



Town of Hempstead/City of Long Beach  
**LOCAL PLAN**

JULY 1, 2017 - JUNE 30, 2021

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**Strategic Planning Elements**

LWDB and Regional Demand Lists are now maintained online at: <https://labor.ny.gov/workforcenypartners/lwda/lwda-occs.shtm>. Changes to Demand Lists can be made by following the directions on the webpage.

I attest that the priority ranked list of the local area’s demand occupations was last updated on [specify date in the below text box].

**August 29, 2017**

How is this information shared with the Board? What was the last date on which it was shared?

**This information is shared with the board in hard copy and electronically. The last date when it was shared was October 4, 2017.**

a. Provide an analysis of regional economic conditions, including:

i. Existing and emerging in-demand sectors and occupations; and

**According to the Long Island Regional Economic Development Council’s 2016 Progress Report, the existing and emerging in-demand sectors in the Long Island Region are Health Care, Manufacturing, Information Technology (IT), and Retail, Hospitality and Tourism. The Health Care sector includes in-demand occupations such as registered nurses, physician’s assistants and medical technologists. In-demand manufacturing occupations are machinists, quality control inspectors, product costing/estimators, pharmaceutical blenders, and purchasing/supply chain managers. Demand for these occupations continues to rise as opportunities are being “re-shored.” IT occupations include database administrators, computer systems analysts, computer programmers and web developers. These occupations are versatile in that they can support the workforce on a variety of levels. Lastly, in the Retail, Hospitality and Tourism sector, in-demand occupations will include sales and hotel managers, and tourism coordinators, or any positions that will attract travelers to partake in the history, art and culture of Long Island. Also, the New York State Department of Labor Division of Research and Statistics (NYSDOL – R&S) Report of Significant Industries in Long Island lists the priority industries in our region based on “job counts, wage levels, job growth and expected job growth based on industry employment projections through 2022.” According to this report, the priority industries on Long Island fall into the following “eight major groups: construction; manufacturing; trade, transportation, and utilities; financial activities; professional and business services (which primarily sell to other businesses); health care and social assistance; leisure and hospitality; and other services.”**

ii. The employment needs of businesses in those sectors and occupations.

**The LIREDC 2016 Progress Report describes the following employment needs of businesses in the above sectors and occupations, which were identified by its Workforce, Education and Veterans Work Group:**

**Health Care Needs**

- **Improve the skill sets of the advanced workforce across the healthcare**

professions, including registered nurses, medical technologists, and physician’s assistants.

- Provide training and credentialing for home health and nurse’s aides to meet the needs of the region’s rapidly aging population.

**Manufacturing/Advanced Manufacturing Needs**

- Combine advanced manufacturing and IT duties to reduce input costs and multiply growth.
- Fill emerging openings to “re-shore” manufacturing jobs.

**Technology Needs**

- Ensure Information Technology (IT) literacy for all that supports the workforce at various skill tiers.
- Develop educated and re-trained workers able to integrate green technologies into new construction and to support the development of green retrofitting enterprises.
- Create a skilled workforce to support the shift to local renewable energy sources, including smart grid for the regions.

**Retail, Hospitality and Tourism**

- Provide workforce training related to "soft skills."

- b. Describe the knowledge, skills, and abilities needed to meet the employment needs of businesses, including those in in-demand sectors and employing individuals in demand occupations.

**With respect to the knowledge, skills, and abilities needed to meet the employment needs of businesses, including those in in-demand sectors and employing individuals in in-demand occupations, the LIREDC’s 2016 Progress Report states that “within the Health Care sector, employers need workers to improve the skill sets of the advanced workforce across the healthcare professions, and with the rapidly aging population the local areas, employers need people trained and credentialed in home health and nurse’s aides. To meet the needs of employers within the manufacturing sector, workers need high skills in mathematics, problem-solving, engineering and technology, and quality and safety. In IT, employers need workers with advanced programming skills, written communication skills, a combination of scientific and technological training, manufacturing training and management, and the ability to think creatively. Workers will also require knowledge of cloud technology and mobile device development. As for the Retail, Hospitality and Tourism sector, there remains untapped potential for training initiatives.” The LIREDC 2016 Progress Report indicated that its Workforce, Education and Veterans Workgroup has identified the following needs: computer skills, applied business math/finance, customer service, and problem solving/critical thinking; English-language courses; and industry specific skills such as Visual Merchandising, Food Handling, and Hotel Management Basics.**

- c. Provide an analysis of the regional workforce, including:
- Current labor force employment and unemployment numbers;

As of July 2017, the Long Island region’s unemployment rate was 4.5 percent, a 0.2 percentage increase from July 2016. The NYSDOL R&S states that the labor force was 411,200 in the Town of Hempstead and 20,100 in the City of Long Beach. Also according to NYSDOL R&S, “the number of private sector jobs on Long Island increased over the year by 14,900, or 1.3 percent, to 1,169,600 in July 2017. In comparison, the state’s over-the-year private sector growth rate was 1.9 percent and the nation’s was 1.7 percent.”

ii. Information on any trends in the labor market; and

NYSDOL R&S informs us that “Long Island’s private sector job count decreased by 1,600 between June and July (not seasonally adjusted), compared to an average loss of 4,600. After a surprisingly weak June, the construction industry gained 2,800 jobs in July, more than four times the average gain of 600 jobs. The financial services sector added a record-high 1,200 jobs, when payrolls are generally flat for the month of July. It marks the fourth consecutive month of above-average gains for the sector.

Six of nine private industry sectors gained jobs in July compared to a year ago — education and health services (+9,200), leisure and hospitality (+3,000), professional and business services (+2,500), natural resources, mining and construction (+1,100), other services (+900), and trade, transportation and utilities (+500). The government sector added 1,800 jobs over-the-year.”

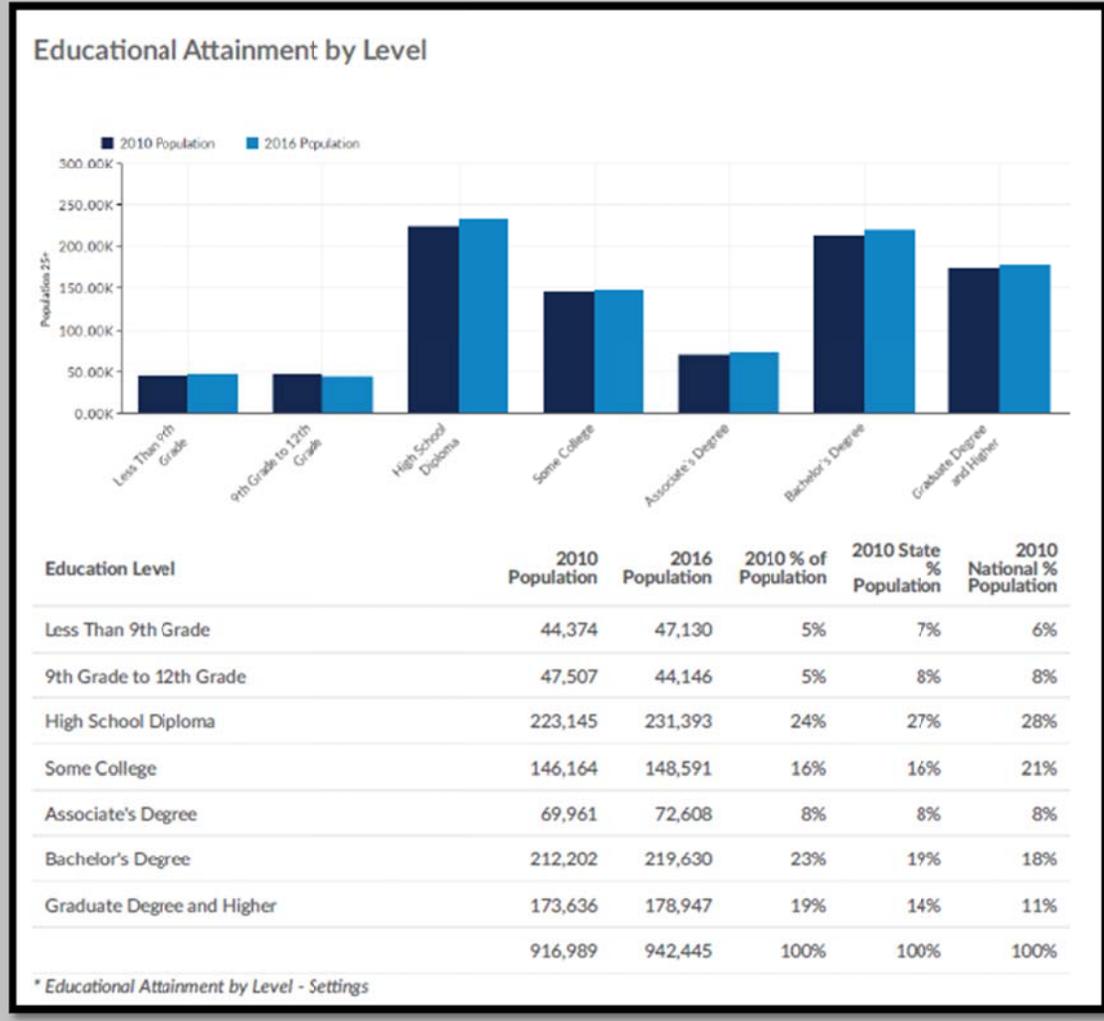
iii. Educational and skill levels of the workforce in the region, including individuals with barriers to employment.

