



HempsteadWorks

# One-Stop Operator Annual Report

## Program Year 2022

50 Clinton Street, 4th Floor  
Hempstead, NY 11550

● [www.hempsteadworks.com](http://www.hempsteadworks.com) ●

516-485-5000

Table of

# Contents

<b>02</b>	Chair's Message	<b>15</b>	Program Performance
<b>03</b>	TOH/City of Long Beach Workforce Development Board	<b>19</b>	Financial Summary
<b>04</b>	What's New at HempsteadWorks	<b>20</b>	Preliminary Plans for PY'23
<b>10</b>	Youth Services	<b>22</b>	Success Story
<b>13</b>	Business Services		

Chair's

# Message

As the Chairperson of the Town of Hempstead/City of Long Beach Workforce Development Board, I am honored to present to you the One-Stop Operator Annual Report for Program Year 2022. It is with great pleasure that we share the notable accomplishments achieved throughout the year in our continuous pursuit of excellence in contributing to building the workforce in our area.

This report will provide you with a comprehensive overview of our initiatives, outcomes, and the impact we have made within the community. It highlights the successful implementation of programs, partnerships forged, our performance, and the measurable advancements in empowering individuals through skills development and employment opportunities.

Your ongoing guidance and support have been instrumental in our success, and we are confident that, together, we will continue to make meaningful strides in advancing the workforce development agenda.

I deeply appreciate all of your unwavering support.

Sincerely,  
Sara-Maria Griffith  
Town of Hempstead/City of Long Beach  
Workforce Development Board Chair

# Town of Hempstead/City of Long Beach

## Workforce Development Board

The Board is comprised of leaders and staff of local businesses, state and county government agencies, non-profits, and public education who volunteer their time to work and strengthen the partnerships between business, education, and service providers within the HempsteadWorks workforce development system. The Board provides policy direction and program oversight to HempsteadWorks and workforce development programs, and each member is appointed by the Town of Hempstead Supervisor.

### EXECUTIVE COMMITTEE

<b>Sara-Marie Griffith</b>	Chairperson, Cerebral Palsy Association of Nassau County
<b>Mark Goldstein</b>	Corresponding Secretary, MG Production
<b>Veronica Rose-Craig</b>	Youth Standing Committee Chairperson, ACCES-VR
<b>Rev. Eric C. Mallette</b>	Board Director, DOOR

### MEMBERS

<b>Diane Bachor</b>	NYU Langone Hospital – Director of Hospital Operations
<b>Ann Bonet</b>	Garden City Hotel – Director of Human Resources
<b>Kevin Casey</b>	Int Bro Elect Wkrs-25 – Business Manager
<b>Sameela Chowdhry</b>	Century 21 Store – Human Resources Manager
<b>Michael Deutsch</b>	Arrow Exterminating Company – Director of Entomology
<b>William Duffy, Jr.</b>	Int Union of Engineers – President
<b>Deirdre Duke</b>	Northwell Health – Corporate Director, HR Programs
<b>John Durso</b>	Local 338 – President
<b>Analeigha Ewing</b>	Manpower, Inc. – Branch Manager



- Eric Poulson** Economic Opportunity Commission of Nassau County, Inc. – Chief Executive Officer
- Jeffrey Johnson** Urban League Westchester – Program Director
- Edmund Koepfel** Nassau Community College – Grants Manager
- Jon Krangel** Winston Staffing Services – Staffing Manager
- Maya Kroumova** NYIT - Associate Professor, HR Management
- May-Whei Lin** NYSDOL – Career Center Manager
- Cara Longworth** Empire State Development – Regional Director
- Destiny Morrison** Management and Training Corp. – Admissions Counselor
- Rosa Murciano** NYCB – Senior VP, Regional Executive for NC Branches
- Martin Murphy** LI-RAEN – Director
- David Nation** Parabit Systems, Inc. – Vice President – HR/Legal
- Paul Pasco** NICE Bus – Human Resources Generalist
- Tania Peterson-Chandler** EAC Network – Chief Operating Officer
- Luisa Pinto** South Nassau Community Hospital – Human Resources Business Partner
- Theresa Regnante** United Way of Long Island – President & Chief Executive Officer
- Gregory T. Schmidt** CVS Health – Lead Manager, Workforce Initiatives



# What's New

# at HempsteadWorks

## OPERATIONS UPDATE

### Transfr-VR

To bring innovative solutions to workforce development as well as revolutionize how individuals explore careers and acquire essential skills, HempsteadWorks announced the acquisition of Transfr-VR, which provides over 200 hands-on simulations that equip learners with the essential skills they need to enter and advance along a career pathway.

