



HempsteadWorks

at the Department of Occupational Resources
Eric C. Mallette, Commissioner/WDB Director

Spanning five decades ... Improving countless lives

March, 20 2021

WWW.HEMPSTEADWORKS.COM

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

VISION

Our vision for the future is one of unprecedented economic prosperity, growth and opportunities for businesses and citizens, along with realization of the highest quality of life attainable.

MISSION

Our mission is to:

- ensure that skilled workers are available to employers
- help jobseekers find work
- foster economic development

FAST FACTS

- HempsteadWorks Workforce Development System - A One-Stop system that consists of multiple federal and state funded employment and training programs and services.
- HempsteadWorks Career Center—The focal point of the One-Stop System.
- Town of Hempstead Department of Occupational Resources (DOOR) - The Workforce Innovation and Opportunity Act (WIOA) Title I Grant Recipient/Fiscal Agent for the Town of Hempstead/City of Long Beach Local Workforce Development Area (LWDA).

- Town of Hempstead Local Workforce Development Board (LWDB) - Provides strategic planning and oversight for the local WIOA Title I-B Program and the local One-Stop System, i.e. HempsteadWorks.
- The HempsteadWorks One-Stop Operator is Goodwill Industries.
- Jobseeker Customers Served by HempsteadWorks under the workforce programs from July 1, 2000 to the present: Over 100,000.

REGIONAL INITIATIVES

Long Island Sector Partnership Project

In Program Years 2016 and 2017, under the New York State Department of Labor (NYSDOL) Sector Partnership – National Emergency Grant (SP-NEG), the LWDB was awarded grants to conduct the Long Island Sector Project. The purpose of this project is to develop a partnership among workforce development stakeholders in the Long Island Region to implement a sector-based strategy to develop career pathways within the Health Care and Social Assistance industry.

Northwell Health – Hope Street Group Health Career Pathways Initiative

In Program Year 2016, the LWDB joined the “Core Group” of the Northwell Health – Hope Street Group Health Career Pathways (HCP) Initiative, which has been endorsed by the White House. The objective of the initiative is to spearhead an employer-driven, competency-based career pathways system in regional communities.

Long Island Business and Workforce Investment Project

In 2011, the Long Island Regional Economic Development Council (LIREDC) awarded a Consolidated Funding Application (CFA) Grant to the Hempstead LWDB on behalf of the three Long Island LWDBs to implement the Long Island Business and Workforce Investment Project (LIBWIP). The project provided low-income individuals and dislocated workers with training and job search assistance through a collaborative regional model. The project exceeded its goals for skills training and job placement, providing training to 140 Long Islanders and placing 90 in new jobs at an average hourly wage of \$21.62.

Connect Long Island

The Connect Long Island Partnership, coordinated by the Long Island Forum for Technology (LIFT), was an unprecedented collaboration of organizations working to transform the economy of Long Island through business innovation and workforce talent

development. Although initially implemented without a dedicated funding stream, two sources of funding emerged to drive the Connect Long Island initiative forward. One was a New York State Department of Labor Project entitled Regional Economic Transformation Strategies through a Sector or Clustered Based Approach - Request for Proposals (RFP) Number 13N. The other was a United States Department of Labor (USDOL) Regional Innovation Grant.

Regional Economic Transformation Strategies through a Sector or Clustered Based Approach

In Program Years 2008, 2009 and 2010 the LWDB collaborated with LIFT, which was the 13N Grant Recipient, and other regional partners to implement the 13-N Project. The project increased the training slots available to three Long Island local Workforce Development Boards by 2,400 slots.

Regional Innovation Grant

In Program Years 2008 and 2009, HempsteadWorks implemented the Regional Innovation Grant awarded by the USDOL, using National Emergency Grant funds. The LWDB was the Grant Recipient, on behalf of its regional partners, for the Long Island Regional Innovation Grant (LIRIG) Project. DOOR

contracted with LIFT and the Center for Governmental Research (CGR) in collaboration with Hofstra University, and the Center for Essential Management Services to conduct project activities. The LIRIG Project developed a Regional Strategic Implementation Plan designed to transform the local “reemployment system” into a “regional innovation system” to align economic development, education and workforce initiatives.

