



  
Hempstead**Works**  
*Annual Report*

**PROGRAM YEAR 2019**  
JULY 1, 2019 THROUGH JUNE 30, 2020

# STRATEGIC PLANNING SERVICES

## I. COVID-19 Response and Initiatives

In response to the Coronavirus Pandemic of 2019 (COVID-19), to ensure the safety of our customers, staff, contractors and partners, the HempsteadWorks Career Center was closed to the public on March 19, 2020. In order to maintain continuity of services to businesses and jobseekers, while fulfilling the compliance responsibilities of the Local Workforce Development Board, the Department of Occupational Resources and the HempsteadWorks Workforce Development System, a variety of initiatives were launched remotely and in person during the period of closure by the system staff. These initiatives are summarized below under each major category of services.

### Job Seeker Services:

- Fully equipped Career Center staff to work remotely, using laptop computers and cell phones.
- Adapted our policies for career and training services enrollments and created fillable forms to meet compliance requirements.
- Posted our on-line **Application for Career Services** to our web site.
- Posted our **Request for Job Search/Training Form** for jobseekers to use to request assistance to our web site.
- Created a series of online **Career Development Workshops**.
- Arranged for online **Computer Skills Workshops** to be provided by Nassau Community College.

- Enrolled at least 50 participants into occupational skills training at local colleges and proprietary schools
- Acquired **Metrix Learning**, an online tool customers can use to improve their skills, gain certifications, and better market themselves to employers. It offers 1,000s of online courses in a variety of industry tracks and career pathways. Customers will have access to these courses and can complete them at their own pace. Our subscription to Metrix will allow access for 200 customers.
- Responded to inquiries from jobseeker customers regarding job search, training, accessing unemployment insurance, continuity of programs, etc.
- Referred customers to the **Nassau United Together Program**.
- Posted helpful information to our web site.

### Youth Services:

- Provided the Youth Program Design and Program Elements via telephone, e-mail and Zoom.

### Summer Youth Employment Program Specific Services:

- Created remote/virtual internships, such as: Online Research, Website Editing, Social Media Marketing, Online Sales, Clerical
- Conducted educational activities via Zoom: CareerZone, Financial Literacy, Leadership, Entrepreneurship, Computer Application, Basic Life Skills, Health & Wellness

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## Business Services:

Since the start of the pandemic, the Town of Hempstead Department of Occupational Resources at HempsteadWorks has seamlessly transitioned Business Services to an on-line virtual platform. We continued to work with businesses throughout Long Island to assist them with Recruitment Services. We've helped business owners find new, qualified employees by holding virtual hiring events via Zoom.

Listed below are the local businesses that held a virtual hiring event:

- DII Deals & Discount Store
- Amber Court Assisted Living
- Attentive Care
- Amazon Prime Now
- Council for Airport Opportunity
- Amazon Robotics
- Investors Bank
- College Nannies, Sitters & Tutors
- G4S Secure Solutions (USA) Inc.

These events were very successful with upwards of 20-35 participants attending. We promoted these events by creating a flyer, job matching in the New York State One-Stop Operating System (OSOS), posting it on our website, LinkedIn and Facebook pages as well as sending out an e-blast to all qualified customers. Interested participants then received a confirmation of their attendance and the Zoom invitation to attend.

Leadership Training Institute was impressed with our virtual job fairs and asked that we present at their first virtual job event for candidates with prior justice involvement. This event took place on August 26, 2020 and was presented by the Nassau County Re-Entry Task Force in partnership with Office of Second Chance Employment and NYS Department of Corrections and Community Supervision. Our Business Services Representative shared a PowerPoint presentation to the group and explained our services and how we can help them get back into the workforce.

To date, HempsteadWorks has obtained over 110 job orders since March 2020. This was made possible by cold calling local businesses and emailing contacts to let them know we were still open to serve their needs. They were directed to our website where they could easily access our web-based forms. This allowed businesses to fill out our Job Order Form right from the website. All job orders were placed in OSOS and shared with partner agencies for maximum exposure. We also created flyers with various job opportunities and posted them on our LinkedIn and Facebook pages.

Additional business services initiatives undertaken include the following:

- Posted an online **Job Order Request Form** to our web site.
- Created fillable online forms for employers to participate in our **On-The-Job Training** and **Internship** programs.