Transfr's simulations include a career exploration tool and training facility that has modules in automotive, construction, manufacturing, culinary, aviation, healthcare, diesel technology, hospitality, and construction.

We envision implementing Transfr in several parts. First, we aim to provide an immersive experience combining career exploration and occupational skills training through scheduled virtual sessions. Integration of Transfr modules into training enrollment decisions allows customers to gain insights into their desired field before committing to a training program. Plus, they can use Transfr to develop pre-vocational skills for future employment. The second way involves supporting our vendors and partners in capacity building. Because we contract youth services, we will provide vendors with headset that they can use with their youth participants.

In the third part of our vision, we will extend our support to high school students, utilizing VR headsets to introduce them to spark their interest in various industries. Lastly, we aim to alleviate hiring challenges for local business by presenting Transfr's training modules catalog to address specific skills needs. Collaborating with businesses, we will develop tailored curricula and assist in onboarding new employees, ensuring they acquire necessary the skills before starting employment.



Transfr-VR demonstration with an Out-of-School Youth program participant.

## **School Initiative with Career and Employment Options, Inc.**

As national advocacy for apprenticeship and pre-apprenticeship programs continues to grow, HempsteadWorks has expanded CEO's Sector-Based Business Services contract to help address this need in our area. The primary goal of the initiative is to introduce students to specific and growing industries, showcasing viable career paths within them, and enlightening them about the prospect of securing well-paying jobs without a college degree. Working with school districts and businesses, we aim to develop industry-specific internships, pre-apprenticeships, and apprenticeship opportunities.

## **Partnership with Long Island Harvest**

HempsteadWorks is also developing a fruitful partnership with Long Island Harvest, a non-profit organization dedicated to addressing issues related to hunger and food insecurity. The organization strives to collect surplus food and distribute it to individuals and families in need. HempsteadWorks' partnership with Long Island Harvest will help train customers for employment opportunities in warehousing and inventory control. At completion of training, graduates benefit from job coaching and assistance. Long Island Harvest's dedication to nurturing talent aligns with HempsteadWorks' mission, and together, we are forging pathways to success for our community.

## **Partnership with Opportunities Long Island**

HempsteadWorks also proudly collaborated with Opportunities Long Island, a pre-apprenticeship program that connects individuals from underserved communities to union construction apprenticeships. This year we helped host an information session to facilitate recruitment, and we funded training for six individuals accepted into the program. Their recent outcomes are as follows:

- A.J. – official member of Local 580 – Ornamental Ironworkers, making \$22.55 an hour plus benefits
- Y.A. – started with Local 1 Pointers, Caulkers and Cleaners, making \$29.86 an hour
- D. A. - accepted into Local 30 – Operating Engineers, making \$18.51 an hour plus benefits
- H. M. – in final steps with Local 361 – Structural Ironworkers
- B. C. – started with Local 200 – Plumbers, making \$17.40 plus benefits

## NEW GRANTS/FUNDING

HempsteadWorks received funding from the Town of Hempstead's Industrial Development Agency (IDA), and we will use the funding to support occupational skills training for customers residing in the Town of Hempstead. This initiative aims to empower individuals with valuable skills and contribute to their professional development. A portion of the funding was also used to purchase licenses for the Transfr-VR headsets and simulations.

## NEW/REVISED HEMPSTEADWORKS POLICIES

HempsteadWorks abides by the Workforce Innovation and Opportunity Act (WIOA) and is dedicated to effectively implementing it to ensure clarity and consistency in our approach. In this section, we present an overview of the policies the Board approved this year.

### Customized Training

The Customized Training (CT) policy was updated to provide more guidance on how it is to be implemented. CT affords businesses the opportunity to train or coordinate the training of their employees to meet their special requirements. The training may be conducted by the employer or by a training institution. In accordance with WIOA, HempsteadWorks can reimburse employers a portion of the cost of training, provided the employer can contribute at least 50% of the total cost. Businesses interested in applying for CT funding must submit a CT application, a preliminary business application, and a responsibility questionnaire, all of which are available on the HempsteadWorks website.