Mapping Career Ladders

In Program Year 2003, the LWDB utilized the *Career Ladder Mapping* consultant services that were available through NYSDOL. The three Long Island LWDBs and NYSDOL formed a Career Ladder Mapping Subcommittee of their Business Services Team. The maiden project of the Subcommittee was the *Aerospace Career Mapping Project*. Utilizing the services of Stony Brook Research Foundation and the Aerospace Defense Diversification Alliance in Peacetime Transition, Inc. (ADDAPT), the Subcommittee mapped career ladders in the industries of aerospace, defense and homeland security.

LOCAL INITIATIVES

In order to increase its capacity to serve customers beyond boundaries of formula funding, the LWDB has traditionally pursued competitive grants to fund innovative new initiatives. The following

is a description of some of these initiatives and the opportunities that they created.

COVID-19 Response and Initiatives

In response to the Coronavirus Pandemic of 2019 (COVID-19), to ensure the safety of our customers, staff, contractors and partners, the HempsteadWorks Career Center was closed to the public on March 19, 2020. In order to maintain continuity of services to businesses and jobseekers, while fulfilling the compliance responsibilities of the Local Workforce Development Board, the Department of Occupational Resources and the HempsteadWorks Workforce Development System, a variety of initiatives were launched remotely and in person during the period of closure by the system staff. These initiatives are summarized below under each major category of services.

Job Seeker Services:

- Fully equipped Career Center staff to work remotely, using laptop computers and cell phones.
- Adapted our policies for career and training services enrollments and created fillable forms to meet compliance requirements.
- Posted our on-line **Application for Career Services** to our web site.
- Posted our **Request for Job Search/Training Form** for jobseekers to use to request assistance to our web site.
- Created a series of online **Career Development Workshops**.

- Arranged for online **Computer Skills Workshops** to be provided by Nassau Community College.
- Enrolled at least 50 participants into occupational skills training at local colleges and proprietary schools
- Acquired **Metrix Learning**, an online tool customers can use to improve their skills, gain certifications, and better market themselves to employers. It offers 1,000s of online courses in a variety of industry tracks and career pathways. Customers will have access to these courses and can complete them at their own pace. Our subscription to Metrix will allow access for 200 customers.
- Responded to inquiries from jobseeker customers regarding job search, training, accessing unemployment insurance, continuity of programs, etc.
- Referred customers to the **Nassau United Together Program**.
- Posted helpful information to our web site.

Youth Services:

- Provided the Youth Program Design and Program Elements via telephone, e-mail and Zoom.

Summer Youth Employment Program Specific Services:

- Created remote/virtual internships, such as: Online Research, Website Editing, Social Media Marketing, Online Sales, Clerical
- Conducted educational activities via Zoom: CareerZone, Financial Literacy, Leadership,

Entrepreneurship, Computer Application, Basic Life Skills, Health & Wellness

Business Services:

Since the start of the pandemic, the Town of Hempstead Department of Occupational Resources at HempsteadWorks has seamlessly transitioned Business Services to an on-line virtual platform. We continued to work with businesses throughout Long Island to assist them with Recruitment Services. We've helped business owners find new, qualified employees by holding virtual hiring events via Zoom.

Listed below are the local businesses that held a virtual hiring event:

- DII Deals & Discount Store
- Amber Court Assisted Living
- Attentive Care
- Amazon Prime Now
- Council for Airport Opportunity
- Amazon Robotics
- Investors Bank
- College Nannies, Sitters & Tutors
- G4S Secure Solutions (USA) Inc.

These events were very successful with upwards of 20-35 participants attending. We promoted these events by creating a flyer, job matching in the New York State One-Stop Operating System (OSOS), posting it on our website, LinkedIn and Facebook pages as well as sending out an e-blast to all qualified customers. Interested participants then received a confirmation of

their attendance and the Zoom invitation to attend.

Leadership Training Institute was impressed with our virtual job fairs and asked that we present at their first virtual job event for candidates with prior justice involvement. This event took place on August 26, 2020 and was presented by the Nassau County Re-Entry Task Force in partnership with Office of Second Chance Employment and NYS Department of Corrections and Community Supervision. Our Business Services Representative shared a PowerPoint presentation to the group and explained our services and how we can help them get back into the workforce.

