

John J. Heldrich Center for Workforce Development

Rutgers, The State University of New Jersey

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*Service Activity Report for Participants
Enrolled in the September 11th Fund's
Employment Assistance Program*

Prepared by:

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Preface and Acknowledgements

The research presented in this report, *Service Activity Report for Participants Enrolled in the September 11th Fund's Employment Assistance Program*, was produced under a grant from the September 11th Fund to the John J. Heldrich Center for Workforce Development at Rutgers, The State University of New Jersey.

The principal authors of this report are *Leela Hebbar*, *Scott Reynolds*, and *Bonny Fraser* under the direction of *Aaron Fichtner*, Director for Research and Evaluation, and *Kathy Krepcio*, Executive Director of the Heldrich Center. *Ronnie Kauder* provided invaluable assistance. *Robb C. Sewell* edited and *Christine VanCleaf* designed and managed production of the report.

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Data Collection

Safe Horizon maintained the September 11th Fund's Ongoing Recovery Programs database. The final total number of individuals determined eligible for the Ongoing Recovery Programs was 15,149. The final Enrollment Assistance Program (EAP) enrollment number was 11,393. The John J. Heldrich Center for Workforce Development maintained the EAP database. Percentages contained in this report are based on all data in entered fields. All transactions in the EAP database were input directly by employees of the designated EAP service providers between September 2002 and September 2004. If errors were found in any fields, or fields left blank, the information was considered unknown.

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Introduction

The purpose of this report is to provide a profile of the services received by the 11,393¹ individuals served through the September 11th Fund's Employment Assistance Program (EAP). This report is divided into three sections:

- Section One defines and describes the types of services available to EAP participants. It analyzes how the different groups of participants took advantage of the array of services, and shows the similarities and differences among service providers.
- Section Two presents detailed statistical tables on the services received by participants. The services provided are cross-referenced by gender, age, primary language, income, occupation, residence, and service provider.
- Section Three contains technical notes and definitions on such areas as the database sources and terminology used in this report.

This is the second in a series of final summary reports for the EAP prepared by the John J. Heldrich Center for Workforce Development at Rutgers, The State University of New Jersey. The first report, *A Demographic Profile of Participants*, was issued in October 2004. Future reports will include an employment profile and a program review and analysis.

The Employment Assistance Program

In the spring of 2002, the Board of the September 11th Fund approved a plan to provide employment assistance to displaced and underemployed workers whose loss of employment was a direct result of the terrorist attacks on the World Trade Center and the Pentagon.

In the New York metropolitan area, the goal was to provide adjustment assistance and short-term financial support for people working in lower Manhattan who had lost their livelihood as a result of the attacks. Assistance

would come in many forms, including creation of individualized employment plans, job training, basic skills, job search assistance, and short-term cash assistance while in training or job search activities. Four policy objectives were fundamental to the program's design:

- **Support intermediary organizations** that help workers identify quality training that can lead to actual job placement, accessing existing government job training programs to pay for training whenever possible;
- **Provide temporary income support** to workers who want training but need financial help in order to participate;
- **Fund training** where existing government programs are inadequate or impractical; and
- **Support outreach and training to hard-to-reach immigrant populations** by funding organizations that have this expertise.

The program began on September 16, 2002. Enrollment ended on January 31, 2004 and program services ended on September 30, 2004. Six not-for-profit workforce providers in New York City (Federation Employment and Guidance Service [F·E·G·S], Seedco, Chinatown Manpower Project, Consortium for Worker Education, Chinese American Planning Council, and Wildcat Service Corporation); three public workforce agencies in Long Island; and five public and not-for-profit workforce agencies in New Jersey operated the program.

As noted in *A Demographic Profile of Participants*, the major and distinct participant groups served through the program were:

- **Chinese Speakers:** Most of the individuals who participated in the EAP (7,334, or 65% of the total) reported that Chinese, Mandarin, Cantonese, or Fujianese was their primary language. Most were or had been garment workers in Chinatown. This

¹ Includes 24 individuals for whom there is no demographic data.

population tended to be female (85%) and between the ages of 36 and 62 (85%).

- **Non-Chinese-Speaking Service and Production Workers:** Of the non-Chinese speakers (4,035), most (3,143 or 78%) had previously worked in non-professional occupations and earned less than \$45,000 per year. This population was evenly split between men and women and was distributed among all age groups, with the largest concentration (45%) between the ages of 36 and 49.

- **Non-Chinese-Speaking Professional and Technical Workers:** Of the non-Chinese speakers (4,035), 22% (892) had worked in professional or technical occupations and earned more than \$45,000 per year. This population was comprised of more males than females (57% vs. 43%) and half were in the 36-49 age group.

In our analysis of individuals who took advantage of the program services, we examine how services may have varied for these three distinct population groups and by service provider.

Section One: Overview of Program Services

Highlights

- **High enrollment in English as a Second Language (ESL) and vocational job training, especially among Chinese speakers.** Of the more than 11,000 individuals who participated in the Employment Assistance Program, 85% chose to enroll in either ESL or vocational job training. A significant number of Chinese speakers (71%) attended ESL classes. Most had previously worked in garment manufacturing or as vendors in Chinatown and needed much stronger English language skills. These individuals tended to be female, older, and with pre-September 11th earnings of less than \$20,000 per year.
- **High enrollment in vocational job training by non-Chinese-speaking participants.** Sixty-eight percent of low-income, non-Chinese-speaking participants enrolled in vocational job training classes. These participants had been employed primarily in service or production jobs before September 11th.
- **Low use of job search, development, placement, and post-employment services.** Twenty-eight percent of participants took advantage of job search readiness services, with even lower percentages taking advantage of job development (16%), job placement (15%), and post-employment (2%) services. Non-Chinese speakers were more likely to engage in job search and related activities than the program's Chinese speakers.
- **Needs-based job training allowance use was very high and played a significant role in participants' choice of service.** For most of its duration, the EAP provided a \$300 per week cash stipend for a maximum of 13 weeks to participants who attended vocational job training and/or ESL. Approximately 84% of all EAP participants received a needs-based job training allowance.

EAP Services

The first step for those affected by the terrorist attacks was to establish eligibility for the services offered by the September 11th Fund. In New York City, Safe Horizon, Inc., a victim service agency, conducted outreach and eligibility determination. Eligible participants were able to enroll with the service provider of their choice. Within New York City, the service providers were:

- Chinatown Manpower Project;
- Chinese American Planning Council;
- Consortium for Worker Education;
- F-E-G-S;
- Seedco, including eight of its affiliated non-profit agencies in Brooklyn, the Bronx, and Manhattan;² and
- Wildcat Service Corporation.