### Pre-Vocational Services

The Board updated the policy for Pre-Vocational Services, short-term services that prepare individuals for employment or training. Previously, the policy confined pre-vocational service to activities such as resume-building and interviewing strategies workshops; however, the policy has been updated to encompass a broader range of services. This expansion now includes initiatives focused on cultivating job search and readiness skills, honing abilities essential for unsubsidized employment, and fostering the skills requisite for entering and successfully completing an occupational skills training program.



## **Adult Priority of Service**

HempsteadWorks revised its Adult Priority of Service policy to clearly outline that at least 50.1% of WIOA Title I Adults receiving individualized career or training services must fall into at least one of three categories: low-income individuals, public assistance recipients, or individuals who are basic skills deficient, which includes English Language Learners. Other priority populations include veterans and their eligible spouses, individuals with disabilities, justice-involved individuals, single parents, and individuals with barriers to employment. Priority of service adults will be given precedence over other individuals for receiving services.

## **Provision of Supportive Services**

This policy was updated to expand the breadth of WIOA-approved supportive services available to HempsteadWorks' customers, specifically childcare assistance, educational testing, reasonable accommodations for individuals with disabilities, appropriate work attire and work-related tools, and needs-related payments. Customers eligible for supportive services are actively engaged in an occupational skills training program or a subsidized employment program like internships and on-the-training, have a demonstrated need for the specific services, and are unable to access the service from other sources or have already exhausted them. Eligibility for needs-related payments is more stringent and will be reevaluated on a regular basis.

## AWARDS AND ACKNOWLEDGMENT



HempsteadWorks hosts a Retirement Luncheon with Mary Drangel and her husband, Scott, and the fantastic HempsteadWorks team. Town Clerk Kate Murray presented Mrs. Drangel with a congratulatory citation for all her years of service.

### Mary Drangel's Retirement

HempsteadWorks celebrated the retirement of Mrs. Mary Drangel, who made a significant impact during her time with our organization. Mrs. Drangel began as a clerk, but amid the challenges of COVID-19, she exhibited adaptability and initiative, successfully transitioning to the role of Business Services representative. She excelled in her role and was truly exceptional. As she embarks on this new chapter of her life, we express our gratitude for her years of service and wish her the best in all her future endeavors.

### Reengineering the Future Award

HempsteadWorks was honored with the "Reengineering the Future Award" from Career and Employment Options, Inc. This esteemed recognition celebrates our organization's dedication to and innovation toward workforce development. Receiving the award is a testament to the hard work and creativity of our HempsteadWorks team. We are grateful to CEO for acknowledging our efforts, and we pledge to maintain our commitment to reengineering the future of workforce development for the benefit of the people we serve.



Mr. Nicholas Villani, CEO of Career and Employment Options, Inc. presenting HempsteadWorks (represented by Elizabeth Ajasin, Planner) with the Reengineering the Future Award.

# Youth Services

## WIOA YOUTH PROGRAM SERVICES

WIOA was designed to meet the needs of disadvantaged youth with barriers to education, training and employment by helping them develop and enhance the skills needed to attain a high school diploma or its equivalency, enroll in occupational skills training, or to obtain employment, while also providing them with the supportive services they need to help overcome these same barriers.

### Out-of-School Youth Program

HempsteadWorks' youth vendors, EAC and Nassau BOCES, play a role in delivering the 14 WIOA elements to young individuals. They strive to provide comprehensive services aimed at enhancing the employability and career readiness of the youth, fostering for them a pathway to successfully enter the workforce and thrive in the evolving job market. This year, EAC served 43 youth, and Nassau BOCES served 12 youth.

### In-School Youth Program

In PY'21, HempsteadWorks contracted with Morrison Mentors for the administration of the WIOA In-School Youth Program for PY'22. Despite concerted efforts, we regrettably encountered challenges in securing the participation of youth during this period.

## GUN VIOLENCE PREVENTION INITIATIVE

In 2021, HempsteadWorks was selected to participate in the Gun Violence Prevention Initiative, an initiative designed to address the rise in gun violence by engaging at-risk youth with work experiences and employment. One part of the initiative was to provide an “extended” SYEP opportunity to youth eligible for the Temporary Assistance for Needy Families (TANF) program. HempsteadWorks was able to fund work experience for 27 youth; they worked for the period of September 2021 to June 2022.