HempsteadWorks has obtained job orders by cold calling local businesses and emailing contacts to let them know we were still open to serve their needs. They were directed to our website where they could easily access our web-based forms. This allowed businesses to fill out our Job Order Form right from the website. All job orders were placed in OSOS and shared with partner agencies for maximum exposure. We also created flyers with various job opportunities and posted them on our LinkedIn and Facebook pages.

Additional business services initiatives undertaken include the following:

- Posted an online **Job Order Request Form** to our web site.
- Created fillable online forms for employers to participate in our **On-**

The-Job Training and Internship programs.

- Responded to inquiries from business customers regarding filing **Worker Adjustment Retraining Notification Act (WARN) Notices**, listing jobs for new hires, accessing financing and loan programs, etc.
- Created and posted a **Business Services Survey** that will help us better understand local business' needs and challenges

Services Provided to Special Populations:

- Conducted a **Virtual Business Breakfast Meeting** to develop career pathways opportunities for youth with disabilities under our **Disability Employment Initiative Project**.
- Conducting staff training with the Young Adult Institute to help improve service delivery to and employment outcomes for individuals with disabilities

Other:

- Referred customers to the **Nassau United Together Program** for gift cards for groceries.
- Created an online application form for our **New Village Pathways Project**, which is funded under a grant from United Way of Long Island and the New York State Office of Temporary and Disability Assistance (OTDA) through the **Empire State Poverty Reduction Initiative (ESPRI)**.

- Conducted LWDB, Youth Standing Committee and other subcommittee meetings via Zoom.
- Adapting our HempsteadWorks website to become more user-friendly

DOOR to Health Care Careers

In Program Year 2020, the New York State Department of Labor (NYSDOL) awarded a grant to the LWDB under the NYS Empire State Development Workforce Development Initiative - Consolidated Funding Application 9.0 – Unemployed Worker Training Grant. The grant project, entitled “DOOR to Health Care Careers,” will pay tuition for classroom-based skills training in the health care field provided by colleges and proprietary schools and transportation expenses for unemployed and underemployed workers.

HempsteadWorks Workforce Development Initiative

In Program Year 2020, the New York State Department of Labor (NYSDOL) awarded a grant to the LWDB under the NYS Empire State Development Workforce Development Initiative - Consolidated Funding Application 9.0 – Unemployed Worker Training Grant. The grant project, entitled the ‘HempsteadWorks Workforce Development Initiative,’ will pay tuition for classroom-based skills training provided by colleges and proprietary schools and transportation expenses for

unemployed and underemployed workers.

National Dislocated Worker Grant to Address Opioid Crisis

In Program Year 2018, the New York State Department of Labor (NYSDOL) awarded a grant to the LWDB under the National Health Emergency Phase Two: Disaster Recovery National Dislocated Worker Grant to Address the Opioid Crisis. The LWDB will use these grant funds to provide, classroom-based skills training, supportive services and career services provided through the HempsteadWorks Career Center, the project will lead eligible individuals to acquire the skills and credentials needed to obtain employment in high-growth occupations that pay self-sustaining wages.

Trade and Economic Transition National Dislocated Workers Grant

In Program Years 2018, the New York State Department of Labor (NYSDOL) awarded the Trade and Economic Transition Dislocated Worker Grant to the LWDB to fund to innovative services consisting of a combination of industry sector-driven classroom based skills training, supportive services and career services provided through the HempsteadWorks Career Center. The purpose of this grant project is to lead

dislocated workers to acquire the skills and credentials needed to obtain employment in high-growth occupations that pay self-sustaining wages, and also to progress through career pathways.

Career Pathways 8.0 Project

In Program Year 2018, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Eight (8.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB provide career pathways training to unemployed and underemployed workers.

Empire State Poverty Reduction Initiative (ESPRI) – New Village Pathways Project

In 2018, United Way of Long Island awarded the LWDB with a subgrant by the New York State Office of Temporary and Disability Assistance. The project addresses the priority area of Workforce Development by providing Career Pathways services to individuals residing in the Village of Hempstead to help reduce poverty and improve their quality of life.

Disability Employment Initiative – Round 8 Project

In Program Year 2017, The New York State Department of Labor was awarded a grant by the U.S. Department of Labor

to operate a project under the Disability Employment Initiative (DEI) Round 8. The LWDB was selected to participate as one of three (3) sites under this project for the period covering Program Years 2017, 2020. This initiative will provide funding to support Disability Resource Coordinators (DRCs) in the One-Stop Career Center to develop career pathways for youth who are individuals with disabilities.

