

HempsteadWorks



**One-Stop Operator Annual Report
Program Year 2020
July 1, 2020 to June 30, 2021**

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CHAIR'S MESSAGE

On behalf of the Town of Hempstead and City of Long Beach Local Workforce Development Board, I am pleased to present our Annual Report for Program Year 2020.

This year, so much has changed in a brief period – the world around us, our neighborhoods, gathering spaces, and the places we call work and home. We were put to the test as we navigated the COVID-19 pandemic, which threatened so much of what we hold so dear.

While unemployment stands at historic highs, we have remained a lifeline for various Town of Hempstead and City of Long Beach residents. In the past program year, we have implemented innovative approaches to serving our community while still physically closed. We transformed HempsteadWorks into a 100% virtual career center, and our delivery of services never skipped a beat. We will continue to identify any education and skills gaps and help employers fill them with the talented-hard working people who seek our services. In addition, the Board will continue to collaborate with local employers, training providers and partners to ensure that we maintain the highest level of service.

I wish to express my appreciation of the HempsteadWorks Career Center team for its unwavering mission to keep our customers a priority and assure them that, despite the rise in unemployment, the future is still bright and ready to be conquered. Also, I would like to thank all Board members for volunteering their time to serve jobseekers and businesses. Finally, I would like to thank our partners for their continued support.

Sincerely,

Sara-Maria Griffith

Town of Hempstead/City of Long Beach

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 directions and program oversight to HempsteadWorks and workforce development programs, and each member who is appointed by the Town of Hempstead Supervisor.

EXECUTIVE COMMITTEE

Sara-Maria Griffith – Hempstead/Long Beach Chairman – Cerebral Palsy Association of Nassau County

Mark Goldstein – Hempstead/Long Beach Corresponding Secretary – MG Productions

Veronica Rose-Craig – Youth Standing Committee Chairperson – ACCES-VR

Reverend Eric C. Mallette – Hempstead/Long Beach Board Director – DOOR

MEMBERS

Diane Bachor – NYU Langone Hospital – Director of Hospital Operations Administration

Ann Bonet – Garden City Hotel – Director of Human Resources

Kevin Casey – Int Bro Elect Wkrs-25 – Business Manager

Sameela Chowdhry – Century 21 Store – Human Resources Manager

Michael Deutsch – Arrow Exterminating Company – Director of Entomology

William Duffy, Jr. – Int Union of Engineers – President

Deirdre Duke – Northwell Health – Corporate Director, HR Programs

John Durso – Local 338 – President

Analeigha Ewing – Manpower, Inc. – Branch Manager

Iris Johnson – Economic Opportunity Council – Chief Executive Officer

Jeffrey Johnson – Urban League Westchester – Program Director

Edmund Koeppel – Nassau Community College – Grants Manager

Jon Krangle – Winston Staffing Services – Staffing Manager

Maya Kroumova – NYIT - Associate Professor, Human Resource Management and Labor Relations

May-Whei Lin – New York State Department of Labor – Career Center Manager

Cara Longworth – Empire State Development – Regional Director

Destiny Morrison – Management and Training Corporation – Admissions Counselor

Rosa Murciano – New York Community Bank – 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

Reopening

In response to the COVID-19 pandemic, HempsteadWorks became a 100% virtual career center, and beginning July 1, 2020, we will reopen to the public! To ensure the continued safety of staff and customers, we have:

- i. Purchased air filters and placed them in every room
- ii. Installed plexiglass at each career and intake counselor's desk
- iii. Mandated that all staffs and visitors always wear their masks, regardless of vaccination status.
- iv. Maintained virtual career and computer skills workshops.
- v. Asked customers to make appointments with intake staff and career counselors, though walk-ins are welcome.

HempsteadWorks is also expanding our office space. We have redesigned our reception desk and will have a fully furnished waiting area for visiting customers.

Text Message Alerts

To better engage our customers, we are now using a text messaging alert system to instantly send messages. The text messages will notify customers of any HempsteadWorks news or events. The text messages were used in conjunction with email blasts.