According to the U.S. Census Bureau’s American Community Survey (ACS), the following table demonstrates educational attainment by level in Nassau County:

	Percent
Less than High school diploma	9.2
High school diploma or equivalency	24.2
Some college, no degree	15.9
Associate’s degree	7.8
Bachelor’s degree	23.7
Graduate or Professional degree	19.2

According to the Long Island Index, poverty is the most significant factor in determining academic achievement. Of those living in poverty in the Town of Hempstead 8.1% graduated high school, 4.7% have completed some college or earned an associate’s degree, and 2.6% have earned a bachelor’s degree. Of those living in poverty in the City of Long Beach, 12.8% are high school graduates, 6.3% have some college or an associate’s degree, and only 3.2% have a bachelor’s degree. Moreover, the Long Island Index indicates that of all students taught in high-poverty districts, 26% are English language learners.

In addition, the following graph demonstrates educational attainment by level on Long Island based on the New York State report entitled “Education by Attainment Level – Emsi Q3 Data Set - September, 2107:”



- d. Provide an analysis of workforce development activities, including education and training, in the region.
  - i. Identify strengths and weaknesses of these workforce development activities.

**The Long Island Workforce Development Boards (LWDBs) lead a sophisticated network of programs and partnerships, and collaborate with other leaders, such as the LIREDC, to maintain and constantly improve and expand a comprehensive regional workforce development system. The Town of Hempstead/City of Long Beach LWDB has expanded the footprint of the WIOA-mandated workforce development system to the larger, non-mandated system, through its participation on the LIREDC Workforce, Education and Veterans Workgroup, the Long Island Sector Partnership, the Northwell Health HealthCare Career Pathways Initiative, the Stony Brook University Manufacturing Extension Partnership Center (MEP) Manufacturing and Technology Resource Consortium (MTRC) and other groups and initiatives. The strength of the Long Island workforce development activities is that they are broadly collaborative and benefit from a variety of partnerships. The weakness is that the allocation processes of state and federal workforce funding and resources sometimes do not require that they pass through the LWDBs. These allocation processes undermine sufficient coordination with the regional LWDBs. Recent funding cuts have weakened the system as well.**

- ii. Does the local area have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and businesses? Please explain.

**The local area does have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and businesses. This capacity is evident by the Local Area’s long-standing track record of serving thousands of Long Islanders, while consistently surpassing performance goals. The HempsteadWorks Career Center offers comprehensive services to jobseekers, including: assessment, career counseling, skills training, job placement, follow-up services, and more. Businesses benefit from job matching, pre-screening, assistance in obtaining training funds and tax incentives, on-site recruitment, job fairs, etc. Individuals with barriers to employment are served by our Career Center staff, partner organizations and youth contractors. Individuals with disabilities are guided through enhanced services by the HempsteadWorks Disability Resource Coordinator. WIOA and partner funds are leveraged to target those who are in priority groups and who are most in need of services. The Local Board has also obtained several non-WIOA grants to serve jobseekers and businesses, such as the United Way of Long Island/JP Morgan Chase Ready to Work Grant and the New York Community Bank Youth Services Grant.**

- e. Describe the Local Board’s strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

**The foundation of the Local Board’s strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment, is its overarching vision, which states: “Our vision for the future is one of unprecedented economic prosperity, growth and opportunity for businesses and citizens, along with the realization of the highest quality of life attainable.” To realize this vision, the Local Board has established the following mission statement: “Our mission is to ensure that skilled workers are available to employers; help jobseekers to find work; and foster economic development.” The Local Board’s Youth Standing Committee has established the mission “to enhance opportunities for youth in the community to attain the skills, education and**

**credentials needed to enter the workforce, retain employment and increase earnings.”**  
**The Local Board’s strategy to operationalize these concepts is indicated below:**

- **Equip workers with the knowledge, credentials, skills and abilities to enter and progress along career ladders within growing and transformative industries that hire for demand occupations;**
- **Apply sector-based strategies to identify specific workforce preparation requirements;**
- **Form robust partnerships designed to plan collaboratively; share resources; leverage augmenting funds and accept mutual accountability;**
- **Inform planning and continuous improvement activities with fact-based decision-making, using relevant, reliable and data;**
- **Utilize co-enrollment, as well as blending and braiding of funds where feasible;**
- **Apply customized employment and person-centered planning, as appropriate, particularly for individuals with disabilities;**
- **Maintain a systemic culture of quality management that celebrates successes and addresses weaknesses with positive solutions.**

- i. How do the local area’s workforce development programs, including programs provided by partner agencies, support this strategic vision?

**The local area’s workforce development programs, including programs provided by partner agencies, support this strategic vision through the active participation of our partner organizations on our Local Board, its subcommittees, workgroups and grant projects. Our vision is also supported by our contractors, such as Goodwill Industries of Greater New York and Northern New Jersey, Inc., EAC Network and Nassau BOCES. Recently, the local area led an effort undertaken by the three Long Island Local Boards to form the Long Island Sector Partnership, an initiative funded by a NYSDOL Sector-Partnership National Emergency Grant - Regional Sector Partnership Development Grant. Facilitated by a consultant, Humanity 2.0, and following a model established by a Local Board member and business partner, Northwell Health, this extended partnership has created an unprecedented opportunity for the local area and the region to gather sector-based workforce intelligence and to align that data with collaborative career and training services provided by the One-Stop System and its partners. The process will foster a protocol of data collection, consensus building, leveraging of resources, alignment of programs and services and collaboration that will support our strategic vision.**

- ii. How will the local area, working with the entities that carry out the core programs, align available resources to achieve the strategic vision and goals?

**The organizations that provide the core programs are listed below:**

- **Adult Career and Continuing Educational Services – Vocational Rehabilitation (ACCES -VR) – Rehabilitation Act;**
- **Long Island – Regional Adult Education Network (LIRAEN) Adult Education and Family Literacy Act;**
- **New York State Department of Labor (NYSDOL) Division of Workforce Solutions (DEWS)– Wagner-Peyser program under Title III of WIOA; Trade Adjustment**

Assistance (TAA) under Title II of Trade Act; Jobs for Veterans State Grants under Title 38, U.S.C.; State Unemployment Insurance (UI) programs

- Town of Hempstead Department of Occupational Resources (DOOR) – Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Youth and Dislocated Worker Programs.

The local area, working with the entities that carry out the core programs, will align available resources to achieve our shared strategic vision and goals. The above partner organizations integrate services of the core programs into their customer orientations. ACCES-VR, NYSDOL and DOOR are co-located within the HempsteadWorks Career Center. LI-RAEN constitutes an extensive network of local educational agencies and other service providers that are accessed by One-Stop Career Center customers through staff referrals. Participating network providers also refer their customers to the Center. Partner staff will work cooperatively to access core programs, plan the sequence of services, remove service gaps, align programs, provide follow-up and share outcomes.

- f. Describe the Local Board’s goals relating to performance accountability measures. How do these measures support regional economic growth and self-sufficiency?

The Local Board plans to exceed goals negotiated with NYSDOL relating to performance accountability measures. These measures support regional economic growth and self-sufficiency because they relate to increased employment, employment retention and earnings, all of which increase the tax base that contributes to government programs and services. These outcomes also correspond to the contribution of more dollars spent with commercial enterprises, which include everything from real estate to retail and beyond. Additional outcomes related to skills development and credential attainment ensure that we are developing the highly skilled and educated workforce that local industries rely on to grow and create jobs.

**Local Workforce Development System**

- a. Identify the programs, whether provided by the Career Center or any partners, that are a part of the local area’s workforce development system, including:
- i. Core programs;

WIOA requires service delivery under the following core programs: Adult, Dislocated Worker and Youth; Adult Education and Family Literacy Act (AEFLA); Wagner Peyser Act employment services; and vocational rehabilitation. These core programs are a part of the local area’s workforce development system. They are provided as described below:

1. Adult, Dislocated Worker and Youth - DOOR  
Adults and dislocated workers have access to the full array of WIOA and partner services through the HempsteadWorks Career Center System. It is a network of organizations that assists employers in hiring qualified workers, and it helps job seekers to develop their skills and secure employment. The One-Stop Career Center provides initial assessment to new customers. This assessment procedure requires staff to identify customers who need skills development and/or training

services to obtain their employment goal during the customer's first one-to-one meeting with a staff person. Through the assessment, career counselors identify barriers to employment and help the customer establish an employment/occupational goal that is relevant to the local labor market. The results of the assessment are entered in the New York State One-Stop Operation System (OSOS) and utilized to construct an Individual Employment Plan (IEP). For Out-of-School Youth (OSY), a comprehensive assessment is conducted by the DOOR OSY contractors Goodwill Industries, EAC Network, and Nassau BOCES immediately upon certification of the eligibility for WIOA services. In-School Youth (ISY) are assessed by our network of local education agencies (LEA) coordinators. These coordinators also provide year-round career counseling and case management services designed to ensure that participants attain their high school diplomas. The contractors provide both OSY and ISY with preparation for postsecondary educational opportunities, linkages between academic and occupational learning, preparation for employment, effective connections to intermediary organizations that provide strong links to the job market and employers. Other contracted youth services include leadership development, financial literacy workshops, and entrepreneurial skills training.

2. AEFLA - LIRAEN

Through referrals to external service providers from HempsteadWorks Career Center staff in coordination with the Long Island – Regional Adult Education Network (LI – RAEN), the Local Workforce Development Board (LWDB) provides access to employment, training, education and training, and supportive services available to Title II participants with barriers to employment. DOOR also contracts with the Long Beach Adult Learning Center (LBALC) to provide these services to residents of the City of Long Beach, which is somewhat geographically removed from other AEFLA providers located within the Town of Hempstead.

3. Wagner-Peyser program under Title III of WIOA; Trade Adjustment Assistance (TAA) under Title II of Trade Act; Jobs for Veterans State Grants under Title 38, U.S.C.; State Unemployment Insurance (UI) programs

The NYSDOL Division of Employment and Workforce Solutions- (DEWS) provides the Wagner-Peyser program under Title III of WIOA and the Trade Adjustment Assistance (TAA) under Title II of Trade Act through labor services representatives (LSRs) deployed at the HempsteadWorks Career Center. NYSDOL DEWS coordinates the Jobs for Veterans State Grants under Title 38, U.S.C.; State Unemployment Insurance (UI) programs through its Disabled Veterans Employment representative (DVER) and Disabled Veterans Outreach Program (DVOP) representative. Veterans services are augmented by the LSRs and other Career Center staff.