United Way of Long Island/J.P. Morgan Chase and Company – Ready to Work Long Island

In Program Year 2017, under a sub-grant with United Way of Long Island, HempsteadWorks provided assessment, counseling and career development workshops to low-income individuals, ages 18 to 30.

Enhanced Career Services for Dislocated Workers Project

In Program Years 2016 and 2017, under the New York State Department of Labor (NYSDOL) Sector Partnership – National Emergency Grant (SP-NEG), the LWDB was awarded a grants to conduct the Enhanced Career Services for Dislocated Workers (ECSDW) Project. Under the project, the following enhanced services

Career Pathways 7.0 Project

In Program Year 2017, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Seven (7.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB provide career pathways training to unemployed and underemployed workers.

Sector Strategies Project – Significant Industries

In Program Year 2016, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Six (6.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB to conduct a sectoral training program targeted to the "Significant Industries," including Health Care and Social Assistance; Professional and Business Services; and Information Technology. Funding from this grant was used to provide training for dislocated workers in a variety of courses, including: Medical Billing Pro Pack; Cisco Certified Network Associate; Local Area Network Support Technician; Certified Network Professional; Computerized Accounting and Bookkeeping (QuickBooks and Excel); Advanced Web Site Development; Project Management; Medical Billing Specialist; Dental Assistant; EKG,

Hemodialysis Technical; Medical Assistant; Emergency Medical Technician; Pharmacy Technician; Business Analysis and Project Management.

Career Pathways Project 6.0 Project

In Program Year 2016, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Six (6.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB to conduct a Career Pathways Project targeted to "Significant Industries," including Health Care and Social Assistance; Professional and Business Services; and Information Technology. Funding from this grant was used to provide training for dislocated workers from special populations, including individuals in the following categories:

- Displaced homemaker
- Low-income individual
- Native American
- Individual with disability (including youth with disabilities and recovering addicts)
- Older individual
- Individual currently and formerly involved in the justice system
- Homeless individual or homeless youth

- Youth who is in or has aged out of the foster care system
- Individual who is an English language learner
- Individual who has low level of literacy
- Individual facing substantial cultural barriers
- Migrant and seasonal farm worker
- Single parent (including single pregnant women)
- Long-term unemployed (20 weeks or more) individual
- Veteran
- Temporary Assistance for Needy Families (TANF) recipient
- Supplemental Nutrition Assistance Program (SNAP) recipient

The project funded courses from the following inventory: Medical Billing Pro Pack; Nurse Assistant; Medical Assisting Certificate; Project Management Certificate; Pharmacy Technician; Advanced Clinical Medical Assistant Intensive.

Information Technology (IT) Sector Project

In Program Year 2015, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Five (5.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB to conduct a sectoral training program

targeted to the Information Technology (IT) Industry Cluster. Funding from this grant is being used to provide training for dislocated workers in a variety of courses in computer programming, networking and operation.

Health Care Sector Project

In Program Year 2014, under the Long Island Regional Economic Development Council's Consolidated Funding Application (CFA) for Round Four (4.0), the New York State Department of Labor (NYSDOL) awarded an Unemployed Worker Training Grant to the LWDB to conduct a sectoral training program targeted to the Health Care Technology and Direct Care Industry Cluster. Funding from this grant is being used to provide training for long-term unemployed dislocated workers in a variety of courses in health care, medical and related administrative and clerical occupations.

Super Storm Sandy Block Grant – Project RENEW

Under the New York Rising initiative, the New York State Office of Children and Family Services awarded a Super Storm Sandy Social Services Block Grant to the LWDB for a period covering Program Years 2014, 2015 and 2016. This grant supports Project Resilient, Educated, Newly Employed Workers (RENEW). The purpose of the project is to provide job-related education, training and placement

opportunities to the most economically vulnerable Sandy-impacted individuals within the Long Island Region to increase their resilience, from an occupational standpoint, in the face of future, similar events.