Alchemer Online Survey Tool

Hempstead has used surveys to gauge customer satisfaction during participation in our program and activities. To facilitate the process of creating surveys, distributing them, and collecting their data, we have acquired Alchemer, as an online survey tool.

Alchemer is easy to use for both staff and customers and enables us to transparently view and analyze all customer feedback. We will use the data collected to ensure continuous improvement of our program and the relationships between staff, customers, and our vendors.

SPECIAL PROCUREMENT

In January 2020, we published a Request for Proposals (RFP) for Career and Computer Skills Workshop Facilitation. We sought organizations that can provide workshops that



help develop soft, computer, interviewing and job search skills in preparation for employment. In this round of procurement, HempsteadWorks procured two new vendors:

1. Springboard Incubators is an organization that strives to address the digital divide in underprivileged communities. They will offer workshops in Graphic Design, Web Development, Database Management & SQL, Python Programming, Cloud Computing, and Entrepreneurship.
2. Antonetti Communications is a consulting agency that specializes in helping people connect and communicate better in a fast-paced, technology-driven marketplace. They will offer workshops in Interpersonal Communication, Executive Presence, and Interview Skills.
3. In February 2020, we published an RFP for Sector-Based Business Services. We sought organizations that would identify the key strategies required for the development, implementation, and sustainability of regional industry sector initiatives. HempsteadWorks procured Career and Employment Options, Inc. (CEO) to initiate a planning process consisting of research, discovery and strategic recommendations that serve as the basis for a regional sector strategy that will help create a competitive and sustainable workforce.

NEW GRANTS

HempsteadWorks is always seeking additional funding to leverage services to customers. A grant was presented to us under the Consolidated Funding Application Workforce Development Initiative to fund training and supportive services for thirty participants. They will be train for healthcare-related careers such as nurse's aides, EKG technicians and medical billing specialists. Funding will also cover trainees' transportation costs.

AWARDS AND ACKNOWLEDGEMENT

DOOR presented Mr. Edward Kenny with a Leadership Award for his unparalleled dedication to

HempsteadWorks and his profound knowledge of the WIOA Workforce Development System. We appreciated his 43+ years of service to helping the people of the Town of Hempstead and City of Long Beach obtain and retain employment.

In addition, the New York State Department of Labor (NYSDOL) awarded the Veteran's Program Incentive



Figure 1: From left to right: Elizabeth Ajasin, Planner; Edward Kenny, Planner; Commissioner Eric Mallette; and Deputy Commissioner Kurt Rockensies.

Office Award for the Hicksville and Hempstead, NY offices for the Program Year 2019.

The award given on behalf of the honoree due to the fact they have honored the priority of service policy; staff provided an initial assessment to a greater percentage of veterans than to non-veterans, and compared to non-veterans, veterans had lower unemployment rates and better employment/training outcomes.

WELCOME OF NEW BOARD MEMBERS

The Hempstead/Long Beach Local Workforce Development Board welcomed two new Boards members: Diane Bachor and Theresa Regnante. Ms. Bachor is the Director of Hospital Operations at NYU Langone Hospital and has served for years on the Youth Standing Committee, the Board's subcommittee. Ms. Bachor has also arranged for the hospital to provide career exploration training to participants in the Summer Youth Employment Program and has worked in partnership with DOOR on a variety of projects. Ms. Regnante is the President and Chief Executive Officer of United Way of Long Island. She has been a valued friend and partner to DOOR for years and has included us occasionally. She has also arranged for the United Way Youth Build Program to exemplified within the HempsteadWorks Career Center.

APPROVAL OF LOCAL AND REGIONAL PLANS

NYSDOL approved the Hempstead/Long Beach LWDB's 4-year Local and Regional Plans. The Local Plan highlights

- The strategic vision and goals for preparing an educated and skilled workforce
- How the LWDB will expand access to employment, training, education, and supportive services
- Facilitating the development of career pathways and enrollment in academic and training programs
- A description of how we will support the strategy identified in the State Plan.

