




HempsteadWorks
Annual Report to the Governor

PARTNERSHIPS AND PERFORMANCE • PROGRAM YEAR 2004
(JULY 1, 2004 THROUGH JUNE 30, 2005)

MESSAGE FROM THE WORKFORCE INVESTMENT BOARD CHAIRPERSON



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The citizens of our community, like countless others across the Nation, are experiencing the need to participate in life-long learning activities. In an era when global competition, rapidly emerging technology and homeland security concerns are converging to demand the most highly skilled workforce in history, we are experiencing a population growth rate that lags behind job growth rate, changing demographics and a shortage of qualified post secondary and technical school graduates. The resulting "skills gap" must be addressed to ensure local business growth and economic prosperity.

In response to these challenges, the Town of Hempstead Local Workforce Investment Board (LWIB) has established strategic partnerships with business, economic development, educational and workforce development organizations to facilitate communication among these entities that will focus their efforts toward achieving common goals. These strategic partnerships have enabled HempsteadWorks to move beyond program compliance to address the economic development needs and key workforce issues affecting the Town Of Hempstead/City of Long Beach Local Workforce Investment Area and the Long Island Region.

As we look to the future, we will work diligently to increase our contribution to the local economy and to continually improve our performance in the service of businesses and jobseekers. On behalf of all of our members, I wish to thank the many organizations and individuals who have contributed to the positive impact of HempsteadWorks. Your support will be more critical than ever in the years to come.

Sincerely,

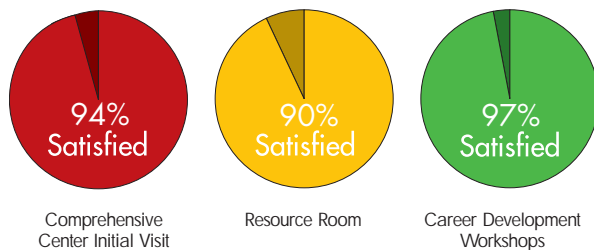
A handwritten signature in black ink that reads "Ann Steinger".

Ann Steinger
Chairperson



I. SERVICES TO INDIVIDUALS

The following represents the results of customer satisfaction surveys of individuals who utilized the HempsteadWorks System:



Below are comments from HempsteadWorks jobseeker customers:

"You have gone beyond the call of duty."

K.L.

"Thanks to the tireless efforts of HempsteadWorks, I have been able to dramatically upgrade my job hunting skills, create a resume, write effective follow-up letters, use the Internet to facilitate job search, create an e-mail account, map out transportation, and benefit from a positive outlook on the labor market."

E.A.

II. BUSINESS SERVICES

HempsteadWorks provided a series of customized training programs to help Winthrop University Hospital to retain health care workers in skill shortage occupations. In addition, a variety of employers conducted on-site recruitment at the HempsteadWorks Career Center and the New York State Department of Labor Division of Employment Services (NYSDOL/DoES) Offices. The NYSDOL/DoES Regional Office also coordinated rapid response activities for businesses involved in downsizing, plant closures and layoffs.

Under the direction of the Workforce New York Long Island Business Services Team, HempsteadWorks connected businesses to several initiatives, including: Building Skills in New York State (BUSINYS) and Mapping Career Ladders. HempsteadWorks currently participates in two NYSDOL funded Mapping Career Ladder Projects in conjunction with the Business Service Team. The projects pertain to Aerospace/ Homeland Security and Life Sciences. In the past year, we convened meetings with the partners of our system to ensure coordination of business services throughout out local workforce investment area and across the Long Island Region. In coordination with our partners, we convened information sessions with businesses to listen to their needs and propose appropriate solutions. All of our partners continue to participate in employer recruitment activities conducted at the HempsteadWorks Career Center.

Below are comments from a HempsteadWorks business customer:

"The service you provide is not what I'd expect from a government agency. You try hard and you try everyday."

