

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 2019
(July 1, 2019 through June 30, 2020)

Section I: Background

The HempsteadWorks One-Stop System Operator has submitted its **Annual Report for Program Year 2019** to the Local Workforce Development Board (LWDB) in accordance with the **Local Plan**. The 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 following sources:

1. **New York State Department of Labor (NYSDOL) Primary Indicators of Performance Report Program Year 2019 (PY'19) Quarter 4;**
2. **New York State Department of Labor (NYSDOL) One-Stop Operating System (OSOS) Query Reports;**
3. **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 the Primary Indicators of Performance, employment, customer satisfaction, return-on-investment, and organizational results. Opportunities for continuous improvement are identified under "**Section III: Actions**" below.

Section III: Issues/Actions

Issue: Workforce Innovation and Opportunity Act (WIOA) Primary Indicators of Performance

The WIOA Primary Indicators of Performance are listed below:

- Employment Rate 2nd Quarter After Exit
- Employment Rate 4th Quarter After Exit
- Median Earnings 2nd Quarter After Exit
- Credential Attainment 4th Quarter After Exit
- Measurable Skill Gains
- Repeat Business Customers
- Business Penetration Rate

Below is the WIOA Primary Indicators of Performance Report for Program Year 2019:

Performance Indicator	Program Year 2019 Outcomes	Program Year 2019 Goal	Percent of Goal	Achieved 80% of Goal or More	Achieved 100% of Goal or More
Adult Employment Rate 2nd Quarter After Exit	57.4%	68.6%	83.7%	Yes	No
Dislocated Worker Employment Rate 2nd Quarter After Exit	65.3%	67.0%	97.5%	Yes	No
Youth Employment, Education, Training, Placement Rate 2nd Quarter After Exit	83.3%	73.0%	114.2%	Yes	Yes
Adult Median Earnings 2nd Quarter After Exit	\$6,393	\$5,300	121.0%	Yes	Yes
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$9,426	\$6,500	145.0%	Yes	Yes
Youth Median Earnings 2nd Quarter After Exit	\$4,250	Baseline*	Baseline*	N/A	N/A
Adult Employment Rate 4th Quarter After Exit	59.5%	68.0%	87.4%	Yes	No
Dislocated Worker Employment Rate 4th Quarter After Exit	64.7%	67.0%	96.6%	Yes	No
Youth Employment, Education, Training, Placement Rate 4th Quarter After Exit	82.6%	63.0%	131.1%	Yes	Yes
Adult Credential Attainment 4th Quarter After Exit	31.3%	Baseline*	Baseline*	N/A	N/A
Dislocated Worker Credential Attainment 4th Quarter After Exit	29.2%	Baseline*	Baseline*	N/A	N/A
Credential Attainment 4th Quarter After Exit	88.1%	Baseline*	Baseline*	N/A	N/A
Adult Measurable Skills Gains	30.0%	Baseline*	Baseline*	N/A	N/A

Dislocated Worker Measurable Skills Gains	58.3%	Baseline*	Baseline*	N/A	N/A
Youth Measurable Skills Gains	8.5%	Baseline*	Baseline*	N/A	N/A

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

Action:

The Operator should attempt to improve upon all outcomes and analyze the actual outcomes, when they are made available by NYSDOL, to be prepared to align its performance with the Program Year 2019 goals, once they are established. Particular attention should be paid to the following indicators that are below the 100% goal, based upon the outcomes described:

- Adult Employment Rate 2nd Quarter After Exit
- Dislocated Worker Employment Rate 2nd Quarter After Exit
- Adult Employment Rate 4th Quarter After Exit
- Dislocated Worker Employment Rate 4th Quarter After Exit

In the Program Year 2018 feedback report, attention was suggested to be paid to the Adult Employment Rate 2nd and 4th Quarter After Exit, and the Dislocated Worker Employment Rate 2nd Quarter After Exit. Between Program Years 2018 and 2019, these indicators have improved accordingly:

- Adult Employment Rate 2nd Quarter After Exit – increased from 56.8% to 57.4%
- Adult Employment Rate 4th Quarter After Exit – increased from 57.4% to 59.5%
- Dislocated Worker Employment Rate 2nd Quarter After Exit – 61.0% to 65.3%