For the second part of the initiative, HempsteadWorks was tasked with assisting 205 at-risk youth to obtain employment. With financial literacy workshops, job readiness training, occupational skills training, and a variety of available supportive services, we continue to support youth to obtain jobs. By end of PY’22, youth outcomes were as follows:

PY’22 GVP Participant Outcomes	
Employed	98
Employment Goal	205
Employment Goal Achieved	48%

## SUMMER YOUTH EMLPLOYMENT PROGRAM (SYEP)

In the past, HempsteadWorks collaborated with local school districts to manage the recruitment and coordination of youth for the program, utilizing school facilities primarily for maintenance and clerical jobs. However, this year marked a new chapter as HempsteadWorks staff assumed full control of the program. We redesigned our approach, simplifying the recruitment process by featuring a screening form on our website. If successfully completed, it connects to the full downloadable application, allowing us to explore and place youth based on their interests and preferences. We capitalized on our business partnerships to create opportunities for the youth, who were compensated at a rate of \$16 per hour, working up to 30 hours a week for 6 weeks.

On the program's final day, HempsteadWorks organized a Career Fest at the Town of Hempstead Dorothy Goodsy Plaza for the participants. This event served as a celebratory conclusion to the program, showcasing engaging activities from participating businesses such as CVS, Morrison Mentors, and the New York State Police. Festivities included a DJ, burgers and hot dogs for lunch, as well as Mister Softee Ice Cream.



SYEP youth participants with Deputy Supervisor Dorothy Goosby and Commissioner Eric Mallette at Career Fest.

### PY'22 SYEP Survey Results

Acquired New Skills	3.81
Overall Experience	3.60
Recommend to Others	3.64
Total Average	3.68
% of Perfect Score	92.08%
Total Surveys Collected	66

# Business Services

At HempsteadWorks, Business Services plays a critical role in establishing and sustaining meaningful connections between employers and a skilled workforce. Over the past year, we focused on providing businesses with practical solutions to their unique needs. The following accomplishments and updates underscore our dedication to assisting them.

## On-the-Job Training (OTJ)

We implemented three cases of OJT work experiences in the positions of Pharmacy Technician at Shipman's Pharmacy, Low Voltage Electrical Installers at Digital Video Security Systems, and Medical Office Associate at South Nassau Physical Therapy. All participants were permanently hired by their respective employers and have since retained their employment at these locations.

## Pinnacle Community Job Fairs

In Program Year 2022, we organized two highly successful job fairs, one in September 2022 and the second in April 2023. Both were held at the Freeport Recreation Center. The events garnered significant interest, with 1,500 and 1,950 attendees, respectively. Despite accommodating 70 businesses for each event, we faced substantial demand, resulting in a lengthy waitlist. These job fairs served as effective platforms for connecting local jobseekers with diverse employment opportunities. Following the September job fair, we received notifications of about 110 hires, while the April job fair led to about 350 reported hires.



Attendees waiting for entrance into the April 2023 Job Fair.

## Exceptional Employer Presentations

Throughout the year, we successfully organized a series of employer presentations, providing valuable opportunities for our customers to learn about available job opportunities, the necessary education and qualifications of these opportunities, and procedures to apply for them. This initiative brought together a diverse range of employers from various industries, including but not limited to NYU Langone Hospital, the U.S. Open, PSEGLI, Amazon, and Ametek Aerospace and Defense.



Customers attending an employer presentation by the U.S. Open.



Commissioner Mallette and Deputy Commissioner Kurt Rockensies honoring Deputy Supervisor Goosby for serving as a SYEP worksite at the SYEP Worksite Coordinator Appreciation Breakfast.

## Summer Youth Employment Program (SYEP) Partnerships

We actively sought and partnered with businesses, resulting in the successful placement of 100 youth in jobs. Notable employers involved in this endeavor were Ametek, Vision Street Research, Richner Communications, and the Town of Hempstead. We also coordinated and scheduled interviews for all participating youth and helped alleviate some youths' transportation challenges by securing Lyft rides to and from their interviews.