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- Responded to inquiries from business customers regarding filing **Worker Adjustment Retraining Notification Act (WARN) Notices**, listing jobs for new hires, accessing financing and loan programs, etc.
- Created and posted a **Business Services Survey** that will help us better understand local business' needs and challenges

## Services Provided to Special Populations:

- Conducted a **Virtual Business Breakfast Meeting** to develop career pathways opportunities for youth with disabilities under our **Disability Employment Initiative Project**.
- Conducting staff training with the Young Adult Institute to help improve service delivery to and employment outcomes for individuals with disabilities

## Other:

- Referred customers to the **Nassau United Together Program** for gift cards for groceries.
- Created an online application form for our **New Village Pathways Project**, which is funded under a grant from United Way of Long Island and the New York State Office of Temporary and Disability Assistance (OTDA) through the **Empire State Poverty Reduction Initiative (ESPRI)**.
- Conducted LWDB, Youth Standing Committee and other subcommittee meetings via Zoom.

- Adapting our HempsteadWorks website to become more user-friendly

## II. Grant Projects

In addition to formula grants operated under the WIOA in Program Year 2019, the following additional grant projects were awarded to the Town of Hempstead Local Workforce Development Board (LWDB) and administered by the Town of Hempstead Department of Occupational Resources (DOOR) for the HempsteadWorks System:

### 1. National Health Emergency Phase Two: Disaster Recovery National Dislocated Worker Grant to Address the Opioid Crisis

In Program Year 2018, the New York State Department of Labor was awarded a grant by the U.S. Department of Labor to operate a project under the above referenced opportunity. The LWDB was awarded a subgrant under this opportunity for the period covering December 1, 2018 through December 31, 2020. Through this initiative, the LWDB provided workforce development services to reintegrate individuals affected by the national opioid crisis, as well as encourage individuals to enter professions that could provide relief to those affected by the crisis

### 2. Trade and Economic Transition National Dislocated Worker Grant

In Program Year 2018, the New York State Department of Labor was awarded a grant by the U.S. Department of Labor to operate a project under the above referenced opportunity. The LWDB was awarded a subgrant under this opportunity for the period covering

# STRATEGIC PLANNING SERVICES

October 1, 2018 through September 30, 2021. Through this initiative, the LWDB provided workforce development services to dislocated workers effected by layoffs created by trade and economic transition

### **3. Empire State Poverty Reduction Initiative**

In Program Year 2018, the United Way of Long Island in association with the New York State Office of Temporary and Disability Assistance awarded a grant to the LWDB under the Empire State Poverty Reduction Initiative (ESPRI). Under the grant, which was funded by the Temporary Assistance to Needy Families Program, the LWDB operated the New Village Pathways Project, which provided workforce development services to needy residents of the Incorporated Village of Hempstead. The term of the ESPRI grant is October 1, 2018 through March 30, 2021.

### **4. New York State Empire State Development Consolidated Funding Application 8.0 –Unemployed Worker Training Grant**

In Program Year 2018, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Eight (8.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB to provide career pathways training to unemployed and underemployed workers. The term of the CFA grant was June 17, 2019 through June 17, 2020.

### **5. Disability Employment Initiative – Round 8 Project**

In Program Year 2017, The New York State Department of Labor was awarded a grant by the U.S. Department of Labor to operate a project under the Disability Employment Initiative (DEI) Round 8. The LWDB was selected to participate as one of three sites in New York State under this project for the period covering October 1, 2017 through September 30, 2021. This initiative supports a Disability Resource Coordinator (DRC) in the One-Stop Career Center who coordinates the development of career pathways for youth who are individuals with disabilities

### **6. Temporary Assistance to Needy Families Summer Youth Employment Program**

The New York State Office for Temporary and Disability Assistance (OTDA) awarded funding to the LWDB under the Temporary Assistance to Needy Families (TANF) Program to operate the Summer Youth Employment Program (SYEP). This program was operated in coordination with local school districts, publicly funded agencies and community-based organizations. In Program Year 2019, 75 young people participated in SYEP.

# STRATEGIC PLANNING SERVICES

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## III. Service Highlights

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The number of customers served by the HempsteadWorks System in PY'19 was 5,002. The following are comments from our customers:

*"The supervisors and staff members I met deserve the utmost praise for their knowledge, professionalism, dedication to service, and passion for their work."*

*"Very patient and committed to my personal time and space."*

*"It is a pleasure working with group of such dedicated people."*

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## IV. HempsteadWorks Career Center: A Place to Recruit New Workers

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Some of the business services offered by HempsteadWorks include:

- Recruitment of new workers;
- Assistance in accessing grant funds to train new and current employees;
- Development of On-The-Job Training, Customized Training, and Incumbent Workers Training programs;
- Information regarding tax credits and financial incentives.