4. Vocational Rehabilitation

ACCES-VR provides comprehensive services to individuals with disabilities, including: testing, assessment, career counseling, training, job placement, etc. As a key partner in the Disability Employment Initiative (DEI) grant program, ACCES-VR works closely with the HempsteadWorks Disability Resource Coordinator (DRC) to help individuals with disabilities access services and benefits, including

**the Ticket-to-Work Program, to obtain reasonable accommodations, to utilize adaptive equipment and assistive technology, to access interpreter services, etc.**

- ii. Programs that support alignment under the Carl D. Perkins Career and Technical Education Act of 2006; and

**Nassau Community College administers the Carl D. Perkins Career and Technical Education Act program in our local area. The college provides funding to the Local Board that supports the provision of career development workshops within the HempsteadWorks Career Center. The topics of the workshops include: Resume Development; Interview/Salary Negotiation; Beginning Social Media; and Mastering LinkedIn. The college also administers the Utility Readiness for Gaining Employment for Non-Traditionals (URGENT) program, a career training program that prepares women for in-demand jobs in energy and utility industries. The college and its industry partners conduct orientation sessions at the HempsteadWorks Career Center to raise awareness about the program. HempsteadWorks career counselors identify women who are interested in pursuing a career in one of these industries, along with providing assessment and testing of interested candidates.**

- iii. Other workforce development programs, if applicable.

**Other workforce development programs and how they operate within the local workforce development system are indicated below:**

- Job Corps, operated by CHP International, Inc. – Co-located;
- YouthBuild, operated by United Way of Long Island – Cross-referrals;
- Older Americans Act Title V Senior Community Service Employment Program - Co-located;
- Title IV of WIOA, operated by New York State Commission for the Blind (NYSCB) Office of Children and Family Services (OCFS) – Cross-referrals;
- Community Services Block Grants (CSBG) Employment and Training, operated by the Nassau County Economic Opportunity Commission, Inc. – Cross-referrals;
- Temporary Assistance for Needy Families (TANF) Employment and Training under Part A of Title IV of Social Security Act, operated by Nassau County Department of Social Services – Cross-referrals;
- Disability Employment Initiative, operated by DOOR under a grant from NYSDOL;
- Enhanced Career Services for Dislocated Workers, operated by DOOR under a grant from NYSDOL;
- Ready to Work Program, operated by DOOR under a grant from United Way of Long Island and JP Morgan Chase;
- Consolidated Funding Application (CFA) 6.0 Unemployed Worker Training Grant, operated by DOOR under a grant from NYSDOL;
- Consolidated Funding Application (CFA) 6.0 Special Populations Training Grant, operated by DOOR under a grant from NYSDOL.

- b. Describe how the local area will ensure continuous improvement of services and service providers.

The local area will ensure continuous improvement of services and service providers through the oversight of the Local Board. This oversight conforms to the monitoring requirements of the HempsteadWorks Policy and Procedure Manual, the HempsteadWorks Oversight Plan, the contractual agreement with the HempsteadWorks One-Stop Operator, which is Goodwill Industries, and through contractual agreements with subrecipients and vendors, memoranda of understanding with partners, etc. By contract, the One-Stop Operator is required to submit the One-Stop Operator Annual Report, which is responded to by the Local Board with feedback and instructions for corrective action or improvement. The Annual Report is reviewed for deficiencies and corrective action is ordered and implemented as appropriate. The board also reviews quarterly Primary Indicators of Performance Reports and Monthly Customer Service Indicators Reports that are issued by the New York State Department of Labor. The data in this report serves as a foundation for continuous improvement decisions. The information on employment, wage, training and training related placement data is reviewed to determine that providers are meeting employment needs of local businesses. In addition, the HempsteadWorks Quality Assurance Program (HWQAP), an award-winning automated tool, is utilized as the basis of fact-based, quality management and continuous improvement. The program measures customer satisfaction by analyzing a series of surveys.

- a. Describe how eligible providers will meet the employment needs of local businesses, workers, and jobseekers.

Eligible providers will meet the employment needs of local businesses, workers, and jobseekers by continuing to implement a procurement process through which the Local Board selects providers in a manner consistent with its industry sector-based career pathways development strategies, prepares students for occupations that are in demand in growth industries, requires demonstrated effectiveness in achievement of outcomes, supports the local area’s attainment of primary indicators of performance and responds to customer demand. This procurement goes above and beyond the requirements of the New York State Eligible Training Provider List (ETPL). The selection of eligible providers, as well as their continuing eligibility, is informed by feedback from businesses, participants and jobseekers, along with performance outcomes and monitoring findings.

- b. Describe the roles and resource contributions of the Career Center partners.

The roles and resource contributions of the Career Center partners is described in the matrix below.

<b>Partner</b>	<b>Role</b>	<b>Resource Contribution</b>
<b>CHP International, Inc.</b>	<b>Administer WIOA Title I Job Corps Program</b>	<b>Outreach and Training</b>
<b>Economic Opportunity Commission of Nassau County, Inc.</b>	<b>Administer Community Services Block Grant Program</b>	<b>Employment and Training Services</b>
<b>Nassau Community College</b>	<b>Administer the Career and Technical Education Programs at the Post-Secondary Level under the Perkins Career and Technical Education Act</b>	<b>Education and Training</b>
<b>Nassau County Department of Social Services</b>	<b>Administer the Temporary Assistance to Needy Families Employment and Training under Part A of Title IV of the Social Security Act Program</b>	<b>Referral</b>
<b>New York State Department of Children and Family Services Commission for the Blind</b>	<b>Administer the WIOA Title IV Rehabilitation Act Program</b>	<b>Rehabilitation</b>
<b>New York State Department of Labor</b>	<b>Administer the Wagner-Peyser program under Title III of WIOA (WP) Trade Adjustment Assistance (TAA) under Title II of Trade Act Jobs for Veterans State Grants (Vets) under Title 38, U.S.C. State Unemployment Insurance (UI) programs</b>	<b>Employment, Training and Veterans Services</b>
<b>New York State Education Department Adult Career and Continuing Education Services - Vocational Rehabilitation</b>	<b>Administer the WIOA Title IV Rehabilitation Act Program</b>	<b>Rehabilitation</b>
<b>New York State Education Department</b>	<b>Administer the WIOA Title II Adult and Family Literacy Act Program</b>	<b>Education</b>
<b>Town of Hempstead Department of Social Services</b>	<b>Administer the WIOA Title I Adult, Dislocated Worker and Youth Programs</b>	<b>Employment and Training</b>

<b>United Way of Long Island</b>	<b>Administer the WIOA Title I YouthBuild Program</b>	<b>Employment and Training</b>
<b>Urban League of Westchester</b>	<b>Administer the Older Americans Act Senior Community Service Employment Program</b>	<b>Employment and Training</b>

**Workforce Development and Career Pathways**

- a. Describe how the board will facilitate the development of career pathways, including co-enrollment in core programs when appropriate.

**The board will facilitate the development of career pathways, including co-enrollment in core programs when appropriate, by continuing to apply sector-based strategies to form partnerships and gather workforce intelligence. In December 2016, NYSDOL awarded the Regional Sector Partnership Development (RSPD) Grant described in item e.i of the Strategic Planning section above. Under RSPD, the Local Board collaborated with the other Long Island Local Boards to create the Long Island Sector Partnership with representation from business, education, the workforce system and community-based organizations. The partnership is engaged in the development of career mapping, research and analysis to understand job market information that would help with career pathways, such as:**

- **Current or accepted education and training requirements for occupations;**
- **Target occupations/titles to determine skills gaps that exist and where there are lateral or promotional paths;**
- **Type of education/training/credentialing needed to address these occupational skills gaps;**
- **Customized Competency-Based Models to depict specific needs of a targeted industry within the Long Island Region;**

**The Local Board’s career pathways partnership includes, but is not limited to the following organizations:**

- **Town of Hempstead Department of Occupational Resources (DOOR);**
- **New York State Department of Labor (NYSDOL);**
- **Northwell Health HealthCare Career Pathways Project;**
- **Manufacturing Technology Resource Consortium (MTRC);**
- **New York State Office of Children and Family Services (NYSOCFS);**
- **New York State Division of Criminal Justice (NYSDCJ);**
- **Goodwill Industries of Greater New York and Northern New Jersey, Inc. (GWI);**
- **EAC Network (EAC);**
- **Nassau Board of Cooperative Education Services (BOCES);**
- **New York State Education Department Adult Continuing Career Education**

**Services – Vocational Rehabilitation (ACCES-VR)**

- New York State Education Department Long Island – Regional Adult Education Network (LI-RAEN);
- Long Beach Public School Adult Learning Center (LBPSALC);
- Nassau County Youth Board (NCYB);
- Nassau Community College (NCC);
- United Way of Long Island (UWLI) (YouthBuild and Ready to Work);
- Economic Opportunity Commission of Nassau County (EOC);
- Opportunities Long Island;
- Five Towns Community Center, Inc. (FTCC)
- Cerebral Palsy of Nassau County, Inc. (cpnassau);
- Hempstead Public Schools;
- Roosevelt Public Schools;
- Uniondale Public Schools.

The Local Board has assigned the One-Stop Operator to facilitate the development of career pathways by coordinating the activities of its career pathways partners. The sequence of education and training offerings in identified industries or occupations varies based on the participant’s current qualifications, the requirements of the occupation and the nature of the industry. The most common sequence of these offerings under our program is as follows:

1. Basic Education, such as math or reading remediation, Test Assessing Secondary Completion (TASC), English Language training;
2. Classroom-Based Skills Training under and individual training account (ITA);
3. On-The-Job Training (OJT) or an internship.
4. Job placement.

