

Town of Hempstead/City of Long Beach
Local Workforce Development Board (LWDB)
Feedback in Response to
HempsteadWorks One-Stop Operator
Annual Report for Program Year 2016
(July 1, 2016 through June, 30, 2017)

Section I: Background

The HempsteadWorks One-Stop System Operator has submitted its **Annual Report for Program Year 2016** to the LWDB in accordance with the local **Recertification Process** and the **Local Plan**. The Town of Hempstead Local Workforce Development Board (LWDB) is providing this document in response to the Operator's Report to identify positive and negative trends, issues of concern and continuous improvement actions that the Operator must undertake. In addition to the Operator Report, our feedback and instructions are based upon data obtained from the HempsteadWorks Quality Assurance Program (HWQAP) Reports.

Section II: Summary

In general, the report indicates outstanding performance by the HempsteadWorks One-Stop Operator in terms of achievement of quality standards, organizational results and return-on-investment. The report indicates that the Operator passed all United States Department of Labor (USDOL) Primary Indicators of Performance. However, it should be noted that while the Workforce Innovation and Opportunity Act (WIOA) of 2014 establishes Primary Indicators of Performance, the LWDB has negotiated the performance goals with New York State Department of Labor (NYSDOL) for these indicators at zero for Program Year 2016 (July 1, 2016 through June 30, 2017). The level of zero was acceptable to NYSDOL because of the lack of historical data related to the new indicators established under the Workforce Innovation and Opportunity Act (WIOA).

Section III: Issues/Actions

During Program Year 2017 (July 1, 2017 through June 30, 2018), the One-Stop Operator must ensure that the partners perform post-program data collection and follow-up services that are aligned with the Primary Indicators of Performance. Once the performance goals are negotiated by the LWDB with the NYSDOL for these indicators, the Operator must ensure these goals are achieved.