– Alliance for Defense Diversification in Peacetime Transition, Inc.

MAJOR INITIATIVES



III. MAJOR INITIATIVES

In Program Year 2004, HempsteadWorks engaged in the following initiatives:

- The Whatever It Takes (WIT) Project, funded under a Consolidated Appropriations Act Customized Employment Grant awarded by the United States Department of Labor Office of Disability and Employment Policy (ODEP), is operated through a partnership between Abilities, Inc., DOOR, DoES and the New York State Education Department Vocational Educational Services for Individuals with Disabilities (VESID). The WIT Project has resulted in increased usage and access to the HempsteadWorks System and Center for individuals with disabilities. It has also increased employment and customer satisfaction for this group, while at the same time increasing the capacity of HempsteadWorks to serve this important segment of our workforce.
 - The HempsteadWorks Disability Program Navigator (DPN), working in coordination with VESID and other organizations, assists individuals with disabilities under a WIA Statewide DPN Grant. A second Navigator has been added, on a part-time basis, to create new pathways for individuals with disabilities in targeted areas, such as the Five Towns and the City of Long Beach.
 - Under a WIA Statewide Youth Readiness Initiative Grant and through a partnership between The Paxen Group, Inc., NYSDOL and DOOR, Paxen conducted the About Face Program, within the Full Service Center. The project placed 84 out-of-school youth in unsubsidized employment.
 - A Microsoft Office Skills Training Program was established at the HempsteadWorks Career Center through a partnership with The National Council On The Aging, Inc., which provides the instructor for the program.
- Financial Aid Counseling was provided through the services of a financial aid counselor from Nassau Community College, who is co-located in our Resource Room.

Through the contribution of a certified teacher by the Long Island Regional Adult Education Network (LI-RAEN), our WIA Title II partner, we established a One-Room School House (ORSH) within our Career Center. The ORSH included a certified instructor and a classroom, to provide a variety of basic education services to address a broad spectrum of needs. HempsteadWorks also participated in the following activities:

- September 22, 2004 and May 16, 2005 – Health, Equity and Employment Seminar, presented by the Town of Hempstead, Citibank and South Nassau Communities Hospital
- September 21, 2004 – Maturity Works Job Fair, sponsored by the National Council On The Aging, Inc.
- October 28, 2004 - Economic Opportunity Commission, Inc. Job Fair
- November 12, 2004 – Nassau Veterans Services Agency Stand Down
- November 18, 2004 – Long Island Association, VESID Vocational Rehabilitation Summit
- March 22, 2005 – Nassau Community College Office of Special Programs for Business Executive Breakfast

PARTNERSHIPS



IV. PERFORMANCE

Numbers Served/Performance Achieved
Customers Served: 5828

Table I: Cost Efficiency

FUNDING SOURCE	NUMBER OF ENROLLEES	FUNDING ALLOCATION	COST PER ENROLLEE
System Wide	5,828	\$291,943	\$50
WIA-Title 1-B Adult/Older Youth	2,032	\$692,960	\$341
WIA Title 1-B Youth	240	\$719,828	\$240
WIA Title 1-B Dislocated Workers	1,356	\$1,944,885	\$1,434

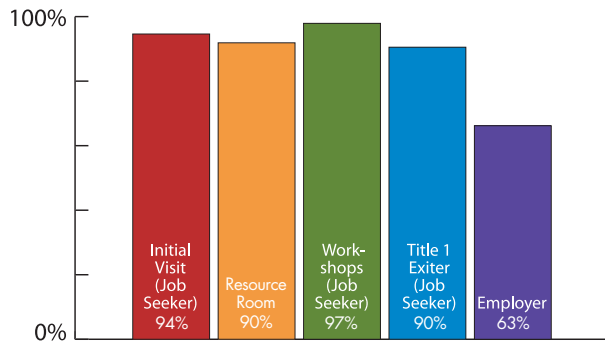
Table III: Return-On-Investment

(Indicates the ratio of dollars returned to the economy for each dollar invested in services.)