The sequence might be repositioned, or combined, depending upon the industry. For example, several career pathways services for the construction industry are combined into a pre-apprenticeship program through our contract with Opportunities Long Island. In order to provide co-enrollment in core programs, where appropriate, the partners coordinate their recruitment and intake activities to ensure that participants encounter a similar enrollment experience at multiple entry points. The partners are fully informed of the services available within the project that are offered by the different partners. These partners confer with the project coordinator to confirm the appropriate service or referral is provided to participants, depending upon their different skill levels. A full menu of basic skill services is available to serve individuals with very low basic skills.

- b. Describe how the board will improve access to activities leading to recognized postsecondary credentials.

**Working under the auspices of the Local Board, the One-Stop Operator will ensure that the partners provide multiple entry points for all levels of education and employment preparation services. The Operator will ensure that these services that are aligned with marketable, stackable credentials including:**

- **Completion and attainment of certificates from local proprietary schools, local educational agencies (LEAs) and colleges;**
- **Retention in employment by employers upon completion of OJT, internships and pre-apprenticeships and apprenticeships;**
- **Attainment of credentials and entry into employment upon completion of partner programs, such as: Ready to Work, YouthBuild; VetsBuild; and Opportunities Long Island.**

- i. Are these credentials transferable to other occupations or industries (“portable”)? If yes, please explain.

**The Local Board will ensure that funded career pathways providers offer credentials that are transferable to other occupations or industries. Providers will be required to prepare workers for demand occupations within priority industries. These providers will also be required to identify the required credentials participants will earn through training and applicable exams and to demonstrate that these credentials are industry-recognized. The industries targeted will be those with the highest levels of employment and the greatest expectation for maintaining and/or increasing these levels within the next five years.**

- ii. Are these credentials part of a sequence of credentials that can be accumulated over time (“stackable”)? If yes, please explain.

**As indicated under item “a” of this section above, the sequence of credential attainment will be tailored to the individual; however, considered in that sequencing process will be a step-by-step plan to continuously advance the career of the participant. With this approach, the attainment of stackable credentials will be facilitated, not only during the period of program services but also continuing through the life-long learning that the participant ultimately is engaged in.**

### **Access to Employment and Services**

- a. Describe how the Local Board and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.

**The Local Board and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment through coordination activities that are facilitated by the One-Stop Operator. WIOA has provided Local Boards with a mandate to expand its partnership to new organizations. It has also provided a foundation to solidify new and existing partnerships through a more meaningful memorandum of understanding and shared system infrastructure agreement than might have existed under prior legislation. Under this planning period, the Local Board will continue its longstanding practice of constantly forging new partnerships, with both mandated and non-mandated partners, while at the same time expanding the depth and improving the quality of existing partnerships. These partnerships will facilitate the expanded access described above. The Local Board**

will also ensure that the focus of the Operator’s partnership development and coordination efforts continues to prioritize individuals with barriers to employment. Working with its partners, the Local Board will also ensure that all access points are customer friendly and non-duplicative through the HempsteadWorks Quality Assurance Program, which gathers customer feedback and provides other data necessary to facilitate continuous improvement. Access opportunities will be publicized at the HempsteadWorks Career Center, at partner sites, through e-blasts and on the system web site at [www.hempsteadworks.com](http://www.hempsteadworks.com).

- b. Describe how the local area will facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology.

As stated in item “a” above, the use of e-blasts and the system web site will be used to facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology. A connection to the HempsteadWorks Career Center and the Long Beach Adult Learning Center has also been established to facilitate access through our wide area network (WAN) system.

- c. Describe how Career Centers are implementing and transitioning to an integrated technology-enabled intake case management information system.

The New York State One-Stop Operating System (OSOS) is the primary integrated technology-enabled intake case management information system utilized at the HempsteadWorks Career Center. The Center also participates in the New York State Employment Services System. OSOS is augmented locally by a Microsoft Access based case tracking system, which is a component of the HempsteadWorks Quality Assurance Program (HWQAP). At intake, program applicants complete hard copy forms and provide hard copy data element documentation. Data elements are entered into OSOS by Career Center intake staff. Based upon OSOS entries and hard copy forms and documentation, a duplicate record is created in the Access system, which is accessed by Career Center staff through our local area network system. The Access record provides functions not available in OSOS, such as the following:

- Individual employment plan (IEP) for adults and dislocated workers;
- Individual service strategy (ISS) for youth;
- Internal Scheduling mechanism for career services workshops;
- Tracking system for individuals training account (ITA) vouchers;
- Connection the customer feedback, customer satisfaction surveys, staff capacity-building and other continuous improvement features of HWQAP;
- Ad hoc reports that may not be available under the OSOS Management Reports or through queries.

Provide a description and assessment of the type and availability of programs and services provided to adults and dislocated workers in the local area.

The HempsteadWorks Career Center assists adults and dislocated workers to acquire the skills and credentials they need to obtain employment in in-demand occupations. Services are delivered in a modern, customer-friendly environment, fully stocked with the latest hardware and software. The Center’s resource room provides the following tools to customers: Internet access, self-service personal computers, photocopiers, fax machines, personal computers, resume and cover letter writing software, tutorials on cd-rom, video and audiotapes, as well as computerized and hard copy job bank and labor market information, assessment software, etc. The HempsteadWorks Career Center provides the following career and training services:

- Labor Market Information;
- Assessment;
- Development of Individual Employment Plans;
- Workshops and individualized counseling regarding job search methods, interviewing skills, resume writing, salary negotiation, follow-up, etc.;
- Workshops for using social media in job search;
- Computerized Job Matching;
- Referral to Employers;
- On-Site Job Fairs;
- Basic Skills Training (Reading, Math, English Language);
- On-The-Job Training;
- Classroom-Based Occupational Skills Training (for a variety of demand occupations (based on the availability of funding)).

The Center also offers the following computer workshops:

- Word I;
- Word II;
- Excel I;
- Excel II;
- PowerPoint;
- Access;
- Intuit QuickBooks .

Assessments are conducted using the following tools: O’NET Profiler; Wonderlic Personnel Test (WPT); Barriers To Employment Success Inventory (BESI); Career Exploration Inventory (CEI); Career Zone; and JobZone. The Career center also provides the programs and services listed above under the section entitled “Local Workforce development System, item a., iii, “other Workforce Development Programs.”

- d. Describe how workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area.

**Workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area as described below. The HempsteadWorks Career Center is easily accessible by public transportation. For off-site activities, transportation payments will be provided in accordance with the Policy for Supportive Services contained in the HempsteadWorks Policy and Procedure Manual. In addition, United Way Long Island has included HempsteadWorks in an assistance program, entitled Everybody Rides Nice (Nassau County Inter-County Express), Inc. that provides bus vouchers to participants. The vouchers assist participants with free public transportation to work, training, school and job interviews.**

- e. Describe the replicated cooperative agreements in place to enhance the quality and availability of services to people with disabilities, such as cross training of staff, technical assistance, or methods of sharing information.

**Under the DEI, the DRC has developed agreements to enhance the quality and availability of services to people with disabilities with several organizations, including mandated partners, such as ACCES-VR and the Older Americans Act Program. Additional agreements are in place with non-mandated partners, such as the United Way of Long Island’s Everyone Rides Program, which provides emergency transportation assistance. Agreements for cross training of staff, technical assistance and methods of sharing information are also in place with mandated and non-mandated partners, such as ACCES-VR, Commission for the Blind and Abilities, Inc.**

- f. Describe the direction given to the One-Stop System Operator to ensure priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

**The One-Stop System Operator is directed to ensure that priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient through the HempsteadWorks One-Stop Operator Agreement and the HempsteadWorks Policy and Procedure Manual, which contain instructions for ensuring priority. Additional clarification is provided verbally through meetings, training sessions and supervision involving the Local Board, Local Board staff and the One-Stop Operator.**

- g. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:

- i. The physical and programmatic accessibility of facilities, programs, and services;

**The One-Stop System Operator and One-Stop partners will comply with the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs, and services through the circumstance of being co-located within the HempsteadWorks Career Center, which is housed within commercial office space leased by DOOR. The terms of this lease ensure compliance with the requirements of Section 188. The HempsteadWorks Career Center includes facilities, programs and services that are accessible to all customers, including**

individuals with disabilities. The physical facility is in compliance with the law and ensures that individuals with disabilities can move around without difficulty (i.e. wide entryways, automatic doors, ramps, etc.). Each customer is given the full range of services, but if a customer's need goes beyond what is available, they are referred to a partner who can meet the need, such as ACCES-VR.