The Regional Plan highlights the ways in which the regional LWDBs, which includes Town of Oyster Bay/North Hempstead/Glen Cove and Suffolk, will collaborate to further our plans to improve the workforce at a regional capacity. Both plans can be access on our website here: <https://www.hempsteadworks.com/workforce-development-board>.

NEW/REVISED HEMPSTEADWORKS POLICIES

HempsteadWorks develops policies to provide guidance to the implementation of the WIOA program. This year, the Board approved the new policy for the Adoption and Use of Electronic Signatures, which enabled staff to obtain electronic signatures in lieu of wet signatures from customers and vendor agreements, due to COVID-19 closure of the career center. The Board also approved a revision to the Individual Training Account (ITA) Policy that increased the cap amount for occupational skills training from \$12,000 to \$15,000.

YOUTH SERVICES

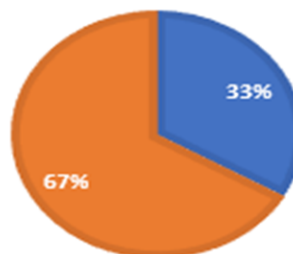
WIOA YOUTH PROGRAM SERVICES

Youth services staff members and vendors work with disadvantaged youth with specific social, educational and employment barriers to develop and enhance the skills needed to attain a high school diploma or equivalency, enroll in occupational skills training, or obtain employment. The needs of in-school and out-of-school youth who met through the work and expertise of competitively procure contractors, EAC Network and Nassau BOCES. Contractors were entrusted with improving measurable skills gains, high school diploma/equivalency attainment, and placement in advanced training or education. The goal was to provide services leading to unsubsidized employment with reasonable earning growth potential.

TOTAL YOUTH SERVED

222

■ In-School Served ■ Out-of-School Served



60 TANF Youth

11 in-school youth attained a high school diploma

3 out-of-school youth attained a high school diploma or equivalency

9 in-youth who entered employment, education or training

49 out-of-school youth who entered employment, education or training

The goals and objectives for each youth were address through one of the following program services elements:

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies leading to completion of secondary school or equivalent
- Alternative secondary school services

- Paid and unpaid work experiences that is a component of academic and occupational education.
- Occupational skills training.
- Education offered concurrently with and in the same context as workforce preparation activities.
- Leadership development opportunities.
- Supportive services.
- Adult mentoring during program participation and subsequent period of at least 12 months.
- Follow-up services for a minimum of 12 months after program completion
- Comprehensive guidance and counseling services
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market and employment information about in-demand industry sectors
- Activities that helped youth prepare for and transition to postsecondary education and training

DISABILITY EMPLOYMENT INITIATIVE

The Disability Employment Initiative (DEI) Round 8 grant was presented to HempsteadWorks in 2017, and the goal of the grant has been to improve education and employment outcomes for youth with disabilities by increasing their participating in existing career pathways programs. Program year 2020 is DEI's final year, and below are few of the project highlights of the year:

NYATEP Conference – Your Dream, Your Team

The three Disability Resources Coordinators presented the "Your Dream, Your Team" Webinar on Tuesday, October 27 at a conference hosted by the New York Association of Training and Employment Professionals (NYATEP). The



presentation included a full tour of the “Your Dream Your Team” website, as well as two youth participants each from the Chenango-Delaware-Otsego and Hempstead/Long Beach areas who spoke about their experiences and successes in the DEI programs.

Career Pathways Maps

In partnership with the DEI consultant, Career and Employment Options, Inc. (CEO), we developed 24 Career Pathways Maps in various Industries including the DEI 8 highlighted industries: Finance, Manufacturing, Healthcare, and IT. There are other in-demand occupations and industries on Long Island were also a part of the process to complete the range of key-interest programs frequently selected by our youth participants.

Youth Mentorship Project

Young Adult Institute (YAI) was nominated to provide Mentoring services to our youth participants at Nassau BOCES and EAC Network. Youth participants who

were placed in a group of five and learnt the foundation of work skills development, how to apply for jobs and interview preparation. Youth also met one-on-one with a job coach that helped answered their questions about entering the workforce and explore work topics on a personal level. A total of twenty youth participated in the mentoring project, ten from Nassau BOCES and the other ten from EAC.