## Program

# Performance

At HempsteadWorks, we are committed to continuous improvement. Here, we share our performance according to the WIOA Primary Indicators of Performance and our service delivery. We also observe our customers' survey responses so that we can highlight the impact of our services in a more personal way.

### PRIMARY INDICATORS OF PERFORMANCE

- Second Quarter Employment Rate: percentage of participants who are in unsubsidized employment during the second quarter after exit
- Fourth Quarter Employment Rate: percentage of participants who are in unsubsidized employment during the fourth quarter after exit
- Median Earnings: statistical median earnings of participants who are in unsubsidized employment during the second quarter after exit
- Credential Attainment: percentage of participants enrolled in an education or training program who attained an industry recognized postsecondary credential during participation or within one year after exit
- Measurable Skills Gains: percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment
- Business Indicators:
  - Repeat Business Customers: percentage of repeat businesses using services within the previous three years
  - Business Retention Rate: percentage of businesses using services out of all businesses in the State

NYSDOL has recently begun Adult Priority of Service, which is the percentage of adults receiving individualized career and training services that are low-income, public assistance recipients, and/or are basic skills deficient, which includes English language learners.



## HEMPSTEAD/LONG BEACH LWDB PERFORMANCE FOR PROGRAM YEAR 2022

Performance Indicators	Adult Goals	Adult Actual	Dislocated Worker Goals	Dislocated Worker Actual	Youth Goals	Youth Actual
Employment Rate 2nd Quarter After Exit	58.5%	76.5%	53.0%	64.3%	54.0%	78.6%
Employment Rate 4th Quarter After Exit	57.5%	59.2%	55.0%	67.3%	52.0%	81.8%
Median Earnings 2nd Quarter After Exit	\$6,000	\$8,197	\$6,800	\$9,433	\$3,100	\$5,182
Credential Attainment 4th Quarter After Exit	50.5%	85.5%	45.5%	78.6%	53.0%	100.0%
Measurable Skills Gains	44.0%	66.0%	49.0%	36.8%	49.0%	51.0%
Repeat Business Customers	0	TBD	0	TBD	0	TBD
Business Penetration Rate	0	TBD	0	TBD	0	TBD

Adult Priority of Service Goal	Adult Priority of Service Actual
75.0%	56.0%

\*While New York State's goal was 75%, local areas' goal was 50.1%, which we have exceeded.

## SERVICE DELIVERY

Individuals Served						
	Core Staff Assisted	Intensive	ITA Training	Non-ITA Training	Youth Services	Totals
Adults	459	574	59	0		1092
Dislocated Workers	3,932	3,799	24	0		7755
Youth					78	78
<b>Total Customers</b>	<b>4,391</b>	<b>4,373</b>	<b>83</b>	<b>0</b>	<b>78</b>	<b>8,925</b>

Total Services to Individuals						
	Core Staff Assisted	Intensive	ITA Training	Non-ITA Training	Youth Services	Totals
Adults	493	677	65	0		1,235
Dislocated Workers	7,777	3,853	26	0		11,656
Youth					407	407
<b>Total Services</b>	<b>8,270</b>	<b>4,530</b>	<b>91</b>	<b>0</b>	<b>407</b>	<b>13,298</b>

## WORKSHOPS

### Career and Computer Skills Workshops Survey Data

Subject Helpful	3.69
Presentation Clear	3.77
Written Materials	3.63
Total Average	3.70
% of Perfect Score	92.40%
Total Surveys Collected	189

### FYI Workshop Survey Data

Subject Helpful	3.59
Presentation Clear	3.69
Written Materials	3.56
Total Average	3.61
% of Perfect Score	90.36%
Total Surveys Collected	168

# Financial Summary

## PY'22 Expenditures

\$3,308,048	●	Career Center Staff Salaries & Fringes
\$8,595	●	Career Services- Workshop Facilitation
\$715,220	●	Career Center Operations
\$196,862	●	Lease Agreements
\$312,576	●	WIOA In-School Youth Program
\$466,395	●	WIOA Out-of-School Youth Program
\$1,037,563	●	Participant Training / Supportive Services
\$1,158,347	●	Overhead Expenses
\$7,203,606	●	<b>Total Expenses</b>



This overview emphasizes our commitment to responsible financial stewardship, strategically allocating resources to empower individuals on their career journeys. The total expenditure of **\$7,203,606** reflects our dedication to making a positive impact on the lives of those we serve.