All partners, co-located or not, agree to the terms of the local Service Delivery Memorandum of Understanding (MOU), which states the following:

**“In compliance with the Americans with Disabilities Act and section 188 of WIOA, partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support. Partners commit to periodically reassess program accessibility and adjust strategies to improve access as needed.**

Accessibility to the services provided by the HempsteadWorks Career Center System and all partner agencies is essential to meeting the requirements and goals of the HempsteadWorks Career Center System. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

**Physical Accessibility**

The HempsteadWorks Career Center will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design. Services will be available in a convenient, high traffic, and accessible location, taking into account reasonable distance from public transportation and adequate parking (including parking clearly marked for individuals with disabilities). Indoor space will be designed in an 'equal and meaningful' manner providing access for individuals with disabilities. “

- ii. Technology and materials for individuals with disabilities; and

**The HempsteadWorks Career Center provides an Evas Handicapped Accessible Workstation, complete with the following equipment:**

- Xtra Series Large Print Quietkey Gray Keyboard
- Microsoft Explorer Trackball
- Kensington Gel Pillow Keyboard Wrist Support
- Kensington Gel Pillow Mouse Wrist Support
- Epson Perfection Scanner
- Zoom Text Xtra L2 LP/Speech
- SmartView BandW Color Select Camera Unit
- SmartView Computer Interface with Footswitch
- Open Book Scanning and Reading Software
- JAWS Pro Screen Reader
- Tash Win Mini Alternative Access Keyboard

- Text Telephone
- Evacu-Trac Emergency Evacuation Chair
- I-Communicator

The Center is also equipped with a Text Telephone (TTY) system and an Evacu-Trac Emergency Evacuation Chair. Staff is provided with space to conduct interviews within the Center. In addition, the partners that are co-located and those that are not agree to additional terms of the local Service Delivery MOU, which states the following with respect to technology and materials for individuals with disabilities:

**“Virtual Accessibility**

The Town of Hempstead/City of Long Beach Local Workforce Development Board will work with the New York State Workforce Development Board to ensure that job seekers and businesses have access to the same information online as they do in a physical facility. Information must be clearly marked and compliant with Section 508 of the U.S. Department of Health and Human Services code. Partners will comply with the Plain Writing Act of 2010; the law that requires that federal agencies use ‘clear Government communication that the public can understand and use’ and all information kept virtually will be updated regularly to ensure dissemination of correct information.

Partners either have their own web presence via a website and/or the use of social media, or work out a separate agreement with the Town of Hempstead/City of Long Beach Local Workforce Development Board to post content through its website, which is [www.hempsteadworks.com](http://www.hempsteadworks.com).

**Communication Accessibility**

Communications access, for purposes of this MOU, means that individuals with sensory disabilities can communicate (and be communicated with) on an equal footing with those who do not have such disabilities. All Partners agree that they will provide accommodations for individuals who have communication challenges, including but not limited to individuals who are deaf and hard of hearing, individuals with vision impairments, and individuals with speech-language impairments.”

- iii. Providing staff training and support for addressing the needs of individuals with disabilities.

In addition, the partners that are co-located and those that are not agree to additional terms of the local Service Delivery MOU, which states the following with respect to providing staff training and support for addressing the needs of individuals with disabilities: “The partners agree to continue to plan to serve the needs of all workers, especially youth and individuals with barriers to employment, through the System.” As a grant recipient under NYSDOL Disability Employment Initiative Round IV, the Local Board has and will continue to consistently access capacity-building resources for staff. Under the DEI, through the asset development, partnership-building and outreach efforts of our Disability Resource Coordinator, the One-Stop has developed and maintains an extensive support system for individuals with disabilities.

- h. Describe the roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).

**The roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) are included in the local Service Delivery MOU, which states:**

**“The partners recognize that NYS Human Rights Law prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status of any individual.”**

**The MOU further states:**

**“All Partners agree that they will not discriminate in their employment practices or services on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran’s status, or on the basis of any other classification protected under state or federal law. Partners must assure that they have policies and procedures in place to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. Partners further assure that they are currently in compliance with all applicable state and federal laws and regulations regarding these issues. All Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all HempsteadWorks Career Center System programs, services, technology, and materials are physically and programmatically accessible and available to all. Additionally, staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as screen-reading software programs (e.g., JAWS and DRAGON) and assistive listening devices must be available to ensure physical and programmatic accessibility within the HempsteadWorks Career Center System.”**

## **Business Engagement**

- a. What strategies and programs, including training programs, will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations?

**The strategies and programs, including training programs, that will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations is as follows. The Local Board will create mutually beneficial working relationships with businesses by leading and participating in regional and local strategic planning groups, such as the following:**

- LIREDC Workforce, Education and Veterans Workgroup;
- RSPD Grant-funded Long Island Sector Partnership;
- Northwell Health Healthcare Career Pathways Core Group;
- Stony Brook Manufacturing Extension Partnership Manufacturing and Technology Resource Consortium (MTRC) Workforce Workgroup;

Based upon these relationships, the Local Board will engage business organizations, local chambers of commerce and individual businesses as partners in sector-based initiatives to collect workforce intelligence and design career pathways programs. Sector-based initiatives and career pathways development will be focused on demand sectors and occupations, including those described above, under the section entitled “Strategic Planning Elements, a.i Analysis of regional economic conditions, including: Existing and emerging in-demand sectors and occupations.” Marketing and job development will be conducted under the auspices of the Long Island Business Services Team, which is convened by the NYSDOL Regional Office. Business services continue to be functionally aligned with the NYSDOL Division of Employment and Workforce Opportunities (DEWS)/Wagner-Peyser partner at our Career Center. In addition to the above strategies, the Local Board will engage small businesses through its association with local business incubators, such as LaunchPad Long Island and Springboard Incubators, Inc.

i. If applicable, describe the local area’s use of business intermediaries.

The Local Board will engage business intermediaries, as described under Section a above. These intermediaries include:

- The Alliance for Defense Diversification in Peacetime Transition, Inc.
- The Long Island Software and Technology Network;
- Northwell Health Healthcare Career Pathways Core Group;
- Stony Brook Manufacturing Extension Partnership Manufacturing and Technology Resource Consortium (MTRC) Workforce Workgroup;
- The Workforce Development Institute.

b. What strategies or services are used to support a local workforce development system that meets the needs of businesses in the local area?

The strategies and services that the Local Board uses to support a local workforce development system that meets the needs of businesses in the local area include the following:

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

Employers are guided through a non-bureaucratic process by the HempsteadWorks Business Services Liaison. They are assisted in developing job listings that best correspond to their needs and that ensure a maximum of quality referrals. Job openings are listed via telephone, fax, e-mail or in person. The Long Island Business Services Team

interfaces with the HempsteadWorks Business Services Liaison to communicate the needs of employers and to determine the ability of the system to match job seekers to employer listings. The Team and the Operator maintains well-coordinated communications with business customers to report progress and exchange feedback.

Businesses also participate in “Employer Presentations” at the HempsteadWorks Career Center. In preparation for Employer Presentations, employers work with the Business Services Liaison to identify the skills and qualifications required to fill their job openings. A computerized screening process is performed to match those requests with a talent pool of available workers. Potential applicants who match the requirements are invited by mail to attend a presentation by the employer, within the HempsteadWorks Career Center. During the presentation, the employer speaks to applicants in a group setting to describe positions, duties, company policies, etc. After the presentation, the applicants fill out employment applications. Next, the employer is provided with an opportunity to interview candidates on a one-on-one basis. Some businesses even hire on the spot. Another option offered to assist businesses with their recruitment efforts is the “Employer Table,” which businesses occupy within the Career Center Resource Room at appointed times. This table includes the employer’s literature, applications, recruitment material, etc.

- c. Describe how the local area’s workforce development programs and strategies will be coordinated with economic development activities.

The local area’s workforce development programs and strategies are coordinated with economic development activities by the Local Board’s coordination with the LIREDC, the Long Island Development Corporation (LIDC), local Industrial Development and Community Development Agencies. The Local Board is also an active member of the LIREDC. In addition, the Long Island Regional Empire State Development Office and LIDC are members of the Local Board. These organizations enjoy a strong, collaborative working partnership through which they share information and capitalize on mutually beneficial and complementary strategic planning activities.

- i. Describe how these programs will promote entrepreneurial skills training and microenterprise services.

These programs will promote entrepreneurial skills training as described below. The HempsteadWorks Career Workshop Series includes an Entrepreneurship Workshop. The Service Corps of Retired Executives (SCORE) is co-located within the Career Center and offers additional workshops on the topic. Finally, Career Center customers enroll in Hofstra University’s entrepreneurship training programs, as well as refer people to NYSDOL’s Self-Employment Assistance Program (SEAP).

- d. Describe how the Local Board will coordinate its workforce investment activities with statewide rapid response activities.

The Local Board coordinates its workforce investment activities with statewide rapid response activities by assigning Career Center staff to participate on the Long Island Rapid Response Team, which is convened by the NYSDOL DEWS Regional Office. Worker Adjustment and Retraining Notification Act (WARN) notices pertaining to the region are

routinely provided to the Local Board and recorded in HWQAP. The staff assigned to the team participates in planning and execution of of-site presentations and outreach activities related to expeditious and repaid response events. The Local Board also includes information regarding dislocated workers affected by rapid response events in its analysis of workforce talent availability and skills development needs in its sector-based career pathways development planning.

### Program Coordination

- a. How do the local area’s programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs?

The local area’s programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs in several ways. NYSDOL received a Re-Employment Services and Eligibility Assessment (RESEA) grant from the U.S. Department of Labor, which allows us to provide individualized services to dislocated workers collecting unemployment insurance benefits. The RESEA grant requires NYSDOL to have a signed Partnership Agreement with the Local Board and Career Center Managers. The Local Board and HempsteadWorks Managers recently executed a new agreement this year. Pursuant to that agreement, NYSDOL will conduct outreach to unemployment insurance beneficiaries and refer them to be served through the HempsteadWorks Career Center. Through this referral process, along with the existing referral arrangements, unemployment insurance recipients have access to the full array of services available through the One-Stop delivery system. NYSDOL also participates on the strategic planning groups listed above in item “a.” of the “Business Engagement” section above in partnership with the Local Board, which helps to strengthen the linkage between the One-Stop delivery system and unemployment insurance programs.

- b. Describe how education and workforce investment activities will be coordinated in the local area. This must include:

- i. Coordination of relevant secondary and postsecondary education programs;

The Local Board has executed contracts with local colleges, BOCES and proprietary schools which provide people with training for in-demand occupations. These training providers are approved on the New York State Eligible Training List (ETPL). When customers finish intake and receive career counseling, HempsteadWorks career counselors inform them of the training programs available. If the customer is interested in the program, they can enroll at one of the schools.

