

Town of Hempstead/City of Long Beach Local Workforce Development Board Meeting Minutes

HempsteadWorks Career Center

January 22, 2020

**I. Welcome and Introduction**

The meeting was called to order by the Town of Hempstead/City of Long Beach Local Workforce Development Board (LWDB) Chairperson, Sara Griffith, at 9:34 A.M. She asked each of the attendees to introduce themselves.

**II. Review of Minutes**

Ms. Griffith indicated that all members received copies of the minutes from the LWDB meeting dated October 2, 2019. She allowed a moment for review of the minutes and asked if there were any changes or corrections necessary. A motion to approve the minutes was offered by Rosa Murciano, seconded by Mark Goldstein, and approved by the Board.

**III. Local and Regional Planning Process**

Ms. Griffith indicated that in 2017, the New York State Department of Labor (NYSDOL) required that each LWDB submit a 4-year local plan and regional plan. NYSDOL requires that after two years of the plan, each board should review the plans and determine if modifications are needed. Elizabeth Ajasin briefly summarized the local plan, which describes our strategies for delivering services to individuals under the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center system. The services help them enter or re-enter the workforce. Ms. Ajasin explained that the plan addresses the labor market landscape, such as the rate of unemployment and the careers that are in-demand in our area. It also addresses collaborations with other agencies, provisions of supportive services, and business services strategies. Like the local plan, the regional plan addresses these areas but from a regional standpoint. In addition to our LWDB, the Long Island region also consists of the Town of Oyster Bay/North Hempstead/Glen Cove and Suffolk LWDBs. In the October 2017 and January 2018 Board meetings, the Board approved each of the plans and allowed time for public comment. Now, two years later, NYSDOL provided a modification form for each plan, which lists the criteria for which changes should be based:

- Labor and economic conditions;
- Financing for WIOA Title I and partner-provided services;
- LWDB structure;
- Local performance strategies; and
- Implementation of the regional plan

Edward Kenny added that after review of the plans, based on the NYSDOL criteria for modifications, we determined that there are no substantial changes necessary. Nevertheless, NYSDOL requires that the plans are made available for public comment and for consultation with the Chief Elected Official. The period for comment is open until February 3<sup>rd</sup> and 14<sup>th</sup> for the local and regional plans, respectively. A motion to approve the local and regional plans with no substantial changes was offered by May-Whei Lin, seconded by Veronica Rose-Craig, and approved by the Board.

#### **IV. One-Stop Operator Annual Report and Feedback for PY'18**

Ms. Griffith explained that the Town of Hempstead's Local Workforce Development Board Local Plan requires the One-Stop Operator to submit an annual report. The purpose of the report is to show progress made toward achieving quality standards and organizational goals. Then, based on its review of the report, the Local Board provides feedback to the Operator.

Ms. Ajasin explained that the annual report is divided into three sections: Quality Standards, Organizational Results, and the Return on Investment (ROI) report. Quality standards of the report apply to Customer Satisfaction and the ROI rate. The career center goal for customer satisfaction was 90% for customers' career center initial visit, workshops for job seekers, Summer Youth Employment program, and customers' overall satisfaction. The actual customer satisfaction rates were 97.5%, 96.8%, 93.2% and 100%, respectively. The rates are determined by customer surveys.

Ms. Ajasin further explained that the ROI report illustrates the degree to which tax dollars invested in the WIOA program yield ROI in both quantitative and qualitative terms. To calculate ROI, we use a formula that takes several factors into account, such as the number of customers served, projected employment rate of exiters over three years and average projected participant wages over three years. Our goal ROI was \$2.20, and our actual projected ROI is \$19.33.

Afterwards, Ms. Ajasin explained that NYSDOL has provided local outcomes data for three Primary Indicators of Performance: Employment Rates 2<sup>nd</sup> and 4<sup>th</sup> Quarter after Exit, Median Earnings, Credential Attainment for adults, dislocated workers, and youth. Data for "Baseline" goals is being collected to determine what actual goals will be for future program years.

Mr. Kenny added that meeting 80% of each goal is considered as achieving the required standard by NYSDOL. The Board's recommendation is for special attention to be given to the Employment Rate 2<sup>nd</sup> Quarter after Exit for Dislocated Workers, and to the Employment Rate 4<sup>th</sup> Quarter after Exit for Youth. Ms. Ajasin added that in the Program Year 2017 feedback report, the Board recommended that the One-Stop Operator focus on the Employment Rate 2<sup>nd</sup> Quarter after Exit for Youth, and in Program Year 2018, we reached the 100% goal.

