



**Workforce  
Development  
Institute**

# City of Newburgh: Vocational and Educational Unemployment Resources Assessment and Analysis

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Where is Newburgh's unemployment rate now and where would Newburgh like its unemployment rate to be in the next 3-5 years? The Newburgh City Council as well as the residents of the City of Newburgh is quite aware of the high unemployment rates that exist within this city. The unfortunate truth in regards to Newburgh's unemployment rate is that this is not a new discovery that is being revealed by this report but rather an ongoing, pre-existing problem that many have been aware of for some time. There have been many involved parties, from Newburgh's government to involved concerned citizens, to many non-profit agencies that have tried to tackle this issue with various strategies but similar programming methods.

Upon beginning this analysis of Newburgh's unemployment crisis the first thing that was done by the Program Coordinator was to comprise a list of local educational and vocational providers that are working with the City of Newburgh residents. One's initial thought would probably view this as a simple task, but as it will be illustrated this task became more involved upon meeting with representatives from the local educational and vocational providers. Comprising this list began as an internet search, then transformed into a phone directory search, then to a direct scouring of the streets, and concluded with networking with involved collaterals as well as the recommendations from the local educational and vocational providers themselves, as to whom the Program Coordinator should be speaking to.

As this list of local educational and vocational providers began to develop there were some immediate themes that began to surface. Let us now take a look at a cross section of local educational service providers, vocational service providers, and collateral support agencies that currently exist in the City of Newburgh and the services they provide in the area of employment. After examining this list there will be discussions on the themes that were identified.

**\*This list of agencies and service providers is a representative sample of agencies and services providers in the City of Newburgh, it is by no means meant to be a complete list of all services located in the City of Newburgh. This representative sample does illustrate the level of programmatic saturation that exists in Newburgh and serves to highlight how additional programming of this nature would not be an effective or productive use of resources. Please see Exhibit A for a list of agencies contacted and agencies that were met with directly.\***

**Local Educational Service Providers/ Vocational Service Providers/ and Collateral Support Agencies:**

- 1. Best Resources Center Inc.  
280 Broadway  
Newburgh, NY 12550**

**Services offered:**

General Equivalency Diploma classes (GED)  
English as a Second language classes (ESL)  
Supplemental Educational Services (SES)  
SAT preparation classes (SAT)  
College preparation classes

After school tutoring K-12  
Work Experience classes  
Call Center training program  
Green Jobs training program  
Work Experience classes  
Case Management Services

No out of pocket cost for participants

**2. Orange Works- One Stop Employment & Training Center**

**Maple Building**

**3 Washington Center, 4<sup>th</sup> Floor**

**Newburgh, NY 12550**

**Services Offered:**

General Equivalency Diploma classes (GED)  
Call Center training (in partnership with Best Resources Inc.) -direct referrals provided  
Job Readiness Training (formerly the SUNY Orang Bridge program)  
Fresh Start Café program  
On the Job Training opportunities (OJT)  
Job Developer- (transports individuals to seek out perspective employment opportunities)  
Computer lab, fax machines  
Workshops (i.e. resume writing)  
Case Management

No out of pocket cost for participants

Staffed with various collateral personnel for ease of accessibility including representatives from:

Child Care Council

Department of Public Works

Job Corp.

Office of the Aging

**3. SUNY Orange**

**Continuing and Professional Education (CAPE /non-credit track)**

**1 Washington Center N**

**Newburgh, NY 12550**

**Services Offered:**

\*General Equivalency Diploma classes (GED)  
General Equivalency Diploma (GED prep classes low income youth 17-21)  
\*Green Technology Training Classes

\*Job Readiness Courses (Office Skills Program)  
Facilitated Peer Support Group (displaced high earners)  
Workforce Investment Act Training Vouchers (partnership One Stop Center)  
English as a Second Language classes (ESL)

\*out of pocket cost associated with these classes

**4. ACCESS-VR**  
**Adult Career and Continuing Education Services (formerly VESID)**  
**200 Midway Park Drive**  
**Middletown, NY 10940**  
**(satellite services through Independent Living)**