- ii. Activities with education and workforce investment activities to coordinate strategies and enhance services; and

Activities with education and workforce investment activities to coordinate strategies and enhance services will be coordinated by the Local Board, through its own meetings, through the meetings of its Youth Standing Committee, through its participation on the LIREDC Workforce, Education and Veterans Workgroup and through its leadership of the Long Island Sector Partnership. All of these groups provide the Local Board with the

**opportunity to align education and workforce investment activities through interaction with other local boards local colleges, BOCES, LI-RAEN, as well as other education and workforce agencies. These activities are coordinated on the operations level by the One-Stop Operator.**

iii. A description of how the Local Board will avoid duplication of services.

**The Local Board will avoid duplication of services through asset mapping to determine and maintain current organizational knowledge of the programs and services available throughout the local workforce development area. In addition, the Local Board will foster active communication and information sharing among the key stakeholders of the Long Island Region through its participation in the annual meeting of the three Long Island Local Boards, along with meetings of the Workforce, Education and Veterans Committee of the LIREDC, the Long Island Sector Partnership, its Youth Standing Committee, the Nassau Community College Perkins Local Advisory Council, along with other coordinating bodies. The HempsteadWorks One-Stop Operator will also ensure non-duplication of services through its coordination of partner organization services and activities.**

c. Describe plans, strategies, and assurances concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services.

**As stated under item “a.” of this section, the Local Board recently executed an agreement with NYSDOL to ensure collaboration under NYSDOL’s RESEA grant, which will serve as plan, strategy, and assurance concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services. This same function will be served by the Service Delivery MOU. Also, as illustrated throughout this section, the Local Board, the HempsteadWorks One-Stop Operator and DOOR, the WIOA Grant Recipient, enjoy a strong and productive partnership.**

d. Provide a list executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center system. This includes agreements between the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

**The Local Board has executed cooperative agreements with the providers listed below that define how local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center system:**

- EAC Network
- Goodwill Industries of Greater New York/New Jersey
- Long Beach Adult Learning Center
- Nassau Board of Cooperative Educational Services (BOCES)
- Hempstead Public Schools
- Roosevelt Public Schools
- Uniondale Public Schools
- United Way of Long Island

These agreements may be accessed on [www.hempsteadworks.com](http://www.hempsteadworks.com) under the following hyperlinks:

- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7872](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7872)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7873](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7873)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7874](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7874)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7875](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7875)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7876](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7876)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7877](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7877)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7878](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7878)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7879](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7879)

The agreements' signatures pages may be also be accessed under the following links:

- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7885](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7885)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7886](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7886)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7887](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7887)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7889](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7889)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7890](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7890)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7892](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7892)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7893](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7893)
- [http://www.hempsteadworks.com/dsp\\_listResourceFiles.cfm?id=7895](http://www.hempsteadworks.com/dsp_listResourceFiles.cfm?id=7895)

**Youth Activities**

a. Provide contact details of Youth Point of Contact for your local area:

i. Name of Youth Point of Contact

**Myesha Arvon**

iv. Title

**Youth Coordinator**

ii. Email Address

**marvon@hempsteadworks.com**

v. Phone

**(516) 485-5000, ext. 1130**

iii. Name of Organization

**Goodwill Industries**

vi. Address

**Town of Hempstead Department  
of Occupational Resources  
50 Clinton Street, Suite 400  
Hempstead, NY 11550**

b. Provide the number of planned enrollments in PY 2017 for:

i. Out-of-School Youth

**87**

iv. Work Experience

**40**

ii. New In-School Youth

**25**

iii. Carry-Over In-School Youth

**6**

\*Please note that PY 2017 enrollments will provide the baseline estimate for the remaining three years of the Plan.

c. Who provides the WIOA Youth Program Design Framework, which includes Intake and Eligibility, Objective Assessment, and the Individual Service Strategy (ISS)?

**The following organizations provide the WIOA Youth Program Design Framework.**

- **EAC Network;**
- **Goodwill Industries of Greater New York/New Jersey;**
- **Hempstead Public Schools;**
- **Long Beach Adult Learning Center;**
- **Nassau Board of Cooperative Educational Services (BOCES);**
- **Roosevelt Public Schools;**
- **Town of Hempstead Department of Occupational Resources (DOOR)**
- **Uniondale Public Schools.**

**Only DOOR conducts eligibility determination.**

i. Describe how career pathways is included in the ISS.

**The ISS identifies the participant’s career goal, education and training needs, as well as the process steps needed to achieve the goal. Using information developed under our**

**RSPD Grant Project, the Local Board has added specific career pathways tools to the ISS template.**

- c. In Attachment G, Youth Services, located on the NYSDOL website at <https://labor.ny.gov/workforcenypartners/wioa/workforce-planning.shtm> under the Local Planning section, identify the organization providing the 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.
- d. Explain how providers and LWDB staff ensure the WIOA elements:
  - i. Connect back to the WIOA Youth Program Design Framework, particularly Individual Service Strategies; and

**Youth providers are required to complete and continually update an individual WIOA Youth Program Element Report for each participant that records the provider and date for each of the fourteen WIOA Youth Program Elements. The local Youth Services Coordinator ensures that each Program Element Report is aligned with the ISS.**

- ii. Are made available to youth with disabilities.

**The HempsteadWorks Youth Coordinator ensures that youth contractors work in cooperation with the HempsteadWorks DRC, along with One-Stop Partners such as ACCES-VR and the New York State Office of Children and Family Service Commission for the Blind, who offer special services for youth with disabilities, as well as other cooperative agencies, such as Abilities, Inc. to provide comprehensive services to youth with disabilities.**

- e. Identify successful models for youth services.

**The Local Board funds several successful models for youth services.**

**One example is the HempsteadWorks/cpnassau Summer Youth Employment Program (HWCPSEYP). Under the program, DOOR, in its capacity as Fiscal Agent to the Local Board, contracts with Cerebral Palsy of Nassau County, Inc. (cpnasau). The contractor recruits in-school youth who are determined eligible for participation by DOOR. Cpnassau conducts an assessment, develops an individual service strategy for each participant. Each participant is assigned to a worksite at the cpnassau facility in Roosevelt, New York. DOOR pays an internship wage for each participant for time spent gaining work experience and while engaged in academics. At cpnassau the participants are exposed to fifty different careers. The participants not only work at cpnassau, but also receive academic instruction once a week and are assigned a mentor to help with their work experiences nearly every day. The program includes a partnership with Winthrop University Hospital to expose students to the medical professions. HWCPSEYP has been recognized as a promising practice by the National Center for Workforce and Disability.**

A second example is Opportunities Long Island. The nature of this program is illustrated by the following success story related to one of our participants.

In January of 2016, L.P. enrolled in the Town of Hempstead Department of Occupational Resources (DOOR) Workforce Innovation and Opportunity Act (WIOA) Youth Program at the HempsteadWorks Career Center. He was provided with career counseling, assessment and tutoring services by EAC, Inc. through funding provided by DOOR. The purpose of the tutoring services was to increase his math proficiency. Having expressed an interest in the construction industry, L.P. was referred by EAC, Inc. to apply for a Pre-Apprenticeship Training Program operated by Opportunities Long Island, a division of the Labor Education and Community Services Agency, Inc. (LESCA). Opportunities Long Island conducts the program in partnership with the Nassau/Suffolk Building Trades Council.

It is an intensive ten-week course that provides trainees with training under the following topics: Orientation, Industry Awareness, Background of the Construction Trades, Tools and Materials, Tool Description and Usage, CPR and First Aid (Certificate), OSHA 10 (Certificate), Blueprint Reading, Basic Math for Construction, Green Technology, Heritage of the American Worker – Labor History, Career Development, and Interaction with the Building Trades. The training is conducted at a variety of venues, including United Way of Long Island’s E3 SmartBuild Training Center, where OSHA training and career development services are offered. DOOR not only pays the tuition for the program, but also for the transportation expenses of the trainees. The entrance requirements for the Pre-Apprenticeship Program include passing a math and a reading test.

Based upon the tutoring he received and the maximum effort he applied, L.P. passed the tests and met the other entrance requirements. He started training on February 10, 2016 and completed the program on April 6<sup>th</sup>. On April 14, 2016, through a referral made by Opportunities Long Island, L.P. started his employment as an apprentice with the Local 361 Structural Ironworkers. He is currently employed on a full-time basis at a rate of \$25.60 per hour. His total compensation package, which includes salary, pension, health care, vacation and an annuity, is valued at \$49.63 per hour.

- f. If you plan to serve In-School Youth (ISY) and/or Out-of-School Youth (OSY), using the “Needs Additional Assistance” criteria, please attach a policy that defines reasonable, quantifiable, and evidence based specific characteristics of youth needing additional assistance.

The Local Board plans to serve In-School Youth (ISY) and/or Out-of-School Youth (OSY), using the “Needs Additional Assistance” criteria. The policy is provided below:

According to a study published by Congressional Research Service on September 16, 2015, entitled “Vulnerable Youth: Employment and Job Training Programs,” written by Adrienne L. Fernandes-Alcantara, “employment levels for youth under age 25 have declined markedly in recent years, including in the wake of the 2007-2009 recession. Certain young people—such as high school dropouts, current and former foster youth, and other at-risk populations—face challenges in completing school and entering the workforce.” The same source states further “Certain youth face barriers to remaining in school or securing employment, including poverty, their parents’ level of education, and whether the youth are pregnant or parenting, among other factors. For example, youth ages 16 through 24 who are parenting are far more likely to be disconnected than their

counterparts who are not. Youth in or aging out of foster care, runaway and homeless youth, and youth offenders, among other groups of youth, are particularly vulnerable to not completing high school, going on to college, or securing employment.”