BUSINESS SERVICES

HempsteadWorks supports local businesses by providing them with assistance in filling job openings and developing employer-based training programs. The HempsteadWorks business team has worked diligently to ensure that the needs of local businesses are met.

We saw an upsurge in employers that expressed interest in employer presentation events. At these events, business representatives met with participants and discuss their open positions. Below is a list of all employers who participated in employer's presentations this year:

Attentive Care Services	United Parcel Service
Amazon	Ashley's Home Store
Council for Airport Opportunities	Scotts Miracle-Gro
Amazon Robotics	FlexStaff
Investors Bank	AHRC Nassau
College Nannies+Sitters+Tutors	Cold Spring Harbor Laboratory
G4S Secure Solutions	Express Employment Professionals
PPM Site Service	Momentum Solar
Club Demonstration Service	Walmart
Guardian Bus Company	CityMD
United Parcel Service	Transform Home Improvement Products
Stop & Shop	Shake Shack

The HempsteadWorks Business Services team continues to foster relationships with new businesses. One business submitted the following testimonial:

"I wanted to say "thank you" to HempsteadWorks and Mary Drangel. I am the Community Liaison for Attentive Care, Home Health Care Service. We serve Long Island, Queens, and Albany. Based on the current quarantine environment, we have more



clients than before. Lot of individuals would rather stay home than go to a facility. We were looking for more aides, but job fairs were non-existent due to the quarantine. Mary called me and asked if I would like to hold a Zoom recruitment event, exclusively for Attentive Care. From the start, Mary has been incredibly patient and professional. She created the flyer, advertised the event, and updated me every

step of the way. We had twelve extremely interested participants who asked great questions. So far, two interviews scheduled for next week, which is great! Mary not only monitored the meeting but also ran a PowerPoint presentation.

Overall, in the current environment, we need ideas such as this and people/organizations like Mary and HempsteadWorks that are flexible and are helping people and organizations, like Attentive Care, to thrive and discover innovative ideas. We at Attentive Care are excited for the future and the relationship we have with Hempsteadworks.com."

PERFORMANCE

SERVICE DELIVERY

HempsteadWorks Service Delivery – Program Year 2020		
Customers	Individuals Served	Total Services to Individuals
Adults	653	748
Dislocated Workers	5,135	7,585
Youth	146	8,806

CUSTOMER SATISFACTION

HempsteadWorks Customer Satisfaction – Program Year 2020		
	Goal	Outcome
Customers who found interaction with the Career Center and services to be a positive experience	90%	98.6% (73/74)
Customer who found it easy to access job readiness and job search information	90%	100% (74/74)
Overall Customer Satisfaction with the WIOA Program	90%	98.6% (73/74)

BOARD PERFORMANCE

Each Local Workforce Development Board throughout the state held Primary Indicators of Performance. WIOA defines them as:

1. Second Quarter Employment Rate: percentage of participants who are in unsubsidized employment during the second quarter after exit
2. Fourth Quarter Employment Rate: percentage of participants who are in unsubsidized employment during the fourth quarter after exit
3. Median Earnings: statistical median earnings of participants who are in unsubsidized employment during the second quarter after exit
4. 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
5. Measurable Skills Gains: percentage of participants who, during a program year, is 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



Below is the Hempstead/Long Beach LWDB Performance for Program Year 2020:

Performance Indicators	Adult Goals	Adult Actual	Dislocated Worker Goals	Dislocated Worker Actual	Youth Goals	Youth Actual
Employment Rate 2nd Quarter After Exit	55.0%	47.0%	63.0%	51.1%	73.0%	93.3%
Employment Rate 4th Quarter After Exit	57.9%	51.4%	63.4%	60.3%	63.3%	68.8%
Median Earnings 2nd Quarter After Exit	\$5,300	\$6,312	\$6,500	\$9,162	\$3,000	\$4,769
Credential Attainment 4th Quarter After Exit	25.1%	81.1%	35.4%	55.0%	63.0%	100.0%
Measurable Skills Gains	45.0%	45.1%	45.0%	38.7%	50.0%	49.3%
Repeat Business Customers	0	TBD	0	TBD	0	TBD
Business Penetration Rate	0	TBD	0	TBD	0	TBD