**Services Offered:**

Vocational Assessment  
Vocational Counseling and Career Planning  
Training Opportunities including but not limited to:  
    On-the job –programs  
    Job Coach Services  
    College and university programs  
    Trade and business school programs  
Transition Services  
Supported Employment  
Job Placement Services  
Case Management Services  
Training in job seeking skills (resume writing, application completion)  
Rehabilitation Technologies

\*no out of pocket cost for participants

**5. Independent Living**  
**5 Washington Terrace**  
**Newburgh, NY 12550**

**Services Offered:**

Work Readiness Assessments  
Job Placement Services for ACCESS-VR, OPWDD, and CBVH  
Enhanced Supported Employment Services  
Case Management/Service Coordination  
Vocational Services for tenants of The Cornerstone Residence  
ACCESS-VR Informational Sessions

\*No out of pocket cost for participants

**6. Safe Harbors (The Cornerstone Residence)**  
**111 Broadway**  
**Newburgh, NY 12550**

**Services Offered:**

General Equivalency Classes (GED)

Computer Lab

\*Job Training (search and placement assistance)

\*Support Services

\*Case Management

\*services provided by Independent Living staff member housed within The Cornerstone

**7. Newburgh Community Action Committee, Inc.**

**48 Grand Street**

**Newburgh, NY 12550**

**Services Offered:**

General Equivalency Classes (GED)

Work Readiness Program

Wage Subsidy Program (operates in conjunction with the Work readiness Program)

Energy Program (energy audits conducted)

Case Management Services

Goods 360 (a gifts in-kind program)

**8. PathStone**

**36 Chambers Street**

**Newburgh, NY 12550**

**Services Offered:**

Home Ownership Education and Counseling Classes (online option available)

Financial Literacy Classes

Tax preparation Services

Neighborhood Preservation Program

Community Gardens

Section 8 Administrators

Housing Awareness campaigns

\*Out of pocket cost associated with some services

With all the aforementioned services that currently exist in the City of Newburgh the addition of another direct services vocational program is not the recommended strategy of the Program Coordinator whom conducted this assessment. In the City of Newburgh there is currently an extensive amount of direct vocational and educational programming available. Newburgh's vocational and educational programs

have sought out particular deficiencies that they have identified in the City of Newburgh, with the expectation that their services would or could make a positive difference in the unemployment rate in the City of Newburgh. This Program Coordinator has visited the aforementioned programs as well as spoke with some of the program participants, and is willing to speak positively in regards to the professionalism of these programs as well as the effectiveness of these programs when evaluated on their individual structure and methodology. However at the present time, the efforts by these organizations are not making a significant impact of the City of Newburgh's unemployment rate.

What we at the Workforce Development Institute (WDI) are proposing to the City of Newburgh is that they are in need of a coordination of services. In line with our Real Jobs NY Program we have seen the success of many individuals in finding employment when there is an effective coordination of services. This coordination of services would be outlined in the following manner: the current role of the Program Coordinator in Phase I, (assessment of local educational and vocational providers as well as involved collaterals to identify the work being performed, there services being conducted, the gaps and impediments in services as viewed by the providers, the participants, and the Program Coordinator), would evolve into position of coordination of Newburgh's existing services. The WDI Program Coordinator would utilize the methodology of the WDI Real Jobs Program to facilitate a coordination of existing services.

The WDI Program Coordinator would remain as an employee of the Workforce Development Institute with contracted services to the City of Newburgh. The WDI Program Coordinator would function as a Job Scout, a Job Developer, and Jobs Coordinator and Facilitator.

As a Job Scout the WDI Program Coordinator would be responsible for finding out where current employment vacancies exist and where future employment opportunities may arise in the near future. As a Job Scout the WDI Program Coordinator would be charged with forging ongoing relationships with local human resource departments, local industry, and even the local temporary agencies (as temporary jobs allow for an individual to get hands on opportunity to show their capacity to quickly learn a new skill set and use it in applicable setting thus increasing the likelihood of being asked to remain for a permanent position). The development of this ongoing relationship with human resource departments, local industry and temporary agencies will allow for the WDI Program Coordinator to have real time access to vital information in regards to current vacancies, local hiring trends, and forecasted vacancies. A crucial role of the WDI Program Coordinator will be to advocate for the hiring of City of Newburgh residents to current and future employers.