Following enrollment with a service provider, participants worked with a career advisor to select appropriate services from the following service categories:

- **Case Management/Assessment:** Participants were assisted in identifying employment strengths, resources, and needs. Following this assessment, career specialists worked with participants to create individual employment plans that set employment goals and identified needed services.
- **Job Search Assistance/Post-Employment Services:** Career specialists and job developers worked with participants to develop job-seeking skills needed to obtain employment, including interviewing skills and resume writing, and then aggressively marketed participants to potential employers. For those participants who found employment, post-employment services were designed to provide needed supports during an initial employment period. Post-employment services included additional

² The agencies were: Center for Family Life (Sunset Park, Brooklyn), Citizens Advice Bureau (South Bronx), EarnFair LLC (Lower Manhattan), Pius XII Youth and Family Services (Riverdale, Bronx), Cypress Hills Local Development Corporation (Cypress Hills, Brooklyn), Saint Nicholas Neighborhood Preservation Corporation (Williamsburg, Brooklyn), Northern Manhattan Improvement Corporation (Washington Heights, Manhattan), and Henry Street Settlement (Lower East Side, Manhattan).

occupational training, ESL, financial planning, and support groups.

- **Education and Training:** For participants needing to improve their reading, writing, or communication skills, ESL, Adult Basic Education, and high school equivalency instruction were offered. Vocational job training was available for participants who wanted to update their skills or to change careers. This assistance took the form of tuition aid (up to \$4,000) to training schools on behalf of EAP participants.
- **Income Support/Needs-Based Allowances:** Low-income participants³ who engaged in job search activities received a needs-based cash stipend to cover the costs associated with job search. Low-income participants who engaged in education or training activities received a weekly needs-based job training cash stipend for up to 13 weeks. Participants who engaged in only job search activities were eligible for a placement bonus as well as a 90-day retention bonus.

Figure 1 illustrates the percentage of participants who received each type of EAP service.

Case Management/Assessment

Virtually all participants received either case management (94%) or assessment (91%) services paid by the EAP. While 3% of the 11,393 participants are reported as having received neither service, it should be noted that the Consortium for Worker Education provided these services at no cost to the EAP for the first several months of the program.⁴

Job Search Assistance/Post-Employment Services

Overall, participants were less likely to engage in job search assistance service activities than in education and training activities, although enrollment rates varied by

Figure 1: Services Received by EAP Participants

Case Management/Assessment	
Case Management	94%
Assessment	91%
Job Search Assistance	
Job Search Readiness	28%
Job Development	16%
Job Placement	15%
Post-Employment Services	2%
Post-Employment Networking*	0.10%
Education and Training	
Vocational Job Training	61%**
ESL	50%**
Basic Education and Literacy	16%
Income Support	
Needs-Based Job Training Allowance	84%
Needs-Based Job Search Allowance	8%
Job Placement Bonus	2%
Job Retention Bonus	2%

* Of the six primary providers, only F-E-G-S had a contract to provide post-employment networking services.

** Some participants received both ESL and vocational job training.

Source: EAP database, October 2004.

demographic group and by service provider. Twenty-eight percent of participants received job search readiness services and 16% received job development services. Additionally, 15% received job placement services and 2% received post-employment services. As shown in Figure 2, clients of the Chinese American Planning Council (54%), F-E-G-S (56%), and Seedco (42%) were more likely to have received services in this category.

³ See Section Three of this report for a description of the income eligibility requirements for EAP participants.

⁴ This was due to contracted negotiations between the September 11th Fund and the Consortium for Worker Education. After May 1, 2003, the Consortium for Worker Education was permitted to use September 11th Fund monies for case management and assessment services.

Figure 2: Percent of EAP Participants in Job Search Assistance Activities by Provider

	At Least One Job Search- Related Activity
Chinatown Manpower Project	31%
Chinese American Planning Council	54%
Consortium for Worker Education	12%
F·E·G·S	56%
Seedco	42%
Wildcat	2%

Source: EAP database, October 2004.

Figure 3: Percent of Participants in Job Search Assistance Activities by Distinct Population Group, Employment Assistance Program

	At Least One Job Search- Related Activity
Non-Chinese Professional/Technical	54%
Non-Chinese Service/Production	43%
Chinese Speakers	31%

Source: Safe Horizon and EAP database, October 2004.

Non-Chinese-speaking workers were more likely than Chinese speakers to have taken advantage of job search and related services. (See Figure 3.)

Reemployment services—post-employment services and post-employment networking—were offered only to reemployed EAP participants. These services were the least used of the available services—only 5% of the reemployed population (2% overall) received post-employment services, while less than 1% participated in post-employment networking groups.

Education and Training

More than 85% of EAP participants enrolled in at least one ESL and/or vocational job training class.⁵ Sixty-one percent of EAP participants enrolled in vocational training and 50% enrolled in ESL. Twenty-six percent of EAP participants were enrolled in both ESL and vocational training.

⁵ Participants engaged in education and training activities were eligible to receive needs-based income support up to \$3,900; participants engaged in job search activities were eligible to receive only \$500.

English as a Second Language

Participants who reported primary languages other than English tended to enroll in ESL classes. Four service providers sent at least 65% of their participants to ESL classes—Wildcat (96%), the Chinese American Planning Council (75%), the Consortium for Worker Education (73%), and Chinatown Manpower Project (65%)—while F·E·G·S (19%) and Seedco (7%) were not as active in this area. This reflects the different population groups assisted by the service providers. Overall, 71% of Chinese speakers enrolled in ESL, compared with 45% of French speakers, 20% of Spanish speakers, and 4% of primary English speakers. Among those reporting other primary languages, 17% enrolled in ESL.

Vocational Job Training

As noted earlier, approximately 85% of EAP participants enrolled in either training or ESL, and many received both. Figure 4 displays activity enrollment rates by EAP service provider. Most of the EAP participants received ESL instruction through classes operated by one of five

New York City EAP service providers (Seedco did not provide direct ESL classes). On the other hand, EAP participants who attended vocational job training classes did so through training schools independently operated and located throughout the New York City area. The major exception to this was participants from either the Chinatown Manpower Project or the Chinese American Planning Council—each of these providers operated vocational job training in-house. (See Figure 5.) In quite a number of cases, especially for the participants served by Seedco, the vocational job training class included an ESL

component. Receipt of both ESL and training was common for participants served by some providers and participants of the Chinese American Planning Council, the Consortium for Worker Education, and Wildcat were likely to receive both services. F·E·G·S and the Chinatown Manpower Project tended to offer either ESL or training independently.

The service data showed small differences in vocational job training enrollment rates among the major population groups. Chinese speakers enrolled in vocational job training at a 57% rate, compared to 66% for non-Chinese-speaking professional/technical workers and 68% for non-Chinese-speaking service/production workers. Younger, low-income non-Chinese-speaking participants

Figure 4: Training and ESL Enrollment by EAP Service Provider

	ESL	Training	ESL or Training
Chinatown Manpower Project	65%	32%	89%
Chinese American Planning Council	75%	57%	88%
Consortium for Worker Education	73%	77%	93%
F·E·G·S	19%	61%	76%
Seedco	7%	77%	79%
Wildcat	96%	78%	98%

Source: EAP database, October 2004.

Figure 5: Location of Training Classes by EAP Service Provider

	Number in Training	Percent Trained by Primary Provider	Percent Trained by Outside Source
Chinatown Manpower Project	777	34%	67%
Chinese American Planning Council	723	93%	7%
Consortium for Worker Education	1,696	18%	82%
F·E·G·S	1,482	2%	98%
Seedco	874	1%	99%
Wildcat	1,350	6%	94%

Note: The percentages for individual providers may sum to more than 100% because some clients enrolled in training classes both within and outside their primary provider.