Disability Employment Initiative Round 4

The New York State Department of Labor was awarded a grant by the U.S. Department of Labor to operate a project under the Disability Employment Initiative (DEI). The LWDB was selected to participate as one of four (4) pilot sites under this project for the period covering Program Years 2014, 2015 and 2016. This initiative will provide funding to support Disability Resource Coordinators (DRCs) in the One-Stop Career Centers. DRCs provide a value-added service in One-Stop Career Centers for people who self-identify as an individual with a disability. The DEI will provide people with disabilities who seek assistance in the One-Stop Career Centers the opportunity to work with a trained specialist sensitive to the issues related to finding employment for people with disabilities.

Hurricane Sandy National Emergency Grant

After the U.S. Federal Emergency Management Agency (FEMA) declared New York State a disaster area in the wake of Hurricane Sandy, which struck Long Island on October 29, 2012, the New York State

Department of Labor (NYSDOL) awarded a National Emergency Grant (NEG) to the LWDB. The grant supported temporary employment projects designed to assist in the clean-up and restoration efforts to repair storm damage. Individuals eligible to participate in National Emergency Grant Disaster projects were:

- Workers who have been temporarily or permanently dislocated as a result of the disaster;
- Eligible dislocated workers as defined in WIA Sec. 101(9); and
- Individuals who are long-term unemployed.

The communities served under the grant are:

- City of Long Beach
- County of Nassau Department of Public Works, Inc.
- Villages of Cedarhurst, East Rockaway, Freeport and Rockville Centre
- Town of Hempstead Animal Shelter, Office of the Comptroller, Department of Occupational Resources, Traffic and Street Lighting Divisions

The following are examples of projects conducted under the grant:

At the City of Long Beach, under the Neighborhood Economic Resource Assessment (NERA) Project, the City of Long Beach Office of Community Development and community groups recruited individuals to perform a block-by-block visual assessment of all

residential properties, to determine needs in the areas of housing, health, employment and vacancy rates in the community. This asset mapping project provided concrete information to city government, identifying its economic strengths and weaknesses, allowing the City to devise strategies to improve the overall quality of life and economy. It also provided information on resources available to community residents.

At the County of Nassau Department of Public Works and the Inc. Villages of Cedarhurst, East Rockaway, Freeport and Rockville Centre, workers cleaned-up of debris from public spaces, including streets, parks and storm drains. They also performed other outdoor maintenance projects.

At the Town of Hempstead Animal Shelter, workers cleaned and restored kennels.

At the Town of Town of Hempstead Office of the Comptroller, workers relocated a hurricane-damaged stock room, moving files and materials to a storage facility in Merrick.

At the Town of Hempstead Department of Occupational Resources, workers cleaned and restored a water-damaged basement stock room. They also removed carpet and painted.

At the Town of Hempstead Traffic Control and Street Lighting Divisions, workers

restored, repaired and painted various facilities.

Hurricane Irene National Emergency Grant

In August of 2011, the New York State Department of Labor awarded a disaster National Emergency Grant to HempsteadWorks to place temporary workers with the County of Nassau Department of Parks and the City of Long Beach Department of Public Works to assist in the recovery of damage caused by Hurricane Irene.

New York Youth Works

In Program Year 2012, the Town of Hempstead Department of Occupational Resources (DOOR) was awarded two grants by the New York State Department of Labor (NYSDOL) under the New York Youth Works (NYYW) initiative, in response to the following opportunities:

- Training and Placement Program Request for Applications (RFA) #T-2 - To provide work readiness and occupational skills training and then place youth with certified businesses.
- Training and Placement Program Request for Proposals (RFP) #T-3 - To provide work readiness and occupational skills training and then place youth with certified businesses.

This program provided much needed additional funding to provide employment services to inner city youth. It provided work readiness training that was aligned with the National Work Readiness Credential to equip participants with essential soft skills. Because the eligibility requirements of the program extended beyond the Workforce Investment Act requirements for youth, it allowed for inclusion of individuals who were in need of, but might not have otherwise qualified for services. The program also included funding for stipends to program participants. These stipends served the dual purpose of increasing the motivation of youth and facilitating their participation.

Summer Jobs Express!