## Preliminary Plans for

# Program Year 2023

As we reflect on our achievements over the past year, we look forward to working toward a more fruitful future. Our preliminary plans for PY'23 represent our commitment to continuous improvement and innovation as we strive to foster economic development.

### **Enhancing Social Media Presence and Amplifying Success Stories**

Building on the foundation laid in the previous year, we aim to further enhance our reach through targeted social media channels. By leveraging our approach that includes social media platforms and collaborations with local media outlets, we intend to share a more comprehensive narrative of HempsteadWorks. Central to this effort is the commitment to spotlighting more customer success stories, exhibiting the journeys of individuals and businesses that have benefitted from our programs. Through increased media engagement, we hope to showcase tangible outcomes of our efforts and strive to inform a wider audience about the change they can experience by coming to us.

### **Enhancing the Out-of-School Youth Program**

Recognizing the unique needs of at-risk youth, we are dedicated to refining our strategies to better serve this demographic. Our focus for the upcoming year involves a comprehensive overhaul, prioritizing accountability, and seeking out reliable services providers capable of delivering positive outcomes.

## Leveraging Labor Market Data for More Informed Career Counseling

We want to shift towards a labor market data-driven approach to the way we serve our customers. We will empower our career counselors to lead conversations with our customers based on pertinent data, rather than relying solely on the customers' individual preferences. To achieve this, we are actively analyzing labor market information provided to us by NYSDOL and other sources, while collaborating with local agencies and industry associations. Our career counselors will undergo comprehensive training on how to effectively communicate this data in their counseling sessions. In this way, individual employment plans will more closely align with current industry trends, skills in demand, and potential job growth areas.

## Strategic Industry Entry and Board Expansion

We plan to dual focus on entering high-demand industries and expanding our networking of business board members. We recognize the importance of aligning our initiatives with evolving markets, and we aim to deepen our understanding and presence in sectors experiencing significant demand. Simultaneously, we are dedicated to cultivating partnerships with influential business leaders by increasing our business board membership. Engaging with experienced professionals from more diverse sectors will provide valuable insight and help foster strategic collaborations and opportunities for our workforce development programs.

## Exploring Pre-Apprenticeship Opportunities and Bridge Programs

Pre-apprenticeships are an effective entryway into apprenticeship opportunities, and we want to explore the possibility of facilitating their development for non-traditional trades. We will also explore the possibility of facilitating the development of bridge programs designed to assist new funded occupational skills training program graduates in applying their skills effectively in real workplace settings. We aim to identify strategies that will broaden opportunities in non-traditional trades while bridging the gap between training and practical application.



# Success Story

Dear Christopher [Career Counselor],

I hope this finds you well.

The purpose of this message is to express my gratitude for the invaluable assistance and support you provided me during my period of unemployment. Your dedication and professionalism made a significant difference in my life.

Losing my job was a challenging and uncertain time for me, but your handling of my case helped alleviate much of the stress. I want to extend my thanks for the various resources and programs you offer to help individuals in their job search and skill development. Your assistance in reviewing my eligibility for the [Project Management Professional] prep class at Stonybrook, guiding me through the application process, and promptly addressing my queries was beyond my expectations. I felt well-informed every step of the way. The services provided by HempsteadWorks was truly helpful, and I cannot thank you enough for your unwavering dedication.

Furthermore, I am thrilled to share that I have recently secured a job opportunity with IPRO, and I will be joining their team as Claims Specialist for a Federal IDR project with a start date of 7/17/2023. This news brings me great joy and relief following my time unemployed; something I was not accustomed to. I want to extend my appreciation to your contribution to making this transition possible.

Please feel free to share this letter as a testimonial of my positive experience with your services. I want others to know that they can rely on HempsteadWorks for support during challenging times.

Once again, thank you for being an integral part of my journey towards reemployment. Your kindness and assistance made all the difference, and I will always be grateful for the support I received.

Wishing you continued success in your essential work.

Warm Regards,

A.S.



# HempsteadWorks

**Address** ● 50 Clinton Street, Suite 400,  
Hempstead, NY 11550

**Website** ● [www.hempsteadworks.com](http://www.hempsteadworks.com)

**Phone** ● 516-485-5000

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