Source: EAP database, October 2004.

were somewhat more likely to take advantage of vocational job training. Enrollment in training for non-Chinese speakers was fairly consistent across gender and pre-September 11, 2001 occupation.

Chinese speakers were more likely (92% vs. 73% for non-Chinese speakers) to enroll in some form of education and training activity, driven by their high enrollment in ESL classes. The Chinese speakers were also much more likely to receive the combination of both ESL and training

than were the non-Chinese speakers. Figure 6 shows the different patterns of training pursued by each group.

The most common types of training selected by EAP participants were data processing/computer literacy (37%), health care (12%), food services and hotel/restaurant management (10%), and general academic courses (10%). These types of training accounted for almost 70% of all enrollments.

The selection of vocational job training varied across the major demographic groups. For example, Chinese speakers were more likely to be enrolled in data processing/computer literacy (47%) classes than non-Chinese-speaking professional/technical workers (20%) and service/production workers (30%). Chinese speakers were also more likely than professional/technical workers to enroll in either health care (13% vs. 9%) or food services (12% vs. 3%) classes. The professional/technical workers were more likely to enroll in computer programming/network administration classes (26%) than were the Chinese speakers (1%). More than a quarter of all those within this group who received training enrolled in a computer programming or network administration class. (See Figure 7.)

Figure 6: Participation in Vocational Training or ESL for Chinese-Speaking and Non-Chinese-Speaking Participants

	Chinese	Non-Chinese
Vocational Training	57%	68%
ESL	71%	12%
Both	36%	7%
Either ESL or Training	92%	73%

Source: Safe Horizon and EAP database, October 2004.

Figure 7: Percentage of EAP Participants Receiving Training by Type of Training and Major Demographic Group

Type of Training Class	Overall	Chinese	Professional-Technical	Service-Production
Data Processing/Computer Literacy	37%	47%	20%	30%
Health Care	12%	13%	9%	11%
Food Services and Hotel/Restaurant Management	10%	12%	3%	11%
General Academic	10%	6%	15%	17%
Computer Programming/Network Administrator	6%	1%	26%	10%
Administrative	5%	4%	6%	4%
Customer Service	3%	4%	1%	4%
Design/Production	3%	0%	13%	6%
Seamstress	3%	4%	0%	0%
Accounting/Finance	2%	1%	9%	3%
Manufacturing	2%	3%	0%	0%
Childcare	1%	2%	0%	1%
Repair/Maintenance/Construction	1%	0%	2%	3%
Transportation	1%	0%	2%	3%
Real Estate	1%	0%	3%	1%
Language	1%	0%	2%	1%
Legal Services	1%	0%	2%	1%
Security	0%	0%	0%	1%
Other Types of Training	8%	10%	9%	5%

*Figure 8: Three Most Common Types of Vocational Training by Major Provider**

Chinatown Manpower Project		Chinese American Planning Council		Consortium for Worker Education	
Data Processing	25%	Health Care	34%	Seamstress	24%
Health Care	11%	Food Services	23%	Food Services	20%
Food Services	6%	Manufacturing	17%	Health Care	12%
F·E·G·S		Seedco		Wildcat	
Data Processing	25%	Data Processing	39%	Data Processing	81%
Health Care	11%	Food Services	13%	Health Care	4%
Computer Programming/Network Administration	11%	Computer Programming/Network Administration	9%	Administrative	1%

* Excludes general academic classes and classes in the ungrouped “Other” category.

Source: EAP database, October 2004.

The type of training class selected by clients also varied across service providers. Data processing/computer literacy classes were the most common type of vocational training selected for four of the six major providers: F·E·G·S (25%), Chinatown Manpower Project (25%), Seedco (39%), and Wildcat (81%). Chinese American Planning Council placed more participants in health care training (34%) than in any other type of training, while those enrolling through the Consortium for Worker Education were most likely to undergo seamstress training (24%). The demographic pattern described above is also visible in the provider distribution (e.g., F·E·G·S and Seedco were the providers most likely to enroll someone in computer programming/network administration training and to serve participants from the professional/technical demographic group). Figure 8 indicates the three most common types of vocational training for each major service provider.

Income Support/Needs-Based Allowances

To assist participants with their expenses while they were engaged in education, training, or job search, the September 11th Fund provided two types of needs-based income support: a job search allowance and a job training allowance. EAP service providers evaluated participants for their eligibility to receive a needs-based allowance while actively attending training or while participating in job search. To be eligible for the EAP needs-based allowances, participants:

- Must have been eligible for the September 11th Fund’s Employment Assistance Program, and
- Must have reported a household income of 80% or less of New York State’s median household income.

In order to receive a needs-based job search allowance, participants had to demonstrate that they were actively engaged in job search. To receive a needs-based job training allowance, participants had to attend vocational job training, basic education, or ESL for at least 25 hours per week and document an 80% attendance rate.

For participants engaged solely in job search activities, the September 11th Fund also created placement and retention cash incentive payments. The job placement payment was provided to participants who documented that they were employed. The job retention payment was provided to participants who maintained employment for at least 90 days. Documentation of employment only was required to qualify for the placement and retention payments.

For most of the program's duration, the needs-based job training allowance was set at \$300 per week for a maximum of 13 weeks (maximum total of \$3,900). The job search allowance was set at \$500; the placement and retention bonuses were \$500 each. Initially, participants in the EAP were allowed to receive both the job search and training allowances, but after several months, the policy was adjusted and participants were asked to choose between the "job search" and "training" paths. Largely because the job training allowance amounted to substantially more than the job search allowance, many participants chose the training route. Toward the end of the program, the job training allowance was reduced to \$100 per week, but affected a relatively small number of participants.

Needs-Based Job Search Allowance

The needs-based job search allowance provided \$500 to those participants who demonstrated that they were actively seeking work. Often they attended job search workshops and used the job search resource rooms at their service provider. Just over 900 participants (8%) received this type of payment. Of those, at least 25% were non-Chinese-speaking professional/technical workers—a cohort representing only 8% of EAP participants overall. Receipt of this allowance varied widely by provider, ranging from 14% (F·E·G·S and Seedco) to less than 1% (Wildcat).

Needs-Based Job Training Allowance

Approximately 84% of all EAP participants received the needs-based job training allowance. Receipt rates varied slightly by service provider and major population group. Ninety-eight percent of EAP participants enrolled at Wildcat received the needs-based job training allowance, compared to F·E·G·S where 73% of EAP participants received the needs-based job training allowance.

Over 90% of all Chinese-speaking participants received a needs-based job training allowance. In contrast, 71% of all non-Chinese-speaking service/production workers and 59% of the non-Chinese-speaking professional/technical workers received the needs-based job-training allowance.

Placement and Retention Bonuses

Job placement and retention payments were not part of the original design of the Employment Assistance Program. They were instituted in May 2003 in an effort to encourage participants to engage in job search rather than enroll in training. In contrast to the other allowances, which were needs-based, the placement and retention bonuses were not means-tested.