Mr. Kenny also referred to the HempsteadWorks Annual Report, which is a different document from the One-Stop Operator Annual Report. Like the One-Stop Operator report, it provides performance data; however, it also provides information about HempsteadWorks' planning, services and awarded grants. Ms. Rose-Craig asked if it is difficult to collect the data that ultimately leads to performance. Mr. Kenny responded that following up with customers for this data can be a challenge. Deidre Duke asked if the system we use to track customer information captures other data about customers such as businesses. Mr. Kenny responded that while the system does not capture this, we can survey businesses to determine the impact of our services in helping to build partnerships and expand resources. Ms. Duke added that there should be a way to measure the impact of direct and indirect benefits/services to customers, as a well as a conduit between open jobs and the candidates qualified to fill them.

#### **V. Disability Employment Initiative (DEI) – Round 8**

Ms. Griffith said that the goal of the DEI grant is to improve the education and employment outcomes of youth with disabilities. Under the grant, the Disability Resource Coordinator, Maria Lombardi, is required to submit a Monthly Report to NYSDOL DEI staff. Ms. Lombardi described the DEI grant, which began in October 2017 and will conclude in September 2020. Services under the grant are primarily provided through our youth contractors EAC Network and Nassau BOCES. Referring to her November 2019 Monthly Report, Ms. Lombardi spoke further about the following:

- As part of its audit of the New York DEI grant, the United States Department of Labor (USDOL) selected the Town of Hempstead Department of Occupational Resources (DOOR) for a visit. During the visit, we showcased our collaborations with our youth contractors and other agencies (e.g. YAI Institute, TRAIID center, ACCES-VR), business engagement, and youth participant successes.
- The DEI Consultant, Career and Employment Options, Inc., has been working with us to plan a reverse career fair in April 2020, as well as to enhance the DEI project Facebook presence.
- In the reporting period, 89 youth have been served under DEI and have received core and intensive services. 18 of these youth have been enrolled in career pathways trainings.

Mr. Kenny added that the federal reviewer advised that we include a value development statement which places monetary value on the relationships formed and outcomes of youth under this grant.

#### **VI. Empire State Poverty Reduction Initiative (ESPRI) Grant Proposed Extension**

Ms. Griffith explained that HempsteadWorks began implementing the New Village Pathways project in October 2018. The grant helps Village residents out of poverty

by providing them with career pathways services. The grant's period of performance was to run from October 2018 to March 2020, but we have applied for an extension until March 2021. Yvonne Morrissey continued that under the original grant, our goal was to serve 200 Village residents, 25 of whom would be enrolled in occupational skills classroom training. Under the grant extension, we propose to serve a total of 275 individuals and enroll 37 in skills training. So far, we have served 235 Village residents and enrolled 46 into training.

Ms. Duke asked if the ESPRI project involves high school students, as finding a job without a high school diploma is difficult; plus, there is a large disparity in earning potential between those with a diploma and those without one. Myesha Arvon responded that she refers these youth to free programs that prepare them for the Test Assessing Secondary Completion (TASC) exam. Upon passing the exam, youth earn their high school diploma equivalency.

## **VII. Nassau Library Systems Grant**

Ms. Griffith welcomed Nicole Scherer, Assistant Director of Outreach and Engagement for Nassau Library Systems (NLS), to discuss the New York State Library Adult Literacy Library Services Program Grant, which is administered by NLS. Ms. Scherer explained that NLS was awarded with a 3-year grant that will support unemployed and underemployed patrons by training librarians to create in-house, workforce expertise at public libraries. NLS funded HempsteadWorks with one cohort of training workshops conducted for the Glen Cove, Baldwin and Levittown libraries for training workshops. Two more cohorts are anticipated over the course of the grant.

Ms. Rose-Craig asked how the libraries are selected to participate in the cohorts. Ms. Scherer said that interested libraries completed an application process, with extra points awarded to multilingual librarians. Ms. Duke asked how success will be measured under this grant. Ms. Scherer answered that success will be measured based on the number of patrons served, their employment outcomes, and data collected from their satisfaction surveys.

## **VIII. Old Business/New Business**

No old business was discussed, but under new business, Board Secretary Mr. Goldstein from MG Productions, shared some of his current projects. Ms. Morrissey announced that she is TABE testing individuals for the next cohort of the Utility Readiness for Gaining Employment for Non-Traditionals (URGENT) program. This cohort will train youth, women and veterans for careers in utilities. In addition, Ms. Morrissey said that Opportunities Long Island is currently recruiting for their next session. Opportunities Long Island is a pre-apprenticeship program that connects underserved communities to union construction. Lastly, she thanked Ms. Lin for arranging a 599 Training program training to DOOR career counselors. The program

allows for Unemployment Insurance recipients to receive benefits while they attend a training course that has been approved by the Department of Labor.

**IX. Adjournment**

A motion to adjourn was offered by Ms. Duke, seconded by Ms. Rose-Craig, and approved by the Board. The meeting was adjourned at 10:44 A.M.