

Town of Hempstead Local Workforce Development Board Meeting Minutes

HempsteadWorks Career Center

January 16, 2019

I. Welcome and Introductions

The meeting was called to order at 9:32 A.M. by Alan Nachman, Vice Chairman of the Town of Hempstead/City of Long Beach Local Workforce Development Board, who asked the attendees to introduce themselves.

After introductions, Mr. Nachman allowed a moment of silence for Dr. Richard E. Dibble, who had been an active member of the Board and served as Chairman of the Youth Standing Committee. Sara Griffith of Cerebral Palsy Association of Nassau County has been appointed as the new Chairperson of the committee.

II. Review of Minutes

Mr. Nachman indicated that all members had received a copy of the minutes from the Local Workforce Development Board (LWDB) meeting dated October 3, 2018. He 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 Deirdre Duke, seconded by Gregory R. Becker and approved by the members.

III. Policies

Mr. Nachman explained that the Workforce Innovation and Opportunity Act (WIOA) requires that the Board develop policies regarding Adult Priority of Service, On-the-Job Training and Customized Training for Employed Workers, and Employer Cost for Customized Training. Elizabeth Ajasin explained that HempsteadWorks currently has funding for incumbent worker training. The law requires that the Board approve these policies before implementing the training, so we are seeking a motion to approve each of them:

1. Adult Priority of Service

Priority of service means that customers in this category will take precedence over customers outside of the priority categories in obtaining career services and training activities. To determine if an adult meets the priority criteria, at the time of intake, they complete the Priority of Service Determination Form. Edward Kenny added that priority of service extends beyond incumbent worker training to the WIOA Adult Program. The reason for this policy is to ensure that once our efforts to provide resources to customers in priority groups are exhausted, additional customers who can benefit are served.

2. On-the-Job Training and Customized Training for Employed Workers

Ms. Ajasin continued that under this policy, individuals considered for customized training will be WIOA eligible and served first if they meet the Priority of Service criteria. Customers must complete a training eligibility verification form and must not be making a self-sufficient wage. Veronica Rose-Craig asked what is considered a self-sustaining wage. Mr. Kenny explained that the policy based the self-sufficiency wage on the Living Wage Calculator, a model developed by the Massachusetts Institute of Technology (MIT) that estimates the living wage needed to support families. For Nassau County, a single adult's self-sustaining wage is estimated at \$15.33 per hour working full-time.

3. Employer Cost for Customized Training

Customized Training is training designed to meet the specific needs of the employer. HempsteadWorks covers a partial percentage of wages for employees who are in customized training. WIOA requires that employers pay a non-federal share of the training based on a local LWDB policy. The draft policy is based on the WIOA requirements for the non-federal share of incumbent worker training in which the percentage of wages the employer covers depends on the size of the company.

A motion to approve the recommend policies were offered by May-Whei Lin, seconded by Martin Murphy, and approved by the Board.

4. One-Stop Operator Annual Report and Feedback for PY'17

Mr. Nachman 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 Return on Investment (ROI) Report. Quality standards of the report apply to Customer Satisfaction Rate and the ROI Rate. The career center goal for customer satisfaction was 90% for customers' career center initial visit, workshops for job seekers, and customers' overall satisfaction. The actual customer satisfaction rates were 94%, 97.3% and 99.7%, respectively. The rates are determined by customer surveys.

Next, Ms. Ajasin explained that the ROI report illustrates the degree to which tax dollars invested in the WIOA program yield ROI in quantitative and qualitative terms. Quantitatively, the goal ROI was \$2.20, but the actual ROI projected over the next three years is \$37.98. The method used to calculate this figure is in the annual report. Qualitatively, there has been increased employment and training opportunities for customers and improved quality of life. Ms. Ajasin then explained that for organizational results, the New York State Department of Labor (NYSDOL) has provided local outcomes data on Employment Rates, Median Earnings and Credential Attainment for adults, dislocated workers and youth. The remaining indicators are still to be determined. Goals listed in the report as “Baseline” means that data is being collected to determine what actual goals will be in future program years.