A one-time job placement payment of \$500 was made to enrolled participants who secured full-time employment. This payment was available only to those individuals who were previously unemployed and actively engaged in job search and/or placement/development activities and who had not received ESL, occupational training, or the needs-based job training allowance. The job retention payment was a one-time payment of \$500 to participants who provided proof of employment for more than 90 days. Overall, 271 EAP participants received a job placement payment, or approximately 2% of the total population. Of these, 221 (82%) also received the retention payment.

Approximately 85% of the EAP population was ineligible for either of these bonuses because they had attended ESL or vocational job training.

Figures 9 and 10 show the share of the eligible population receiving the job placement and job retention payments by provider and major population group.

Figure 9: Eligible EAP Participants Receiving Job Placement and Job Retention Payment by Provider

	Job Placement Payments (Number Received/Number Eligible)	Job Retention Payments (Given Job Placement Payment)
Chinatown Manpower Project	11% (30/275)	90% (27/30)
Chinese American Planning Council	5% (9/188)	100% (9/9)
Consortium for Worker Education	24% (15/63)	100% (15/15)
F.E.G.S	18% (118/673)	86% (102/118)
Seedco	21% (82/388)	72% (59/82)
Wildcat	3% (1/30)	100% (1/1)

Source: EAP database, October 2004.

Figure 10: Eligible EAP Participants Receiving Job Placement and Job Retention Payments by Major Population Group

	Job Placement Payments (Number Received/Number Eligible)	Job Retention Payments (Given Job Placement Payment)
Chinese Speakers	10% (53/533)	98% (52/53)
Non-Chinese-Speaking Professional/Technical	24% (71/229)	82% (58/72)
Non-Chinese-Speaking Service/Production	18% (145/809)	77% (111/145)

Source: Safe Horizon and EAP database, October 2004.

Section Two: Statistical Data

The following tables present detailed statistical data on the services received by EAP participants.

Table 1: Distribution of Service Types by Demographic Group

Table 2: Distribution of Services by Demographic Group

Table 3a: Distribution of Services by Demographics: All EAP Participants

Table 3b: Distribution of Services by Demographics: Non-Chinese Speakers Only

Table 3c: Distribution of Services by Demographics: Chinese Speakers Only

Table 3d: Distribution of Services by Demographics: Non-Chinese/Non-English Speakers Only

Table 3e: Distribution of Selected Vocational Training Types by Demographic Characteristic

Table 4: Distribution of Service Types by Provider

Table 5: Distribution of Services by Provider

Table 6: Distribution of Vocational Training by Type of Training and Major Service Provider

Table 1: Distribution of Service Types by Demographic Group

	N	Case Management/ Assessment	Job Search Assistance	Training/Education	Allowances
Chinese Speakers	7,334	96%	31%	93%	93%
Professional/Technical	892	94%	55%	67%	73%
Service/Production	3,143	93%	43%	74%	79%
Overall*	11,393	95%	36%	85%	87%

* Includes 24 EAP participants for whom there is no demographic data.

Table 2: Distribution of Services by Demographic Group

	N	Case Management	Assessment	Job Search Readiness	Job Development	Job Placement	Post-Employment Services	Post-Employment Networking	Training	English as a Second Language	Basic Education and Literacy	Needs-Based Job Training Allowance	Needs-Based Job Search Allowance	Job Placement Bonus	Job Retention Bonus
Chinese Speakers	7,334	96%	90%	27%	12%	13%	3%	0%	57%	71%	23%	92%	4%	1%	1%
Professional/Technical	892	94%	92%	37%	29%	22%	1%	1%	66%	1%	5%	59%	25%	8%	7%
Service/Production	3,143	93%	91%	29%	23%	17%	1%	0%	68%	15%	4%	71%	15%	5%	4%

Table 3a: Distribution of Services by Demographics: All EAP Participants

Gender	N	Case Management	Assessment	Job Search Readiness	Job Development	Job Placement	Post-Employment Services	Post-Employment Networking	Training	English as a Second Language	Basic Education and Literacy	Needs-Based Job Training Allowance	Needs-Based Job Search Allowance	Job Placement Bonus	Job Retention Bonus
Male	3,196	94%	90%	29%	18%	15%	1%	0%	61%	29%	7%	73%	12%	4%	4%
Female	8,019	95%	91%	28%	15%	14%	3%	0%	61%	59%	20%	88%	7%	2%	1%
Age Group															
25-under	234	91%	90%	23%	20%	14%	1%	0%	64%	17%	2%	70%	9%	5%	4%
26-35	1,394	93%	89%	31%	20%	17%	1%	0%	64%	26%	5%	75%	11%	4%	3%
36-49	4,993	95%	91%	30%	17%	16%	3%	0%	63%	48%	15%	83%	9%	3%	2%
50-62	4,031	94%	91%	27%	15%	14%	3%	0%	59%	61%	23%	87%	7%	2%	2%
63-up	700	95%	91%	19%	7%	5%	0%	0%	49%	65%	21%	88%	4%	1%	1%
Language															
Chinese	7,334	96%	90%	27%	12%	13%	3%	0%	57%	71%	23%	92%	4%	1%	1%
English	2,330	92%	92%	34%	29%	20%	1%	0%	67%	4%	4%	64%	21%	7%	6%
Spanish	715	93%	93%	24%	15%	14%	1%	0%	71%	20%	3%	77%	9%	2%	1%
French	214	92%	94%	29%	8%	4%	0%	0%	76%	45%	1%	87%	6%	1%	1%
Other Language	209	87%	85%	23%	16%	9%	1%	0%	63%	17%	5%	68%	12%	3%	2%
Income															
\$0-\$20,000	6,160	96%	91%	27%	13%	13%	2%	0%	58%	65%	21%	90%	4%	1%	1%
\$20,001-\$45,000	1,364	93%	92%	32%	23%	20%	1%	0%	70%	18%	6%	74%	15%	5%	5%
\$45,001-\$75,000	286	92%	91%	37%	31%	23%	1%	1%	71%	0%	6%	62%	25%	6%	5%
\$75,001-\$110,000	101	93%	93%	33%	29%	19%	0%	3%	55%	0%	2%	48%	26%	12%	9%
\$110,001-\$150,000	38	95%	95%	34%	26%	21%	0%	0%	61%	3%	11%	58%	29%	13%	11%
\$150,000+	22	100%	91%	50%	18%	9%	5%	0%	41%	0%	5%	32%	27%	9%	9%
Occupation															
Manufacturing and Production	6,374	96%	90%	26%	12%	13%	3%	0%	58%	74%	25%	93%	3%	1%	1%
Restaurant and Food Service	855	93%	89%	30%	15%	14%	2%	0%	59%	30%	5%	73%	11%	3%	3%
Administrative Services	418	92%	92%	40%	35%	25%	1%	1%	70%	7%	3%	70%	20%	7%	6%
Finance	293	96%	93%	41%	27%	28%	2%	0%	65%	3%	6%	61%	27%	9%	7%
Vendor	304	94%	93%	24%	5%	2%	0%	0%	76%	44%	4%	89%	1%	0%	0%
Professional Services	306	93%	90%	36%	24%	17%	1%	1%	59%	14%	2%	62%	19%	5%	5%
Computers/IT	187	94%	93%	36%	33%	20%	1%	1%	75%	2%	5%	69%	25%	6%	5%
Other Occupation	1,562	93%	92%	31%	22%	18%	1%	0%	64%	17%	4%	70%	14%	5%	4%
Residence															
Manhattan	4,361	96%	90%	27%	14%	13%	2%	0%	58%	56%	18%	85%	7%	2%	2%
Brooklyn	4,040	94%	91%	29%	16%	15%	3%	0%	61%	57%	20%	87%	7%	2%	2%
Queens	1,739	93%	91%	28%	17%	15%	2%	0%	68%	41%	13%	83%	8%	2%	1%
Bronx	544	92%	92%	34%	26%	22%	2%	1%	69%	23%	6%	77%	15%	3%	3%
New Jersey	320	91%	89%	27%	21%	13%	1%	0%	65%	12%	6%	64%	18%	9%	8%
Other New York	194	89%	88%	33%	23%	18%	4%	0%	50%	12%	7%	52%	21%	8%	7%
Staten Island	148	91%	89%	30%	22%	20%	2%	0%	63%	26%	10%	68%	15%	3%	3%
Non-New York/New Jersey	23	100%	96%	30%	22%	13%	0%	0%	70%	4%	17%	65%	30%	4%	0%