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## V. Career Workshop Series

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HempsteadWorks provided a series of career development workshops under the following job search topics:

- Resumes Building
- Resume Writing (Provided as a donated service by New York Institute of Technology)
- Interview Strategies
- Mock Interviewing
- Job Search Techniques
- Beginning Social Media

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## **VI. Microsoft Office Pre-Vocational Skills Training Program**

A **Pre-Vocational Skills Training Program** was provided at the HempsteadWorks Career Center to offer our customers instruction in **Microsoft Office** programs, including...

- Microsoft Word I;
- Microsoft Word II;
- Excel I;
- Excel II;
- PowerPoint; and
- QuickBooks.

### **Computer Classroom at HempsteadWorks**



# HIGHLIGHTS

## **VII. HempsteadWorks (DOOR as Fiscal Agent) Grant Development Log for Program Year 2019. (Includes grants developed in addition to Formula Funds, with funding available within the period of July 1, 2019 through June 30, 2020)**

#	Grant/Contribution	Closing Date	Applicant	Status	DOOR Allocation
1.	NYS Department of Labor Disability Employment Initiative Grant - Round 8	9/30/17	NYSDOL	Awarded	\$703,931
2.	Empire State Poverty Reduction Initiative	4/27/18	DOOR	Awarded	187,500
2.	US/NYS Trade and Economic Transition National Emergency Grant	8/29/18	DOOR	Awarded	\$330,000
3.	US/NYS National Health Emergency Phase two: Disaster Recovery National Dislocated Worker Grants to Address the Opioid Crisis	10/3/18	DOOR	Awarded	\$331,628
4.	NYS Empire State Development Consolidated Funding Application 8.0 –Unemployed Worker Training Grant	7/29/18	DOOR	Awarded	\$88,613
5.	NYS Department of Library Development and Adult Literacy	3/29/19	Nassau Library System	Awarded	\$4,500
6..	New York Community Bancorp, Inc.	5/29/18	DOOR	Awarded	\$2,500
7.	Opportunity Youth Career Exploration and Access f	7/9/18	Leadership Training Institute	Awarded	\$6,000
8.	Nassau Community College Perkins IV Grant – Major Effort	6/30/19	DOOR	Awarded	\$7,500



# HIGHLIGHTS

## VIII. Workforce Innovation and Opportunity Act Primary Indicators of Performance

The NYSDOL Primary Indicators of Performance Report compares Program Year 2019 outcomes to negotiated goals. According to the NYSDOL policy, achievement of 80% of the goals equates to a satisfactory outcome. The outcomes versus goals are summarized in the table below:

Performance Indicator	Program Year 2019 Outcomes	Program Year 2019 Goal	Achieved 80% of Goal or More
Adult Employment Rate 2nd Quarter After Exit	57.4%	68.6%	Yes
Dislocated Worker Employment Rate 2nd Quarter After Exit	65.3%	67.0%	Yes
Youth Employment, Education, Training, Placement Rate 2nd Quarter After Exit	83.3%	73.0%	Yes
Adult Median Earnings 2nd Quarter After Exit	\$6,393	\$5,300	Yes
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$9,426	\$6,500	Yes
Youth Median Earnings 2nd Quarter After Exit	\$4,250	Baseline*	N/A
Adult Employment Rate 4th Quarter After Exit	59.5%	66.0%	Yes
Dislocated Worker Employment Rate 4th Quarter After Exit	64.7%	67.0%	Yes
Youth Employment, Education, Training, Placement Rate 4th Quarter After Exit	82.6%	63.0%	Yes
Adult Credential Attainment 4th Quarter After Exit	31.3%	Baseline*	N/A
Dislocated Worker Credential Attainment 4th Quarter After Exit	29.2%	Baseline*	N/A
Youth Credential Attainment 4th Quarter After Exit	88.1%	Baseline*	N/A
Adult Measurable Skill Gains	30.0%	Baseline*	N/A
Dislocated Worker Measurable Skill Gains	57.3%	Baseline*	N/A
Youth Measurable Skills Gains	8.5%	Baseline*	N/A

\*Outcome was reported, but the indicator goal has not yet been established by NYSDOL.

**Executive Committee**

Sara-Marie Griffith  
Cerebral Palsy Association of  
Nassau County  
Chairperson

Mark Goldstein  
MG Productions  
Corresponding Secretary

**Youth Standing Committee**

Veronica Rose-Craig  
ACCES-VR  
Chairperson

**Pathways to Employment  
Workgroup**

# Town of Hempstead Workforce Development Board



Donald X. Clavin, Jr.  
Supervisor

Eric C. Mallette  
Commissioner/WDB Director  
Town of Hempstead  
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