In Program Year 2011, the New York State Department of Labor awarded a Summer Jobs Express! Grant to HempsteadWorks, using WIA Statewide Funds. The Summer Youth Express! program served in-school and out-of-school youth, ages 14 to 21. The youth were provided with a seven-day Work Readiness Training Workshop, aligned with the competencies required for the National Work Readiness Credential, and using the Steck-Vaughn Work Skills Curriculum™, which is the only curriculum endorsed by the National Work Readiness Council. This curriculum includes both an on-line pre-and post-tests that measure the acquisition of

work readiness skills. Paid work experience was also provided at various work sites, where a pre- and post-participation employee evaluation was administered by the work site supervisor. The participants were paid for all hours that they participated in the program and supportive services payments to meet the cost of transportation to and from program activities. Participants, ages 18 to 21 sat for the National Work Readiness Credential (NWRC) test. Direct participant services under the Summer Jobs Express! program were delivered by Goodwill Industries of Greater New York and Northern New Jersey, Inc., along with private non-profit organization contractors, including United Way of Long Island (UWLI), United Cerebral Palsy of Nassau County, Inc., and the Five Towns Community Center, Inc.

Green and Lean Program

In Program Years 2010 and 2011, HempsteadWorks operated the Green and Lean Program, under a grant awarded by NYSDOL, pursuant to a request for proposals for Emerging and Transitional Worker Training. The program provided training services to low-income adults and youth through a partnership with a variety of organizations, including: Education and Assistance Corporation (EAC), LIFT, Nassau Community College (NCC), Paxen Learning Corporation, United Way of Long Island (UWLI), and others. It included a workshop regarding Green

Jobs in the Economy, conducted by DOOR; a workshop regarding interviewing skills and health care careers, conducted by Winthrop University Hospital; testing and training leading to acquisition of the National Work Readiness Credential, conducted by NCC, a training course entitled “Introduction to Lean Thinking,” conducted for adults by LIFT; a Green Academy, conducted for Youth by the UWLI YouthBuild program, and One-Stop services provided by HempsteadWorks.

YouthLink

In Program Years 2010 and 2011, HempsteadWorks operated the *YouthLink Program*, under a grant awarded by NYSDOL, pursuant to a request for proposals for Disconnected Youth Training. The program provided training services youth, also through a partnership with many of the organizations cited above under the Green and Lean Program. The program also provided many of same services as Green and Lean.

New York Makes Work Pay Project

In Program Years 2010 and 2011, under the New York Makes Work Pay Project, which was jointly operated by the Burton Blatt Institute at Syracuse University and the Employment and Disability Institute at Cornell University, Medicaid Infrastructure Grant (MIG) funding, authorized by U.S. Department of Health and Human Services,

was awarded to HempsteadWorks. The MIG funding supported a demonstration project designed to integrate customized employment strategies into the workforce system.

Career Connections Program

In Program Years 2010 and 2011, under the Nassau Library System’s Career Connections Program, funded by the Service and Technology Act - Service Improvement Invitational Grant Program, HempsteadWorks conducted job clubs for library patrons and train-the-trainer sessions to train library staff to provide workforce services.

National Emergency Grant On-The-Job Training Program

In Program Years 2010, 2011, 2012, 2013, and 2014, under a National Emergency Grant awarded by NYSDOL to HempsteadWorks to conduct an On-The-Job Training Program for long-term unemployed dislocated workers, training was conducted for a variety of employers and occupations:

Perkins Grant – Major Effort

From Program Year 2005 to the present, under a Perkins Grant – Major Effort, awarded by Nassau Community College, HempsteadWorks provided a series of career development workshops.

Whatever It Takes Project

From Program Year 2002 through 2006, HempsteadWorks operated the *Whatever It Takes Project*, under a Consolidated Appropriations Act Customized Employment Grant awarded to the LWDB by the United States Department of Labor (USDOL) Office Disability and Employment Policy. Through a partnership between Abilities, Inc., DOOR and the New York State Education Department Office of Disability and Employment Policy, the WIT Project resulted in increased usage and access to the HempsteadWorks System and Center for individuals with disabilities. It also increased employment and customer satisfaction for this group, while at the same time increasing the capacity of HempsteadWorks to serve this important segment of our workforce.

About Face Program

In Program Year, under a WIA Statewide Youth Readiness Initiative Grant awarded by NYSDOL, the Paxen Learning Corporation worked in partnership with DOOR to conduct the About Face Program to prepare Out-of-School youth for employment.

Disability Program Navigator

From Program Year 2004 through 2010, under a WIA Statewide Disability Program Navigator Grant awarded by NYSDOL, the HempsteadWorks Disability Navigators assisted individuals with disabilities to access services.