Table 3b: Distribution of Services by Demographics: Non-Chinese Speakers Only

Gender	N	Case Management	Assessment	Job Search Readiness	Job Development	Job Placement	Post-Employment Services	Post-Employment Networking	Training	English as a Second Language	Basic Education and Literacy	Needs-Based Job Training Allowance	Needs-Based Job Search Allowance	Job Placement Bonus	Job Retention Bonus
Male	2,087	92%	91%	30%	22%	17%	1%	0%	68%	11%	4%	68%	16%	6%	4%
Female	1,843	93%	92%	32%	27%	19%	1%	0%	68%	13%	5%	69%	17%	5%	4%
Age Group															
25-under	190	90%	92%	22%	21%	15%	1%	0%	70%	11%	2%	70%	10%	6%	5%
26-35	873	92%	91%	29%	24%	20%	1%	0%	70%	7%	3%	67%	16%	6%	5%
36-49	1,875	93%	92%	31%	24%	19%	1%	1%	69%	12%	4%	69%	17%	5%	5%
50-62	953	93%	91%	35%	26%	17%	1%	0%	65%	15%	6%	68%	19%	5%	4%
63-up	139	94%	93%	28%	14%	9%	1%	0%	58%	19%	4%	70%	13%	2%	1%
Language															
Chinese									Not applicable						
English	2,330	92%	92%	34%	29%	20%	1%	0%	67%	4%	4%	64%	21%	7%	6%
Spanish	715	93%	93%	24%	15%	14%	1%	0%	71%	20%	3%	77%	9%	2%	1%
French	214	92%	94%	29%	8%	4%	0%	0%	76%	45%	1%	87%	6%	1%	1%
Other Language	209	87%	85%	23%	16%	9%	1%	0%	63%	17%	5%	68%	12%	3%	2%
Income															
\$0-\$20,000	876	94%	93%	30%	22%	17%	1%	0%	70%	19%	6%	75%	15%	3%	3%
\$20,001-\$45,000	1,145	93%	92%	33%	25%	20%	1%	0%	72%	9%	2%	71%	18%	6%	5%
\$45,001-\$75,000	281	92%	91%	37%	31%	22%	1%	1%	71%	0%	6%	62%	25%	6%	5%
\$75,001-\$110,000	100	93%	93%	33%	29%	19%	0%	3%	55%	0%	2%	48%	26%	12%	9%
\$110,001-\$150,000	37	95%	95%	35%	27%	22%	0%	0%	62%	0%	11%	57%	30%	14%	11%
\$150,000+	22	100%	91%	50%	18%	9%	5%	0%	41%	0%	5%	32%	27%	9%	9%
Occupation															
Manufacturing and Production	183	95%	86%	24%	15%	15%	3%	0%	61%	60%	18%	87%	7%	0%	0%
Restaurant and Food Service	532	92%	90%	28%	17%	14%	1%	0%	66%	13%	3%	69%	15%	4%	3%
Administrative Services	361	92%	92%	39%	37%	26%	1%	1%	72%	1%	4%	68%	21%	7%	6%
Finance	263	96%	94%	41%	28%	28%	2%	0%	65%	0%	7%	59%	28%	10%	8%
Vendor	273	94%	94%	25%	4%	2%	0%	0%	78%	42%	3%	89%	1%	0%	0%
Professional Services	232	91%	90%	35%	26%	18%	1%	1%	62%	4%	3%	55%	22%	6%	5%
Computers/IT	173	94%	93%	38%	35%	21%	1%	1%	75%	0%	5%	68%	27%	6%	6%
Other Occupation	1,221	93%	93%	30%	24%	19%	1%	1%	67%	7%	3%	66%	17%	7%	5%
Residence															
Manhattan	1,107	94%	93%	32%	23%	17%	1%	1%	66%	11%	6%	64%	19%	6%	4%
Brooklyn	1,133	93%	91%	31%	24%	19%	1%	0%	69%	17%	5%	73%	16%	6%	5%
Queens	786	92%	92%	28%	21%	16%	1%	0%	72%	10%	3%	73%	12%	3%	2%
Bronx	468	92%	92%	34%	29%	24%	2%	1%	71%	16%	2%	75%	17%	3%	3%
New Jersey	265	90%	90%	28%	23%	14%	0%	0%	65%	2%	3%	60%	22%	10%	9%
Other New York	162	88%	88%	35%	26%	19%	5%	0%	49%	2%	4%	45%	24%	10%	9%
Staten Island	91	90%	89%	33%	26%	20%	0%	0%	64%	3%	2%	58%	23%	6%	6%
Non-New York/New Jersey	23	100%	96%	30%	22%	13%	0%	0%	70%	4%	17%	65%	30%	4%	0%