FINANCIAL SUMMARY

PY'20 EXPENDITURES

Career Center Staff Salaries & Fringes	2,452,390.80
Career Services-Workshop Facilitation	87,030.00
Career Center Operations	382,814.72
Lease Agreements	362,964.48
WIOA In-School Youth Program	186,645.13
WIOA Out-of-School Youth Program	314,276.86
Participant Training / Supportive Services	798,555.89
Overhead Expense	106,005.87
Total Expenses	4,690,683.75

PRELIMINARY PLANS FOR PROGRAM YEAR 2021

We have our preliminary plans in place for the upcoming program year:

1. As we continue to build more relationships with businesses, we want to give them and our customers an opportunity to meet. We will implement Job Fairs on a semiannual basis and anticipate that at least 20% of jobseekers will obtain employment.

2. We want to raise awareness of the HempsteadWorks brand name and plan to employ multiple forms of promotions to perform outreach. We will utilize the newspaper, as well as television, radio, and Over the Top (OTT) media (e.g., Peacock, Bravo, ESPN, and Amazon Prime). We will also partner with the Town of Hempstead's Communications Department to develop additional promotional materials, in print or digital formats.



3. As we continue to build more relationships with businesses, we want to give them and our customers an opportunity to meet. We will implement Job Fairs on a semiannual basis and anticipate that at least 20% of jobseekers will obtain employment.
4. We plan to strengthen the linkages between businesses and our customers. And will implement the following business training programs:
 - 10 Internships – internships allow participants to gain direct experience in a field of interest. Internships have been most appropriate for youth who have completed occupational skills training and would like to implement their new skills in a real work setting.
 - 10 On-the-Job Training (OJT) Programs – in an OJT program, the employer trains the employee in the specific knowledge and skills essential to the full

and adequate performance of the job for which they are training. Employers must commit to hire the trainee once the training program is complete.

- 5 Transitional Jobs – transitional jobs enable individuals to establish a work history, demonstrate work success in an employee-employer relationship, and develop skills that lead to unsubsidized employment. These jobs are most appropriate for adults and dislocated workers who are chronically unemployed, have an inconsistent work history, and are seeking long-term employment in a particular industry or occupation
- 5.** We want to raise awareness of the HempsteadWorks brand name and plan to employ multiple forms of promotions to perform outreach. We will utilize the newspaper, as well as television, radio, and Over the Top (OTT) media (e.g., Peacock, Bravo, ESPN, and Amazon Prime). We will also partner with the Town of Hempstead's Communications Department to develop additional promotional materials, in print or digital formats.

SUCCESS STORIES

C.M.

"I want to share my experience with HempsteadWorks Career Center, so that others may learn what a valuable asset this program is for people getting ready to enter the job market. A few months after the pandemic, I lost my job that I held for over 16 years. I was a Senior Interior Designer/Project Manager and was very fortunate, through years of hard work to have worked my way up to a senior position in my company. After unexpectedly losing my job, I realized that although I had many years of experience, I lacked the expertise in computer skills and lacked certification in many areas. After registering with HempsteadWorks, I received a call from my counselor, who registered me for a variety of computer classes, such as Microsoft Word, Power Point, Excel and QuickBooks. We also came up with a plan to take additional project management classes, which I was able to earn a certificate and then eventually sit for the test to achieve the Project Management Certification. They offer classes in resume writing, job search, LinkedIn, and interviewing strategies, to fully prepare you to enter the job market. I learned so much in the past year, which has truly helped me to fill the gaps in my education and gain the confidence I needed to move forward with my career goals. Everyone at HempsteadWorks is knowledgeable and eager to help you with your job search. The classes were provided via zoom and were executed in a professional manner. I was also very comfortable interacting with my fellow classmates, while also sharing our learning experiences and connections. HempsteadWorks also provided many job fairs, which allows you to think outside of the box and open doors to many opportunities. I am very grateful that I was able to experience such a valuable source of knowledge and training."