ACTIVITY	DOLLARS RETURNED	DOLLARS INVESTED
One Stop System	\$177.25	\$1
WIA Title I	\$10.82	\$1

Table II: Customer Satisfaction Rates

(Indicates the percentage of favorable responses to survey questions by employer and job seeker customers.)



OTHER HIGHLIGHTS



Table IV: Workforce Investment Act Title 1-B Performance Standards
WIA Quarterly Report • Program Year 2004, Quarter 4 • LWIA 36060

Hempstead/ Long Beach

Performance Items	Program Group	Negotiated Perf. Level	Actual Perf. Level	Numerator	Denominator (# in exit Cohort)	% of Goal	Acheived 80% of Goal
Total Participant (July 1, 2004 - June 30, 2005)	Adults		2,033				
	Dislocated Workers		1,427				
	Older Youth		74				
	Younger Youth		167				
Total Exitors (April 1, 2004 - March 31, 2005)	Adults		960				
	Dislocated Workers		716				
	Older Youth		22				
	Younger Youth		45				
Entered Employment Rate (October 1, 2003 - September 30, 2004)	Adults	71	76.8	334	435	108.2%	Yes
	Dislocated Workers	80	77.4	493	637	96.8%	Yes
	Older Youth	63	75.0	9	12	119.0%	Yes
Retention Rate (April 1, 2003 - March 31, 2004)	Adults	80	83.9	270	322	104.9%	Yes
	Dislocated Workers	88	83.5	370	443	94.9%	Yes
	Older Youth	74	92.3	12	13	124.7%	Yes
	Younger Youth	48	67.4	29	43	140.4%	Yes
Earnings Change/Replacement (April 1, 2003 - March 31, 2004)	Adults	2,885	2,094	592,569	283	72.6%	No
	Dislocated Workers	92	85.2	5,704,295	6,693,977	92.6%	Yes
	Older Youth	2,900	1,392	13,918	10	48%	No
Credential Rate (October 1, 2003 - September 30, 2004)	Adults	61	82.0	109	133	134.4%	Yes
	Dislocated Workers	52	73.2	142	194	138.1%	Yes
	Older Youth	43	71.4	10	14	166.0%	Yes
Diploma Attainment Rate (April 1, 2004 - March 31, 2005)	Younger Youth	46	81.3	26	32	176.7%	Yes
Skill Attainment Rate (April 1, 2004 - March 31, 2005)	Younger Youth	74	91.5	65	71	123.6%	Yes
Customer Satisfaction (January 1, 2004 - December 31, 2004)	Employers	69	62.8			91%	Yes
	Participants	72	72.7			101%	Yes

V. BIENNIAL CONTINUOUS IMPROVEMENT AWARDS

At the conclusion of the year, the Town of Hempstead WIB presented its Biennial Continuous Improvement Awards to the awardees listed in the following three (3) categories:

Business – Winthrop University Hospital
Jobseeker – Keith Haarmann
Honorable Mention – Lillian McCormack, Executive Director, Women-On-The –Job, Inc.

Abilities, Inc.

City of Long Beach Office of Youth and Family Services

Circulo de la Hispanidad, Inc.

Drake Beam Morin, Inc.

Economic Opportunity Commission of Nassau County, Inc.

Education and Assistance Corporation

Goodwill Industries of Greater New York and Northern New Jersey, Inc.

Job Corps

Nassau Community College

Nassau County Department of Senior Citizens Affairs

Nassau County Department of Social Services

National Council On The Aging, Inc.

NYS Department of Labor, Division of Employment Services

NYS Education Department Workforce Investment Act Title II Network

Town of Hempstead Department of Occupational Resources

Town of Hempstead Housing Authority

NYS Education Department Vocational and Educational Services
for Individuals with Disabilities

The Paxen Group, Inc.



HempsteadWorks

Your connection for working solutions

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