Table 3c: Distribution of Services by Demographics: Chinese Speakers Only

Gender	N	Case Management	Assessment	Job Search Readiness	Job Development	Job Placement	Post-Employment Services	Post-Employment Networking	Training	English as a Second Language	Basic Education and Literacy	Needs-Based Job Training Allowance	Needs-Based Job Search Allowance	Job Placement Bonus	Job Retention Bonus
Male	1,109	96%	87%	28%	11%	10%	1%	0%	47%	62%	14%	83%	4%	2%	2%
Female	6,176	96%	91%	27%	12%	13%	3%	0%	59%	73%	25%	94%	3%	1%	1%
Age Group															
25-under	44	93%	82%	30%	16%	7%	2%	0%	41%	43%	2%	71%	2%	0%	0%
26-35	521	95%	86%	33%	14%	12%	3%	0%	56%	58%	9%	88%	4%	0%	0%
36-49	3,118	96%	90%	30%	13%	15%	3%	0%	60%	69%	21%	92%	5%	1%	1%
50-62	3,078	95%	91%	25%	11%	13%	3%	0%	57%	75%	28%	93%	3%	1%	1%
63-up	561	96%	91%	17%	6%	4%	0%	0%	47%	77%	25%	93%	1%	0%	0%
Income															
\$0-\$20,000	5,284	96%	90%	27%	11%	12%	3%	0%	56%	73%	23%	92%	3%	1%	1%
\$20,001-\$45,000	219	93%	91%	28%	14%	18%	5%	0%	60%	63%	25%	90%	5%	3%	3%
\$45,001-\$75,000	5	80%	80%	20%	20%	40%	0%	0%	80%	0%	0%	60%	20%	0%	0%
\$75,001-\$110,000	1	100%	100%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%
\$110,001-\$150,000	1	100%	100%	0%	0%	0%	0%	0%	0%	100%	0%	100%	0%	0%	0%
\$150,000+	0														
Occupation															
Manufacturing and Production	6,191	96%	90%	26%	12%	13%	3%	0%	58%	74%	25%	94%	3%	1%	1%
Restaurant and Food Service	323	96%	89%	33%	12%	12%	4%	0%	47%	58%	9%	80%	4%	3%	3%
Administrative Services	57	93%	91%	44%	23%	19%	2%	0%	58%	46%	0%	79%	9%	2%	4%
Finance	30	90%	90%	43%	20%	27%	3%	0%	67%	30%	3%	83%	17%	0%	0%
Vendor	31	97%	87%	13%	10%	3%	3%	0%	55%	58%	13%	90%	0%	0%	0%
Professional Services	74	99%	91%	39%	19%	14%	0%	0%	49%	43%	1%	82%	7%	3%	3%
Computers/IT	14	93%	93%	14%	7%	7%	0%	0%	71%	21%	0%	86%	0%	0%	0%
Other Occupation	341	94%	87%	34%	12%	12%	2%	0%	53%	55%	7%	83%	5%	1%	2%
Residence															
Manhattan	3,254	97%	89%	25%	10%	11%	2%	0%	55%	72%	22%	92%	3%	1%	1%
Brooklyn	2,907	95%	91%	29%	13%	14%	3%	0%	58%	73%	25%	92%	4%	1%	1%
Queens	953	94%	91%	29%	14%	15%	3%	0%	64%	67%	22%	91%	5%	1%	1%
Bronx	76	95%	92%	34%	11%	12%	4%	0%	59%	70%	28%	92%	4%	0%	1%
New Jersey	55	93%	87%	22%	7%	9%	4%	0%	66%	60%	20%	87%	2%	4%	4%
Other New York	32	91%	88%	19%	9%	13%	0%	0%	53%	63%	22%	88%	3%	0%	0%
Staten Island	57	91%	88%	26%	16%	19%	5%	0%	61%	61%	23%	84%	2%	0%	0%
Non-New York/New Jersey	0														

Table 3d: Distribution of Services by Demographics: Non-Chinese/Non-English Speakers Only

Gender	N	Case Management	Assessment	Job Search Readiness	Job Development	Job Placement	Post-Employment Services	Post-Employment Networking	Training	English as a Second Language	Basic Education and Literacy	Needs-Based Job Training Allowance	Needs-Based Job Search Allowance	Job Placement Bonus	Job Retention Bonus
Male	953	93%	92%	26%	15%	14%	1%	0%	70%	20%	3%	76%	9%	3%	2%
Female	707	92%	92%	27%	20%	16%	1%	0%	68%	24%	6%	75%	13%	4%	3%
Age Group															
25-under	93	94%	94%	20%	19%	16%	1%	0%	73%	20%	3%	79%	7%	2%	1%
26-35	380	91%	91%	26%	15%	16%	1%	0%	69%	13%	2%	70%	10%	5%	3%
36-49	782	93%	92%	28%	18%	15%	1%	0%	71%	24%	4%	77%	12%	3%	2%
50-62	390	92%	92%	27%	20%	13%	2%	0%	66%	26%	8%	74%	13%	3%	3%
63-up	58	95%	95%	19%	5%	9%	0%	0%	53%	33%	5%	78%	5%	2%	2%
Language															
Chinese									Not Applicable						
English									Not Applicable						
Spanish	715	93%	93%	24%	15%	14%	1%	0%	71%	20%	3%	77%	9%	2%	1%
French	214	92%	94%	29%	8%	4%	0%	0%	76%	45%	1%	87%	6%	1%	1%
Other Language	209	87%	85%	23%	16%	9%	1%	0%	63%	17%	5%	68%	12%	3%	2%
Income															
\$0-\$20,000	465	95%	94%	28%	18%	16%	1%	0%	71%	27%	6%	80%	12%	3%	2%
\$20,001-\$45,000	457	92%	92%	28%	16%	15%	0%	0%	71%	20%	2%	75%	9%	3%	3%
\$45,001-\$75,000	62	94%	92%	34%	24%	23%	2%	0%	74%	2%	2%	69%	24%	8%	7%
\$75,001-\$110,000	14	93%	93%	14%	36%	14%	0%	7%	64%	0%	0%	64%	21%	7%	7%
\$110,001-\$150,000	3	100%	100%	0%	33%	33%	0%	0%	67%	0%	0%	33%	0%	0%	0%
\$150,000+	2	100%	100%	50%	50%	50%	0%	0%	100%	0%	50%	100%	0%	0%	0%
Occupation															
Manufacturing and Production	110	96%	84%	22%	14%	15%	2%	0%	63%	64%	19%	89%	6%	0%	0%
Restaurant and Food Service	307	92%	89%	25%	13%	13%	0%	0%	69%	18%	3%	75%	12%	3%	2%
Administrative Services	67	91%	91%	37%	28%	27%	0%	2%	70%	3%	2%	66%	15%	5%	2%
Finance	43	95%	95%	37%	40%	40%	5%	0%	70%	0%	5%	65%	26%	9%	9%
Vendor	239	94%	95%	26%	3%	2%	0%	0%	79%	47%	2%	91%	0%	0%	0%
Professional Services	46	87%	89%	44%	26%	13%	2%	2%	59%	13%	7%	61%	24%	4%	2%
Computers/IT	31	100%	100%	23%	32%	13%	0%	0%	77%	0%	7%	77%	16%	7%	7%
Other Occupation	502	94%	95%	26%	19%	16%	1%	0%	67%	13%	3%	71%	12%	5%	3%
Residence															
Manhattan	392	94%	92%	25%	20%	15%	1%	0%	67%	23%	7%	74%	12%	3%	2%
Brooklyn	515	92%	92%	27%	14%	14%	1%	0%	71%	30%	6%	79%	9%	4%	3%
Queens	424	92%	91%	26%	17%	12%	1%	0%	70%	14%	2%	74%	10%	3%	1%
Bronx	232	94%	94%	29%	19%	22%	1%	1%	69%	27%	3%	78%	11%	3%	2%
New Jersey	73	86%	88%	22%	22%	15%	0%	0%	67%	4%	4%	67%	14%	4%	3%
Other New York	35	89%	86%	23%	23%	11%	3%	0%	60%	6%	0%	57%	20%	9%	6%
Staten Island	29	93%	93%	41%	17%	17%	0%	0%	69%	10%	3%	72%	24%	3%	3%
Non-New York/New Jersey	5	100%	80%	20%	0%	0%	0%	0%	60%	20%	0%	60%	20%	0%	0%