C.C.

"My career counselor, Ms. Spradley is a delight to work with. Her customer service is exemplary and I am impressed by her diligence.

It has been my privilege to work with such an exemplary organization like HempsteadWorks. HempsteadWorks provided me a life-line during these unprecedented times. What I've gained, from the training I've received, can not be measured.

I want to thank Commissioner Eric Mallette, Assistant Commissioner Kurt Rockensies, Planner Ed Kenny, Elizabeth Ajasin, Career Counselor Annette Spradley, and yourself for the personal interest and collaboration in making my enrollment into the Electrical Center possible.

I would be remiss if I did not thank you all and express my deep appreciation.

I am reminded of MLK's words: "There is interdependence between us all; we need each other to move forward."

May love surround you all and fill you in all the diverse ways love flows through this universe."

A.R.

"Good day to you. It has been a tumultuous year, due to the onset of COVID-19. This pandemic has impacted all persons, from a cross section of the society, inclusive of job loss. The subsequent changes have created pressure on families, human capital, and other resources. I have not been excluded, from these unprecedented developments, and had been unemployed, since late August 2020.

However, I made contact with government resources. One such agency is HempsteadWorks, of Nassau County (Long Island), New York. Thanks to them, I have regained employment.

The first contact was HempsteadWorks' Terry McKnight, Intake Coordinator, whom listened attentively, to my plight, and whom made the necessary resources available. Terry McKnight forwarded me to the right teams, within HempsteadWorks, but still checked on me, and the subsequent processes, via email, etc. Thanks. Consequently, I was referred to Annette Spradley, Career Counselor, of HempsteadWorks.

Annette Spradley called me to check in on how I have been doing, have done regular follow up emails, reminded me of potential online courses, offered by HempsteadWorks, and through other affiliate institutions. Said Career Counselor also made telephone calls to me, reminding me of interviews, set up, for me, with external potential employers, and even following through, with me, on the results. Critical in such processes. Quite efficient, and proficient. She never stopped at referring me to websites, research methods, and researching otherwise. Excellent service. Thanks.

Then, there is HempsteadWorks Department of Occupational Resources' (D.O.O.R.) Mary Drangel, whom also followed up with emails, and gave immense support, and references, to Resources. She always reminded me of my interview scheduling, and appointments, and follow up, in the resulting processes. Emails? Yes; regular. Exactly what are expected from like institutions, and staff. Giving the help, that job seekers need (and people in general) where applicable, and possible. Thanks.

Ms. Cleveciilmay Merchan, also works in the HempsteadWorks Department of Occupational Resources (D.O.O.R.). Great support too, and part of the important team. Cleveciilmay Merchan would send emails, regarding Zoom interviews, and the requirements. She calls by telephone, as usual, way ahead of time, to ensure that I attended on my Zoom interview (with external agency). Brief outlines as to approaches, would be provided by Department of Occupational Resources, as well as by Annette Spradley. Grateful.

Lastly, Ms. Etta Banks, Career Counselor, of HempsteadWorks, also provided valuable resources - Interview Techniques, and preparing for Interviews (pass or fail, high points,

and possible reasons for each). Included in this, was the Zoom Lectures, by her. Gave justice to the topic, and assisted well. Again, knowledge to keep.

Klyde Miftarallari, Account Manager, NYC Business Solutions, played a bridging role, in firstly directly explaining matters to me, in Zoom, just before (few minutes) I am interviewed by any potential employer. Done on at least two (2) occasions. He surely cemented the process, by sending email details, to me, especially about an upcoming Recruitment event. Helpful.

In ending, there is no greater things to a person, than good health, economic sustainability, having a job (or business), and being able to capitalize on the good opportunities, life has to offer. HempsteadWorks has certainly lived up to their mandate, and mantra.

Thanks."

The Workforce Innovation and Opportunity Act Title I financially assisted program is an equal opportunity employer / program. Auxiliary aids and services are available upon request to individuals with disabilities.



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www.hempsteadworks.com