Ms. Ajasin also summarized the Feedback Report, which indicated that HempsteadWorks met 100% of all goals except for Dislocated Worker Employment Rate for the 2nd Quarter after Exit and the Youth Employment Rate for the 4th Quarter after Exit. Mr. Kenny added that while we did not reach 100% of these goals, we did achieve 80% of the goal, which according to NYSDOL policy, is considered as meeting the required standard by NYSDOL. In addition, Mr. Kenny explained that the performance matrix included in the Annual Report represented an academic exercise, rather than a formal evaluation, because it measures Program Year 2017 outcomes versus Program 2018 goals. This is the best data available from NYSDOL at this time relative to the performance indicators. The NYSDOL policy regarding performance goals is relatively new at this point. Initially, the State allowed local areas to negotiate performance goals, but the State ultimately established the goals.

5. Empire State Poverty Reduction Initiative (ESPRI)

Mr. Nachman indicated that the Empire State Poverty Reduction Initiative project allows community organizations to work together to develop and execute a plan to reduce the number of households living in poverty within the Village of Hempstead. He invited Biena Depeña, of the United Way of Long Island, and project coordinator for ESPRI, to explain how the project is operating in the Village.

Ms. Depeña explained that the ESPRI project helps 16 communities throughout the State of New York. The goal of the project is to help people improve their quality of living and guide them to self-sufficiency. In Phase I of the project, ESPRI used one year to collect data on Village residents, which yielded results on the high level of poverty that exists. Under Phase II, ESPRI used the results to create Focus Areas that address issues in the Village. The Focus Areas are Education, Economic Empowerment, Workforce Development, Health and Wellness, Justice, and Social Support. ESPRI issued an RFP to implement Phase II, and the organization selected to participate were HempsteadWorks; Family and Children’s Association; Morrison

Mentors; Woman's Opportunity Rehabilitation Center; Leadership Training Institute; Hispanic Counseling Center; Interfaith Nutritional network; Community Development Corporation of L.I.; and Village of Hempstead Community Development Agency. Ms. Depeña stated that Phase II will conclude at the end of the year, so ESPRI continues to seek ways to sustain the project afterwards.

Yvonne Morrissey asked how many people live in the Village of Hempstead, and Ms. Depeña responded that approximately 60,000 people reside in the Village. She stated that the project references data collected in the census and designs projects on that information. Ms. Duke asked what the driving forces are for youth dropping out of school. Ms. Depeña answered that one of the most prevalent reasons is the travel distance between youth's home and school. Some youth are afraid to travel between neighborhoods. Mr. Kenny asked if there is any feedback from the Office of Temporary Assistance on the progress of the project so far. Ms. Depeña responded that because the project is still in its early stages, results are not yet at the reporting stage.

6. Incumbent Worker Training Request for Proposals

Mr. Nachman stated that based on the Incumbent Worker Training Policy already approved by the Board, HempsteadWorks is conducting a Request for Proposals for Incumbent Worker Training. Ms. Ajasin expressed that one part of the HempsteadWorks mission is to serve businesses by ensuring that skilled workers are available to them. One of the ways we fulfill this part of our mission is to offer employers the opportunity for incumbent worker training, on-the-job training and customized training. In this way, we can fund businesses to train currently employed workers or individuals that can be trained to meet the specific needs of businesses.

Ms. Ajasin briefly explained the types of training available:

- 1) Incumbent Worker Training: Current employees are trained to acquire skills that would enable them to move into higher-skilled and higher-paid jobs within a company
- 2) On-the-Job Training: Employers conduct training that provides the knowledge and skills employees need to perform their jobs
- 3) Customized Training: Training designed to meet the specific needs of an employer

In order to be considered for incumbent worker training, employers must complete an Incumbent Worker Training Request for Proposals, which is available at www.hempsteadworks.com. Ms. Ajasin added that strong candidates are those who can effectively demonstrate:

- How the training is necessary for the employee to retain or advance in their position
- How the training will be different from any other training the organization offers
- Credentials and/or certifications to be obtained
- The anticipated outcomes for the employee receiving the training

Ms. Rose-Craig asked if small businesses can participate in Incumbent Worker Training, how we advertise the availability of funding for the project, and if we have so far gotten any interest. Mr. Kenny answered that yes, small businesses can benefit from this training. HempsteadWorks published a public notice in Long Island Business News, and we include incumbent worker training in our Business Services manufacturing efforts. So far, some interest has been expressed interest in applying. In the past, we have worked with Winthrop University Hospital to administer customer service training for its managers. We also worked with South Nassau Communities Hospital to train dietary workers to be personal care aides.