Table 3e: Distribution of Selected Vocational Training Types by Demographic Characteristic

		Percent in Training	Data Processing/ Computer Literacy	Health Care	Food Services	General Academic	Comp Programming/ Network Administration	Seanstress	Other Training
Gender	N								
Male	3,196	61%	18%	4%	8%	10%	9%	1%	12%
Female	8,019	61%	27%	9%	6%	5%	1%	2%	12%
Age Group									
25-under	234	64%	13%	9%	7%	11%	9%	0%	15%
26-35	1,394	64%	19%	7%	6%	10%	8%	1%	14%
36-49	4,993	63%	24%	6%	8%	7%	4%	1%	13%
50-62	4,031	59%	26%	10%	6%	4%	2%	3%	9%
63-up	700	49%	25%	6%	5%	4%	1%	2%	6%
Language									
Chinese	7,334	57%	27%	8%	7%	3%	0%	2%	10%
English	2,330	67%	17%	8%	5%	9%	11%	0%	17%
Spanish	715	71%	25%	5%	11%	17%	3%	0%	9%
French	214	76%	16%	4%	16%	33%	4%	0%	4%
Other Language	209	63%	13%	8%	7%	12%	10%	0%	13%
Income									
\$0-\$20,000	6,160	58%	26%	8%	7%	4%	1%	2%	10%
\$20,001-\$45,000	1,364	70%	21%	8%	7%	9%	8%	1%	16%
\$45,001-\$75,000	286	71%	13%	5%	3%	13%	19%	0%	18%
\$75,001-\$110,000	101	55%	11%	3%	0%	8%	18%	0%	16%
\$110,001-\$150,000	38	61%	16%	0%	3%	18%	21%	0%	3%
Over \$150,000	22	41%	0%	0%	0%	18%	9%	0%	14%
Pre-9/11 Occupation									
Manufacturing and Production	6,374	58%	28%	8%	6%	4%	0%	3%	10%
Restaurant and Food Service	855	59%	20%	5%	14%	7%	3%	0%	10%
Administrative Services	418	70%	21%	10%	4%	7%	7%	1%	19%
Finance	293	65%	16%	8%	2%	10%	10%	0%	18%
Vendor	304	76%	19%	3%	13%	30%	4%	0%	7%
Professional Services	306	59%	16%	5%	3%	8%	11%	0%	15%
Computers/IT	187	75%	11%	4%	1%	6%	34%	0%	19%
Other Occupation	1,562	64%	18%	9%	6%	9%	7%	0%	15%
Residence									
Manhattan	4,361	58%	25%	6%	6%	7%	2%	2%	11%
Brooklyn	4,040	61%	25%	8%	6%	5%	3%	2%	12%
Queens	1,739	68%	25%	9%	9%	6%	5%	1%	12%
Bronx	544	69%	20%	10%	8%	13%	9%	0%	11%
New Jersey	320	65%	15%	9%	5%	5%	13%	2%	16%
Other New York	194	50%	16%	4%	3%	6%	11%	0%	10%
Staten Island	148	63%	26%	5%	7%	3%	6%	1%	16%
Non-New York/New Jersey	23	70%	9%	0%	0%	4%	4%	0%	52%

Table 4: Distribution of Service Types by Provider

	N	Case Management/ Assessment	Job Search Assistance	Training/Education	Allowances
Chinatown Manpower Project	2,405	100%	31%	89%	89%
Chinese American Planning Council	1,526	95%	54%	88%	87%
Consortium for Worker Education	936	71%	12%	93%	95%
F·E·G·S	2,796	96%	56%	76%	81%
Seedco	1,916	93%	42%	79%	83%
Wildcat	1,726	100%	2%	98%	99%
Overall	11,393*	95%	36%	85%	87%

*Includes 88 participants from providers in New Jersey and Long Island (New York).

Table 5: Distribution of Services by Provider

	N	Case Management	Assessment	Job Search Readiness	Job Development	Job Placement	Post-Employment Services	Post-Employment Networking	Training	English as a Second Language	Basic Education and Literacy	Needs-Based Job Training Allowance	Needs-Based Job Search Allowance	Job Placement Bonus	Job Retention Bonus
Chinatown Manpower Project	2,405	100%	82%	30%	9%	9%	0%	0%	32%	65%	14%	88%	6%	1%	1%
Chinese American Planning Council	1,526	95%	95%	54%	20%	24%	14%	0%	57%	75%	0%	86%	5%	1%	1%
Consortium for Worker Education	936	67%	70%	12%	0%	0%	0%	0%	77%	73%	0%	93%	5%	2%	2%
F·E·G·S	2,796	96%	96%	39%	38%	20%	0%	1%	61%	19%	9%	73%	14%	4%	4%
Seedco	1,916	93%	91%	22%	12%	26%	2%	0%	77%	7%	1%	76%	14%	4%	3%
Wildcat	1,726	100%	100%	2%	1%	1%	0%	0%	78%	96%	74%	98%	1%	0%	0%

Table 6: Distribution of Vocational Training by Type of Training and Major Service Provider

Category	Total	Chinatown Manpower Project	Chinese American Planning Council	Consortium for Worker Education	F-E-G-S	Seedco	Wildcat
Data Processing/Computer Literacy	37%	25%	6%	9%	25%	39%	81%
Health Care	12%	11%	34%	12%	11%	6%	4%
Food Services and Hotel/Restaurant Management	10%	6%	23%	20%	8%	13%	0%
General Academic	10%	26%	0%	10%	17%	6%	0%
Other	8%	26%	1%	2%	3%	4%	13%
Computer Programmer/Network Administrator	6%	1%	0%	5%	11%	9%	0%
Administrative	5%	0%	12%	5%	3%	4%	1%
Customer Service	3%	2%	0%	7%	2%	7%	0%
Design/Production	3%	0%	0%	1%	7%	4%	0%
Seamstress	3%	0%	0%	24%	0%	0%	0%
Accounting/Finance	2%	2%	0%	1%	4%	2%	0%
Manufacturing	2%	0%	17%	0%	0%	0%	0%
Childcare	1%	0%	8%	0%	0%	0%	0%
Repair/Maintenance/Construction	1%	0%	0%	1%	2%	2%	0%
Transportation	1%	0%	0%	1%	2%	1%	0%
Real Estate	1%	0%	0%	0%	1%	1%	0%
Language	1%	0%	0%	0%	1%	0%	0%
Legal Services	1%	0%	0%	0%	1%	0%	0%
Security	0%	0%	0%	0%	1%	0%	0%

Section Three: Technical Notes and Definitions

Definitions

Database—Coverage: All data are extracted from the Safe Horizon Ongoing Recovery Program data file and the Employment Assistance Program database.

EAP Services:

Assessment (Individual Employment Plan): Identifying the participants' strengths, resources, needs, and problems and setting measurable, realistic, and time-limited goals to achieve employment or to regain prior wage earnings.