As a Job Developer the WDI Program Coordinator would be responsible for finding out what skill set is required for current employment vacancies as well as what skill set will be required for jobs that will be coming available in the near future. After having an understanding of the required skill set the WDI Program Coordinator would be able to assess which agency/agencies have the capability to develop a training program to meet that skill set, increasing the probability of their students, as well as the students of involved collaterals, in securing long term employment opportunities.

As a Job Coordinator the WDI Program Coordinator would bring the local educational and vocational providers and involved collaterals together in a forum to allow for the exchange of ideas and information. The information shared in these meetings could range from the discussion of a trainings being offered, to discussion on a search for collaboration on an upcoming project. This forum would also allow an opportunity for the WDI Program Coordinator to disseminate information on current and prospective employment opportunities and skills sets that are required or will be required. This allows for the educational and vocational providers to collaborate and design programming around the identified skill set. Having residents that are trained with the skill set that employers will be prospectively seeking out will increase the chances of those individuals in obtaining gainful employment opportunities.

In functioning as a Job Coordinator the WDI Program Coordinator will also have the time to dedicate to attending relevant workforce meetings including but not limited to Section 3 Compliancy, the Orange County Workforce Investment Board, Job Creation Team, Industrial Development Agency, Jobs Accelerator Advisory Committee.

The position of WDI Program Coordinator would bring a level of coordination to the educational and vocational services of Newburgh that does not currently exist, thus hindering the local providers of services to make any significant impact on the unemployment rate in the City of Newburgh. With a superficial glance one would assume with such a magnitude of agencies and services in such a relatively small area that there would be significant progress in decreasing that area's unemployment rate, however that is not the case in the City of Newburgh. It is the opinion of the WDI Program Coordinator conducting this assessment, that this lack of coordination is the most recognizable impediment in terms of unemployment in the City of Newburgh.

The WDI Program Coordinator position would greatly improve upon this most recognizable impediment in decreasing the unemployment rate in the City of Newburgh, by facilitating coordination as opposed to the continuation of programs operating isolated manner. This WDI Program Coordinator would serve to increase the effectiveness of the existing programs to work beyond the scope of their agency in a manner that will utilize the specialties of each agency in a manner that can provide the most beneficial education and training to the City of Newburgh residents.

Another impediment in Newburgh reducing its unemployment rate is lack of awareness. This lack of awareness comes in two forms. The first being the lack of awareness that agencies have of each other and the second is the lack of awareness that the City of Newburgh residents have of the available programs.

What was identified multiple times throughout this assessment is that although these agencies are doing sufficient work with the residents of the City of Newburgh and beyond, by largely they are unaware of other agencies that exist that have similar services. In addition they are not aware (or extremely underutilizing) of those agencies that have complimentary services. This unawareness of complimentary agencies undermines the positive work that is being accomplished. Each agency has a

limited amount of funding that they have available to them to focus on the goals and vision of their particular agency, however, if a collaboration of complimentary services could be encouraged and facilitated then the City of Newburgh residents would serve to benefit.

For example the City of Newburgh Currently has multiple providers of basic math and reading tutorial education programs to prepare an individual to take and pass the test to attain a General Equivalency Diploma. However, in this day and time a General Equivalency Diploma and/or a High School Diploma are no longer the bare minimum that an individual needs to attain an entry level job. What has been noted prior to this report is that employers are expecting new employees to have a basic skill set as it pertains to the industry that they are looking to become employed in.

With proper coordination by the WDI Program Coordinator local educational and vocational providers as well as involved collaterals would be brought together on a regular basis. The meeting of these agencies would serve multiple purposes. First and foremost by bringing these agencies to the table it would allow for the opportunity to not only know other agencies in terms of their name and possibly their location but rather an actual understanding of the services that each agency is providing. In addition there is the opportunity to learn: which subset of the City of Newburgh residents they are targeting with their programming; what type of recruiting efforts they are currently engaged in or have tried in the past; a forum to discuss upcoming projects; a forum to discuss possible collaborations and ways to leverage existing resources. Each of these purposes serve to not only benefit the involved agencies, but more importantly the City of Newburgh Residents, as it increases the level of opportunities for skill development that are available to them from a programmatic standpoint, thus increasing their employability.

