Adult Priority Service Populations Age 18-64 *Potentially Served* by Region
2018-2022 American Community Survey (ACS) Five-Year Estimates

Western NY | Central NY | Long Island
■ No HS Diploma or Equiv. ■ No paid Internet service* or no computer in household** ■ Speaks English less than very well

* Has Internet access by paying a cell phone company or Internet service provider.
** Included if anyone in the household owned or used a computer such as a desktop or laptop, a smartphone, a tablet or other portable wireless computer, and some other type of computer. Excludes group quarters and vacant households. The question of access to the Internet is not asked of those living in group quarters such as shelters, healthcare facilities, or correctional facilities.

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Mental health:
✓ affects how we think, feel, and act.

✓ helps determine how we handle stress, relate to others, and make healthy choices.

✓ is important at every stage of life, from childhood and adolescence through adulthood.

Mental Health Supportive Services

Office of Mental Health
NYSDOL
Hempstead

April 23, 2:30pm

Next Workforce Synergy Forum

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Upload your staff training resources

https://tinyurl.com/synergy-drive/

(or email LWDB@labor.ny.gov)

Share Synergy Forum's impact or successes with only two answers!

https://tinyurl.com/synergy-forum-impact/

Synergy Forum is nothing without your input!

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At Your Service Helping You Reach a Sweet Spot!

LWDB@labor.ny.gov
Your Local and/or State Monitor

Don't Hesitate to Reach Out!

Lived Experience

"Sweet Spot"
Complete Picture of a Community

Context of History and Policy

Quantitative Data

Questions? Ideas?

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