Basic Education and Literacy: Training for participants with basic English reading, writing, or computing skills at or below the eighth-grade level to bring basic skills up to a level where participants can go on to skill training or seek employment in the labor market.

Case Management: Providing guidance, ensuring implementation of clients' employment plans, and keeping in touch with the individual throughout their time in the program.

Employment and Post-Employment Networking Groups: Facilitated, weekly meetings of participants intended to help them address immediate issues that occur in the workplace.

English as a Second Language: For those whose primary language is other than English, instruction in reading, writing, or communication skills in the English language.

Individual Job Development: Working with participants to develop potential job openings or to access job openings with local employers by aggressively marketing the individual to employers. This may occur at any point in the job search process, including immediately upon entrance or after completing a training or education program.

Job Placement: Direct placement assistance following training.

Job Placement Payment: One-time payment of \$500 made to participants who secured full-time employment after enrolling in the program. This payment was available only to those individuals who were previously unemployed and actively engaged in job search and/or placement/development activities before job placement, but were not enrolled in EAP education or training and did not receive the needs-based job training allowance. Proof of employment was required for authorization of this payment.

Job Retention Payment: One-time payment of \$500 made to participants who provided proof of employment for more than 90 days. This payment was available only to those individuals who were previously unemployed and actively engaged in job search and/or placement/development activities before job placement, but were not enrolled in EAP education or training and did not receive the needs-based job training allowance.

Job Search Readiness: Includes providing resource rooms where participants can access job listings, and, if necessary, the technical assistance and guidance to use such resources (for example, assistance in the use of Internet-based job search sites). Job readiness includes group programs to teach the skills needed to secure full-time employment, such as interviewing skills, resume writing, networking, and marketing. Participants enrolled in this service activity were eligible for the needs-based job search allowance.

Needs-Based Job Search Allowance: One-time payment of \$500 made to qualified participants engaged in a job search activity. This allowance was intended to cover such costs as transportation to and from interviews or appointments at the EAP service provider location, childcare costs while in active job search, the purchase of appropriate interview attire, special tools, and/or special employment-related expenses (such as uniforms, tools, car insurance, etc.).

Needs-Based Job Training Allowance: Payments made to qualified participants who were engaged in an education or training activity to help cover living

expenses. Participants could receive up to \$300 a week for a maximum of 13 weeks provided they attended training for a minimum of 25 hours per week.

Occupational Training: Individuals deemed to lack marketable or up-to-date skills could receive occupational training for jobs that were in demand in the labor market area. Individuals who received September 11th Fund-supported tuition support received guidance to help them choose the appropriate type of training and training provider. The maximum amount allowable for individual training vouchers was \$4,000 per person.

Post-Employment Retention Services: Services that assist individuals to maintain their current jobs and prepare them for better jobs including additional occupational training, technology training, financial planning, and time management training. In some cases, post-employment services included helping participants gain access to other community-based resources to help them maintain employment.

Effective Date: Effective dates for data in this report are for the period July 1, 2002 to January 31, 2004. While the Employment Assistance Program officially started on September 16, 2002, Safe Horizon began conducting information sessions and determining eligibility for EAP services in July 2002.

Eligibility Criteria: Individuals seeking services under the September 11th Employment Assistance Program were required to meet the following criteria:

- Unemployed individual who is not employed/working at the time of eligibility determination and who became unemployed during the period September 11, 2001 to January 11, 2002.
- Underemployed individual:
 - Re-employed: An individual who became unemployed at some point during the period September 11, 2001 to January 11, 2002, but currently employed at gross wages of less than 70% of pre-September 11, 2001 wage income.

- Reduction in earnings: An individual who experienced a reduction in earnings during the period September 11, 2001 to January 11, 2002, resulting in wages of less than 70% of pre-September 11, 2001 wage income and who is currently realizing gross wages of less than 70% of pre-September 11, 2001 wage income.

Eligibility Determination: In New York City, individuals were referred to information sessions conducted by Safe Horizon every day of the week from the period July 2002 to January 2004 at locations in Manhattan, Brooklyn, Queens, the Bronx, and Staten Island. Special sessions were conducted in specific languages, such as Spanish, Cantonese, and Mandarin. Outside of New York City (New York and New Jersey), individuals were referred to information sessions in their local area conducted by New Jersey Family Advocate Management, Inc. and the United Way of Long Island/Health and Welfare Council. If not available locally, individuals were referred to information sessions in New York City. Eligibility was determined by these three agencies, and data taken at eligibility was retained in a central database at Safe Horizon.

Income Eligibility Criteria: Participants receiving needs-based income support payments were required to demonstrate that their household income was 80% or less of the median household income for the state of New York. Table 7 below indicates the annual and monthly income limits that were applied.

Table 7: Eighty Percent of Median Income for New York State

Family Size	Annual Household Income	Monthly Income
1	\$24,858	\$2,077
2	\$32,507	\$2,708
3	\$40,155	\$3,346
4	\$47,804	\$3,984
5	\$55,433	\$4,619
6	\$63,101	\$5,258
7	\$64,535	\$5,378
8	\$65,969	\$5,497
9	\$67,404	\$5,617
10	\$68,838	\$5,736

Primary Language: Safe Horizon did not collect information on race/national origin, but collected information on primary language spoken. For reporting purposes, these are defined as:

Chinese Speaking: Includes individuals who self-reported their primary language as Chinese, Cantonese, Mandarin, or Fujianese.

English Speaking: Includes individuals who self-reported their primary language as English.

French Speaking: Includes individuals who self-reported their primary language as French.

Spanish Speaking: Includes individuals who self-reported their primary language as Spanish.

Professional/Technical Workers: Includes any non-Chinese-speaking individual who self-reported either working in a professional or technical occupation or earning more than \$45,000 per year prior to September 11, 2001. Professional/technical occupations are defined as those in accounting, computers, finance, health care, law, or another professional service such as architecture, engineering, education, or the creative arts. All small business owners and self-employed persons earning more than \$45,000 per year are also included in this group.

Service/Production Workers: Includes any non-Chinese-speaking individual who self-reported working in a non-professional, production or service occupation, and earning less than \$45,000 per year prior to September 11, 2001. Common occupations within this group include

administrative services, manufacturing and production, restaurant/food service, and street vendors.

Training Categories: For the purposes of this analysis, types of vocational training were classified into the following major groups:

Training Category	Examples of Classes Include:
Accounting/Finance	Accounting, bookkeeping, financial services, insurance, tax services
Administrative	Clerical skills, general office/business skills, combination language and office/business skills
Childcare	Childcare
Computer Programmer/ Network Administrator	Advanced IT certification, computer programming, network administration, Web site development
Customer Service	Bartending, retail clerking, personal/beauty/hair care, fitness training
Data Processing/Computer Literacy	Basic computer skills, computer skills in conjunction with business or language training
Design/Production	Computer-based design, graphical skills, filmmaking and editing
Food Services and Hotel/ Restaurant Management	Chef training, hotel and restaurant service skills, hotel and restaurant management
General Academic	Language plus vocational training not covered by another category, teaching certification, secondary education classes
Health Care	Medical billing, nursing, medical assistant and home health aide training
Seamstress	Seamstress training



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