This ongoing forum, facilitated by the WDI Program Coordinator, would also function as a clearing house or specific point of entrance for residents seeking services. In that it would allow for a protocol to be developed, with the input of the agencies that could streamline effective service delivery. There is no one particular agency that has been identified that is going to meet all the needs of a particular individual. The development of a protocol of how to best triage an individual's situation and make recommendations for services based on the individuals needs in conjunction with the agencies whose programming that is most applicable for a particular service, is a vital tool that can be utilized. By creating and adhering to such a protocol an individual is given the opportunity to be exposed to services that they may not have been aware of or utilized because they were unaware of the particular programming of that agency.

This forum can additionally be used to facilitate the Section 3 recruiting process as it relates to city residents. As stated by HUD directives

“Section 3 requirements apply to recipients of Community Development Block Grants (CDBG) funding exceeding 200,000 (in any fiscal cycle). Section 3 applies to all projects involving covered activities, regardless of whether they are fully or partially funded with CDBG. When this criteria is met HUD directs recipients to give preference in awarding contracts to businesses owned by or employing local, low-income residents, to the greatest extent feasible.”

In adhering to this directive, there must be ongoing coordination and communication between Section 3 approved businesses or businesses that wish to meet their compliancy standards with newly hired city residents, and local educational and vocational providers.

The WDI Program Coordinator also becomes a resource for the City of Newburgh, local educational and vocational providers, involved collaterals, and industry, as a go to source of information on existing programs, program specialties, program resources (in terms of trained and available employment candidates), available job opportunities (current and prospective). In this capacity the WDI Program Coordinator will alleviate another identified impediment/gap in services as identified by this assessment. Currently there is no entity, be it agency or person that can be called upon to readily provide information on each of the vocational and educational programs within the City of Newburgh, their location, the contact person, the agency's scope of programming, the cost of available services, the agencies current projects, and the collateral support systems that are all available to the residents of the City of Newburgh.

Within this assessment of the City of Newburgh's resources as they pertain to combatting unemployment the major themes, gap, and impediments that have been identified are: lack of knowledge of current jobs, lack of knowledge of prospective employment opportunities (6 months or greater from a given point in time), no central source aware of all of the services/programs/and supports each providers offers, possible duplication of services, programs functioning in an isolated manner, minimal connections between local existing or prospective industry (regardless of sector i.e. construction, manufacturing, green technologies) and the local service providers, and a lack of incentive based trainings (i.e. work subsidy programs, paid apprenticeships).

An assessment is a powerful tool but it only becomes powerful when it is used as an instrument of change. By initiating the strategy proposed in this assessment, the City of Newburgh can begin to make an impactful step forward into reducing the unemployment rate of its citizens.

The Workforce Development Institute works to develop programs in education and training, economic development, family support, disabled and dislocated worker services, and cultural enrichment. WDI has offices in every region of the state, regular interaction with over 2 million union workers and alliances with business, local governments, and educational institutions. WDI recognizes its

responsibility to share this knowledge and these resources in matters related to regional and statewide economic development.

## Exhibit: A

### **Agencies/Programs/Providers that have been contacted:**

Best Resources Inc.  
Orange Works Career Center  
Orange-Ulster BOCES  
SUNY Orange  
Orange County Workforce Investment Board (WIB)  
Local 17 LIUNA  
ACCES-VR  
Independent Living  
Safe Harbors (The Cornerstone Residence)  
Newburgh Community Action-Job Creation Team  
Industrial Development Agency-(IDA)  
The Solar Energy Consortium (TESC)  
Jobs Accelerator Advisory Committee (TSEC, GET, SUNY Orange, City of Newburgh)  
Benjamin Enterprises (managed labor training consulting)  
Community Voices Heard  
\*Newburgh Builds Newburgh  
Pathstone  
Newburgh Community Action Committee  
Newburgh Armory Unity Center  
Team Newburgh

### **Agencies/Programs/ Providers that have been met with:**

Best Resources Inc.  
Orange Works Career Center  
SUNY Orange  
Orange County WIB  
Local 17 LIUNA  
Independent Living  
Safe Harbors (The Cornerstone Residence)  
Industrial Development Agency  
The Solar Energy Consortium  
Jobs Accelerator Advisory Committee  
Community Voices Heard  
\*Newburgh Builds Newburgh  
Pathstone  
ACCES-VR  
Newburgh Community Action Committee  
Job Corps