Mr. Kenny added that the language in WIOA suggests that one purpose of incumbent worker training is to avert layoffs and that employers should be able to commit to hiring individuals once they have completed their training. Ms. Lin asked if there is a funding cap that can be allocated for this training. Mr. Kenny said that the employer should provide a sensible figure for the cost of training, but in general, the amount of funds we can allocate for this training cannot exceed 20% of our total funding for Adult and Dislocated Worker programs.

Mr. Kenny explained that training courses for incumbent workers must be listed on the Eligible Training Providers List (ETPL), which is a compilation of New York State approved courses. Ms. Duke asked if schools like BOCES are on the list, and Mr. Kenny answered that BOCES has an extensive list of approved courses, just as do local colleges and proprietary schools.

7. Trade and Economic Transition (TET) National Dislocated Worker Grant

Mr. Nachman indicated that in August 2018, NYSDOL awarded the Board with the Trade and Economic Transition (TET) National Dislocated Worker Grant. The purpose of the grant is to provide training and career services to dislocated workers seeking reentry into the workforce. Ms. Morrissey explained that the project goal is to lead at least 40 dislocated workers to acquire the skills and credentials they need to obtain employment in high-growth occupations that pay self-sustaining wages. These activities will be in addition to HempsteadWorks' wide range of career and wrap around services.

8. DEI Round 8 – End of Year 1 Report

Mr. Nachman indicated that the Disability Employment Initiative (DEI) grant had concluded its first year of performance, and Maria Lombardi, the Disability Resource Coordinator, submitted an End of Year One Report to the State. Ms. Lombardi gave a brief summary of the report and added that we are working towards developing an Integrated Resource Team (IRT) toolkit to enhance the project moving forward.

Dr. Murphy asked for the projected number of youth to be served under the grant. Ms. Lombardi responded that there is no numerical goal. Mr. Kenny added that the main goal of the project is systems change.

9. Consolidated Funding Application Round 8 Grant

Mr. Nachman explained that in December 2018, the Regional Economic Development Council awarded the Board funding for the HempsteadWorks Career Pathways 8.0 project. DOOR has received the award for the past four rounds. Ms. Morrissey indicated that under the Consolidated Funding Application (CFA) Round 8 grant, DOOR customers will be able to take courses and earn credentials for occupations within significant industries, such as Healthcare and Information Technology. In addition to these pre-approved courses, customers will receive supportive services as well, such as for the cost of books and for certification exam registration. CFA 8.0 will begin mid June 2019.

Ms. Lin asked if the training courses for the grant are only for dislocated workers. Ms. Ajasin responded that eligibility for customers rests upon whether they are unemployed or underemployed. Ms. Rose-Craig asked if the increase in funding availability is due to low employment rates. Mr. Kenny answered that our WIOA formula allocation increased because of high unemployment and poverty rates during the period calculated into the formula, and also due to our success in procuring grant funding. Mr. Becker added that cutting costs throughout the center has helped as well.

10. Old Business

No old business was discussed.

11. New Business

Several new business was discussed:

- 1) Ms. Duke announced that in the spring, Northwell Health will launch a new cohort for the Community Health Worker Program, a training program that equips participants with the necessary skills to work as frontline public health workers.

She also discussed the Sterile Processing Apprenticeship Program. As a part of the program, individuals learn how to properly handle medical equipment and earn certification in sterile processing. Lastly, Ms. Duke spoke about the Emergency Medical Institute that trains youth to become certified Emergency Medical Technicians (EMTs).

- 2) Dr. Murphy explained that the Test for Adult Basic Education (TABE) has been enhanced to test at an 11th and 12th grade level. The Long Island Regional Adult Education Network (LI-RAEN) offers free training materials for staff on how to administer the test.
- 3) Ms. Morrissey announced that HempsteadWorks will be hosting two orientations. The first is for the Utility Readiness for Gaining Employment for Non-Traditionals (URGENT) program, which will training women to qualify for an interview with utilities companies. The second orientation will be conducted by Northwell Health, and participants will learn about its Community Health Worker program. The orientations are scheduled for Wednesday, January 23, 2019 at 10 A.M. – 12 P.M. and 2 – 4 P.M., respectively.
- 4) Mr. Kenny distributed a revised HempsteadWorks flyer, which he stated had been published in a recent edition of Newsday. The flyer promotes the many services we have available at HempsteadWorks.

12. Adjournment

A motion to adjourn was offered by Ms. Duke, seconded by Dr. Murphy and approved by the Board. The meeting was adjourned at 10:56 A.M.