The publication entitled “WIOA Game Plan for Low-Income People,” published by CLASP in September of 2014, issued a study entitled “New Opportunities to Improve Economic and Career Success for Low-Income Youth and Adults,” The study asserted “WIOA better enables states and local communities to seed and propel cross-systems approaches to tackle unemployment, low literacy, and low educational attainment among disconnected youth...” In order to leverage the opportunity WIOA offers “to seed and propel this cross-systems approach,” it is reasonable to identify those youth who “require additional assistance based upon barriers that contribute to and/or accompany failure to complete educational programs and/or secure and hold employment. These scholarly articles are just two examples of a plethora of research that collectively reach both statistically quantifiable and, simultaneously, common sense conclusions that youth who face the barriers identified in our policy require additional assistance.

The policies are stated below.

**Youth Who Requires Assistance to Complete an Educational Program Policy**

The term "requires assistance to complete an educational program" means that a youth is either a dropout or at risk of dropping out of high school, an alternative school, an alternative program, or a post-secondary program, based upon an assessment of the participant’s academic records, transcript and/or teacher/ educational institution evaluation, etc. and in consideration of serious barriers faced by the participant, such as: truancy; substance abuse; disability; poor academic record; aged out of foster care; limited English proficiency; chronic behavioral problems; offender status, etc.

**Youth Who Requires Assistance to Secure and Hold Employment Policy**

The term "requires assistance to Secure and hold employment" means that a WIOA participant is unable to secure permanent unsubsidized employment that offers a reasonable expectation for long-term employment and career growth based upon an assessment of the participant’s education and skills in the context of local labor market information and in consideration of serious barriers faced by the participant, such as: truancy; substance abuse; disability; poor work history; aged out of foster care; limited English proficiency; chronic behavioral problems; offender status, lack of job readiness skills; etc.

**Serious Barriers for Youth Policy**

Serious barriers for youth include the following: truancy; substance abuse; disability; poor work history; aged out of foster care; limited English proficiency; chronic behavioral problems; offender status; lack of job readiness skills; etc.

**Administration**

- a. Identify the entity responsible for the disbursement of grant funds as determined by the Chief Elected Official or Governor.

The entity responsible for the disbursement of grant funds as determined by the Chief Elected Official or Governor is the Town of Hempstead Department of Occupational Resources (DOOR).

- b. Describe the competitive process to be used to award sub grants and contracts for WIOA Title I activities in the local area.

The competitive process that is used to award sub grants and contracts in our local area is provided below in an excerpt from our “Procedure for Selecting Service Providers,” which describes the methods of procurement at our disposal. Vendors are made aware of opportunities through legal notices published in Long Island Business News, on the Town of Hempstead we web site at [www.toh.li](http://www.toh.li) and on our website at [www.hempsteadworks.com](http://www.hempsteadworks.com). The documentation process for procurement is also described below. Procurement is performed by Local Board staff, as appropriate. The Local Board contracts for Adult, Dislocated Worker and Youth services (Title I) through a competitive request for proposals process. Youth proposals are reviewed by our Youth Standing Committee, which in turn makes recommendations to the Local Board for selection or rejection. The following are the procurement methods utilized by the Local Board:

**1) Small Purchase Procedures**

These are simple and informal procurement methods for securing goods and services. The Local Board will comply with standards established by the Governor and the Town of Hempstead for small purchase procedures which insure that price or rate quotations will be documented from an adequate number of qualified sources. The guidelines for this method are as follows:

**i. Purchase of Supplies or Equipment**

- Costs of \$10,000 or more require an advertised bid or request for proposals.
- Costs of \$3,000, but less than \$10,000, require written quotations from three vendors.
- Costs up to \$3,000 require written quotations from two vendors.

**ii. Purchase of Labor/Materials/Services**

- Costs of \$20,000 or more require an advertised bid or request for proposals.
- Costs of \$10,000, but less than \$20,000, require written quotations from three vendors.
- Costs up to \$10,000 require written quotations from two vendors.

**(2) Sealed Bids (Formal Advertising)**

This is a solicited procurement for which a firm-fixed-price contract (lump sum or unit price) or other fixed-price arrangement is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. The dollar limit for sealed bids is \$500,000.

**(3) Competitive Proposals**

These are normally conducted with more than one source submitting an offer and either a fixed price or cost-reimbursement type contract is awarded. The dollar limit for sealed bids is \$500,000.

**(4) Non-competitive Proposals (Sole Source)**

This is procurement through solicitation of a proposal from only one source, the funding of an unsolicited proposal, or, after solicitation of a number of sources, when competition is determined inadequate. The LWDB shall minimize the use of sole source procurements to the extent practical, but in every case, the use of sole source procurements shall be justified and documented. Procurement by non-competitive proposals will be used only when the award of a contract is infeasible under small purchase procedures, sealed bids or competitive proposals.

**(5) State or Federal Contract**

Procurement of common goods and services may be conducted utilizing state and federal contracts, providing that an appropriate citation of a current contract number is included. The dollar limit for state and federal purchases is \$500,000. In those instances where lease agreements are available as alternatives to purchasing, an analysis will be conducted to determine which method is most cost effective and reasonable. "

The process for making vendors aware of funding opportunities is as follows:

- (1) A Legal Notice is published in Long Island Business News, on the Town of Hempstead web site at [www.toh.li](http://www.toh.li) and on our website at [www.hempsteadworks.com](http://www.hempsteadworks.com), which advertises the funding opportunity;
- (2) A bidders' list is established for every procurement that we conduct and a solicitation is mailed to the organizations on the list, either in the form of a request-for-proposals or a bid.

The procurement process is documented in a Procurement File, which includes the following items:

- (1) Independent Estimates;
- (2) Legal Notice;
- (3) Affidavit of Publication of Legal Notice;
- (4) Bid or RFP;
- (5) Bidders/RFP List;
- (6) Award Letters;
- (7) Rejection Letter for Unsuccessful Bidders;
- (8) Cost Price Analysis;
- (9) Certificate of Liability Insurance;
- (10) Documentation of Research Resulting in Sole Source; Documentation of Selection Process, Rating Sheet, Memo, Meeting Minutes, etc.)
- (11) Assurances;
- (12) Purchase Requisition with Supporting Documentation;
- (13) Purchase Order;
- (14) Proposal Review Log;
- (15) Proposals.

- c. Provide the local levels of performance negotiated with the Governor and Chief Elected Official to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

The local levels of performance negotiated with the Governor and Chief Elected Official to be used to measure the performance of the local area and to be used by the Local Board for measuring the performance of the local fiscal agent will be based on the Primary Indicators of Performance proscribed in Workforce Development System Technical Advisory Number 17-5, dated May 31, 2017. The Local Board submitted a request to NYSDOL to negotiate the actual levels of these standards. The Local Board has received an acknowledgement from NYSDOL that it has received the request made by the Board to negotiate the PIPs for Program Years (PY) 16 and 17. Along with the acknowledgement, NYSDOL has stated that it has accepted the Board's proposal goals for PY 16. NYSDOL stated further that negotiations for PY 17 will be revisited when data becomes available. Once negotiations with NYSDOL are finalized, the same indicators established through the negotiations will be utilized to measure the performance of eligible providers, and the One-Stop delivery system, in the local area, with the exception of the One-Stop Operator, which is accountable to the Local Board for achieving the PIP levels, along with any Customer Service Indicators (CSI) levels established by NYSDOL, as well as addition standards related to customer satisfaction and return-on-investment.

- d. Describe the actions taken toward becoming or remaining a high-performing board, consistent with factors developed by the SWIB. A board will be defined as high performing if it meets the following criteria:
- i. The board is certified and in membership compliance;
  - ii. All necessary governance actions and items have been accomplished, including executing a local MOU, selecting a One-Stop System Operator, and implementing all required local policies, etc.;
  - iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and
  - iv. The LWDA meets or exceeds all performance goals.

The actions taken toward remaining a high-performing board, consistent with factors developed by the SWIB are described below:

- i. The board is certified and in membership compliance. Membership changes are closely monitored to ensure continued compliance.
- ii. All necessary governance actions and items have been accomplished, including selecting a One-Stop System Operator and implementing all required local policies, etc., have been accomplished with the exception of executing a local MOU, which is in process.
- iii. NYSDOL has not yet implemented the Career Center Certification process; however, it is expected that a minimum of an 80% rating will be achieved;. In the interim, the Local Board is maintaining its existing requirements for local One-Stop certification.
- iv. In order to ensure that the LWDA consistently meet or exceeds all

**performance goals, Local Board staff have conducted training of the One-Stop Operator, One-Stop staff and partner staff to familiarize them with the Primary Indicators of Performance required under WIOA, the guidelines contained in New York State Technical Advisory Number**

**Training Services**

- a. Describe how training services will be provided in the local area.

Classroom training services are provided through local colleges, BOCES and proprietary schools. These services are conducted using individual training accounts (ITA) according to the following procedure:

1. Career counselor reviews customer's Assessment and Individual Employment Plan/Individual Service Strategy (IEP/ISS).
2. Career counselor explains the Individual Training Account (ITA) policy, including Priority of Service Policy (i.e. Residency, Veterans Preference, etc.), Priority Policy for Adults and Training Eligibility Policy.
3. If the customer is not employed, then the career counselor arranges for the customer to sign the Employment Status Self-Attestation Form.
4. The career counselor reviews the customer's file to confirm that lack of self-sufficiency was properly documented in order for the customer to access Intensive Services.
5. If the customer became employed after being enrolled into Career Services, then the career counselor arranges for the customer to provide documentation to confirm lack of self-sufficiency.
6. Customers who are eligible for services under the Trade Adjustment Act (TAA) are referred by the career counselor to take the Tests of Adult Basic Education (TABE).
7. If the career counselor determines that the customer fulfills the requirements of the above referenced policies, the career counselor conducts the Comprehensive Assessment and works in cooperation with the customer to update and continue the customer's IEP/ISS.
8. If the Comprehensive Assessment reveals that training services are not appropriate for the customer, then the career counselor refers the customer to the appropriate service.
9. If the Comprehensive Assessment reveals that training services are appropriate for the customer and if funding is available for training services, then the career counselor begins the training services exploration process with the customer.
10. If the Comprehensive Assessment reveals that training services are appropriate for the customer and if funding is not available for training services, then the career counselor attempts to assist the customer to meet his/her name training needs through WIOA Pre-Vocational Training (i.e. workshops) or non-WIOA funded.
11. To conduct the training services exploration process, the career counselor provides the List of Approved Training Providers to the customer and calls the approved training providers of interest to arrange for the customer to visit the providers.
12. When customer selects the training provider and program, the career counselor confirms that the training will be conducted to prepare the participant to become employed in a priority occupation included under the following web link:  
<http://www.labor.ny.gov/workforcenypartners/IWIOA/local-plan-overview.shtm>.
13. The career counselor also confirms that the training will be provided by a provider that was auto-loaded from the New York State Eligible Training Provider List.
14. Once items 12 and 13 above are confirmed, the career counselor prepares the voucher form after confirming the start and end date of the course with the school. This is forwarded to school to be signed and returned to counselor to prepare forms.
15. The Career Counselor meets with the customer to conduct the enrollment and completes paperwork including Training Enrollment Packet (including the 599 Packet

on-line) and Supportive Services Form, with appropriate customer signatures on the Training Voucher and IEP/ISS (after updating IEP/ISS on Blue Screen).

16. The career counselor completes the PAR in Access.
17. The career counselor makes the following entries in the One-Stop Operating System (OSOS):
  - i. Comments in Customer Detail
  - ii. Comments in Services
  - iii. Provider details and dates in Services.
18. The career counselor submits the Voucher, along with the entire packet, to Yvonne for her review and the signature of the Commissioner or First Deputy Commissioner and designation of appendices.
19. Copies of documents are distributed as described below:
  - i. IEP/ISS; PAR; Supportive Services Form; bill and letters regarding payment are all forwarded to Fiscal;
  - ii. Authorization Form – Copy 1 to Training Institution; Copy 2 to participant; Copy 3 to participant’s file;
  - iii. Time sheets and Progress Report Forms to training provider.
20. On the prospective training start date, the career counselor calls the training provider to confirm customer’s start date and then completes the Funding Section in OSOS.
21. The training provider sends monthly progress reports to the career counselor, who then makes entries in OSOS.
22. Upon completion, the training provider submits completion certificate, end date and completion forms to career counselor and Fiscal.
23. Career counselor records completion information in OSOS and MIS.

**On-the-job training (OJT) and customized training (CT) are conducted as described below:**

1. The need for OJT and CT interventions is determined by DOOR based upon the participant’s assessment, as reflected on the IEP/ISS. The following is the procedure for referral to the OJT and CT interventions:
2. The counselor conducts a Comprehensive Assessment of the participant’s occupational skills, using JobZone (for adults and dislocated workers) or CareerZone (for youth) assessment;
3. The assessment results are reflected on the IEP (for adults and dislocated workers) or ISS (for youth);
4. Once the career counselor and the participant agree on the most appropriate job order, the career counselor contacts the employer who listed the order to arrange an interview. If the job is not open, then the career counselor continues this process until an interview is arranged;
5. If the participant is referred to an interview, this referral is recorded in the counseling notes, and or DOOR Referral Form, a copy of which is maintained in the participant file, with the original provided to the participant to submit to the employer;
6. After a participant is referred to a private Sector interview, the career counselor contacts the employer to obtain the interview results;
7. If the participant is not hired by an employer, then the career counselor continues to provide him/her with referrals until placement is accomplished, the participant finds

employment, or the IEP/ISS is amended;

8. In addition to these procedures, it is the responsibility of the career counselor to follow up after placement and to resolve any problems, which occur during, and after the participant's enrollment in the program;
9. In order to request to enroll a participant in OJT/CT, the career counselor must complete the Activity form, and complete in written narrative form the Enrollment Rationale (ER) of the IEP/ISS, with reference to the JobZone/Career Zone assessment, to determine the participant's skills gaps before making the enrollment.
10. This documentation, along with any specific documentation required under the enrollment procedure described below for each activity, is submitted to the Business Services Coordinator for review and approval. The Business Services Coordinator then submits the documentation to the Intensive Services coordinator of the appropriate activity for review, approval and recording;
11. Once an OJT/CT enrollment date is established, the participant is referred to report to the employer with a copy of the enrollment rationale from their IEP/ISS.

### **Incumbent Worker Training**

#### **Promotion and Backfill**

Priority will be given to employers or a group of employers who propose to conduct incumbent worker training where a participant acquires new skills allowing him or her to move into a higher skilled and higher paid job within the company, thus allowing the company to hire a job seeker to backfill the incumbent worker's position.

#### **Purposes**

Incumbent worker training may only be conducted in cases where an employer will conduct training for at least one of the purposes indicated below:

1. To retain a skilled workforce;
2. To avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment.

#### **Employer Commitment**

Incumbent worker training may only be conducted in those instances where there is a written, contractual commitment by the employer to retain or avert the layoffs of the incumbent worker(s) trained.

#### **Reservation of Funds**

The Local Board may reserve and use not more than 20 percent of the combination of Adult and Dislocated Worker funds allocated to the local area for each program year to conduct incumbent worker training.

#### **Limited Funds**

In instances where Adult funds or Dislocated Worker funds are limited in a program year, those funds will be reserved for individuals who meet the requirements of the attached Local Board's Training Eligibility Policy and who are not incumbent workers.

**Employer Eligibility**

1. In addition to the requirements indicated above, employer eligibility to receive funding for incumbent worker training will be determined based upon the following factors:

- The characteristics of the participants in the program;\*
- The relationship of the training to the competitiveness of a participant and the employer; and
- Such other factors as the local board may determine to be appropriate, which may include the number of employees participating in the training, the wage and benefit levels of those employees (at present and anticipated upon completion of the training), and the existence of other training and advancement opportunities provided by the employer.

\*Preference will be given to employers who propose to train incumbent workers who are veterans, low income individuals, public assistance recipients, individuals who are basic skills deficient, individuals with disabilities, etc.

**Employer Payment of Non-Federal Share**

1. Employers are required to pay for the non-Federal share of the cost of providing the training to incumbent workers based upon the number of employees in their organization as follows. The non-Federal share shall not be less than:
  2. 10 percent of the cost, for employers with not more than 50 employees;
  3. 25 percent of the cost, for employers with more than 50 employees but not more than 100 employees; and
  4. 50 percent of the cost, for employers with more than 100 employees.
5. The employer may provide the share in cash or in kind, fairly evaluated by DOOR on behalf of the LWDB.

**Prohibition Against Funding for Employers Who Have Conducted Layoffs and Relocated within 120 Days**

No incumbent worker training will be funded for any business or part of a business that has relocated, until the date that is 120 days after the date on which such business commences operations at the new location, if the relocation of such business or part of a business results in a loss of employment for any employee of such business at the original location and such original location is within the United States.

- b. Describe how contracts will be coordinated with the use of ITAs.

**DOOR, in its capacity as Fiscal Agent executes a master contract for classroom training with each classroom training provider after completing a procurement process. ITAs are issued as addenda to the master contract for each individual and participant and course.**

- c. Describe how the Local Board will ensure informed customer choice in the selection of training programs regardless of how training services are provided.

**To ensure informed customer choice in the selection of training programs regardless of how training services are provided, the Local Board procures a broad inventory of training providers and courses. Career counselors encourage participants to consider at least three potential training providers before selecting their preferred provider. The career counselors also provide information to assist participants through this process.**

**Public Comment**

- a. Describe the process used by the Local Board to provide a 30-day opportunity for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

**The process used by the Local Board to provide a 30-day opportunity for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission includes the following steps:**

- A summary of the Plan is published in “Long Island Business News” and posted on the One-Stop System web site at [www.hempsteadworks.com](http://www.hempsteadworks.com);
- The Summary of the Local Plan contains a hyper-link that contains the full Local Plan;
- The full Plan is posted on the One-Stop System web site at [www.hempsteadworks.com](http://www.hempsteadworks.com);
- Both the summary and the full Plan is sent to the Local Board members and then voted on a meeting of the Local Board;
- Representatives of representatives of business, labor organizations, and education are also provided with the summary and the full Plan and afforded an opportunity to offer input.

- b. Did the NYSDOL State Representative review the plan before submission? If no, please submit to your State Representative for review prior to posting for public comment.

**Yes, the NYSDOL State Representative reviews the plan before submission.**

**List of Attachments:**

Please complete all attachments.

**Attachment A** – Units of Local Government

**Attachment B** – Fiscal Agent

**Attachment C** – Signature of Local Board Chair

**Attachment D** – Signature of Chief Elected Official(s)

**Attachment E** – Federal and State Certifications

**Attachment F** – Youth Services Chart

**Attachment G** – Local Plan Budget 2017

Original signature pages (Attachments C, D, E, and F) must be delivered to NYSDOL in one of the following two ways:

- Electronic signature (if the board has the capability for it) – Note that electronic signature must follow the requirements and guidelines of the Electronic Signature and Records Act (ESRA). Further information on ESRA standards and requirements can be found at <https://its.ny.gov/nys-technology-law#art3>. Boards choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.
- Mail original versions – Hard copies of traditional signature pages may be sent to:

Attn: Local Plan  
New York State Department of Labor  
Division of Employment and Workforce Solutions  
Building 12 – Room 440  
W. Averell Harriman Office Building Campus  
Albany, New York 12240

All other attachments must be submitted along with the LWDB Local Plan Template via email.

In addition to these attachments, LWDBs must provide copies of the agreements listed in the Program Coordination section of this template under (d). If possible, it would be preferable to provide a list of hyperlinks to these agreements made available on your LWDB website.