Physical and Programmatic Access Grant

Under the Increasing Physical and Programmatic Access to the One-Stop System for Individuals with Disabilities Grant awarded by NYSDOL in conjunction with the Research Foundation for Mental Hygiene, Inc., HempsteadWorks accomplished the following:

- Installed a new handicapped accessible automatic door at the entrance to the building that houses our full service career center
- Installed an enhanced electronic eye system to improve accessibility to our elevator bank
- Deployed the *I-Communicator Software System* within our Resource Room, as an accommodation to hearing impaired customers.

Strategic Planning for a Human Capital Advantage Grant

In Program Year 2004, under a WIA Statewide Strategic Planning for a Human Capital Advantage Grant awarded by NYSDOL, HempsteadWorks conducted scanning, convening, facilitating, providing and evaluating activities for the local workforce system.

Assessment of Local Skills Shortages Phase I and II Grants

In program Years 2002 and 2003, under this WIA NYSDOL Statewide Grant, HempsteadWorks developed Career Ladder Training Programs to address the shortage of Registered Nurses.

BUSINESS SERVICES

- HempsteadWorks places a strong emphasis on striving to meet the needs of our local businesses. Over the years, our local One-Stop system has provided services to thousands of employers in our local area. These system services have included such things as:
 - 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

- Hosting employer presentations and hiring events

JOBSEEKER SERVICES

In addition to the career, training and supportive services mandated under Workforce Innovation and Opportunity Act, HempsteadWorks has initiated some innovative approaches, such as the following:

- 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
- Referral to partner organizations, such as ACCES-VR, Job Corps, Mature Worker Program and more
- Remote On-The-Job Training
- Online Classroom-Based Occupational Skills Training for a variety of demand occupations

Microsoft Office Workshops

A Pre-Vocational Skills Training Program is provided at the HempsteadWorks Career Center to provide our customers with workshop instruction in Microsoft Office programs.

YOUTH

Services to Out-of-School and In-School Youth were provided through the program listed below:

In-School Youth Program

The HempsteadWorks In-School program is funded under the WIOA and the Work Opportunities Reconciliation Act of 1996 Temporary Assistance to Needy Families (TANF) Program. The WIOA program includes year-round counseling and a Summer Component that combines Work Experience with Academic and Occupational Learning. The academic and occupational learning component includes remediation in reading and mathematics, life skills training and career exploration in Science, Technology, Engineering and Manufacturing (STEM). The TANF program is a Summer Program that also included the Work Experience and Academic and Occupational Learning described above.

Out-of-School Youth Program

The HempsteadWorks Out-of-School Youth program is operated through contracts with EAC, Inc. and Nassau Board of Cooperative Education Services (NCBOCES). Funded under WIOA, the program includes comprehensive skills training, case management and placement, which provides a continuum of services to address the multiple barriers to employment for this population. The overall goal of the program is to enhance opportunities for youth in the community to attain the work readiness and entry-level occupational skills needed to enter the workforce, retain employment and increase earnings. This is accomplished using a comprehensive case management approach that assesses the needs of each youth, provides a plan of action, and links the youth to program services and referrals. The program also provides job placement based on participants' job readiness and preferences, career counseling, business attire provided by EAC/Suited for Success, work experiences to prepare for future career paths, transportation to interviews, basic education GED Prep classes, tutoring and basic skills (reading/math), counseling and supportive services.

SUCCESSFUL PROGRAM PROTOTYPES

Out of thirty-three local workforce development areas in New York State, HempsteadWorks was:

- The only local workforce board in New York State to receive a workforce development grant under the New York Rising Superstorm Sandy Block Grant Program
- The only local workforce State to receive a grant under the Governor's Regional Economic Council (REDC) Consolidated Funding Application (CFA) Round One (1.0) (which was used to operate the Long Island Business and Workforce Investment Project)
- The only local workforce board in New York State to receive a U.S. Department of Labor Regional Innovation Grant (which was used to create a Regional Strategic Implementation Plan to reinvent the region's workforce development system)
- One of three local boards in New York State to receive a Disability Employment Initiative Round 8 Grant
- One of two local boards in New York State to receive REDC CFA 6.0 Grants (which were used to operate the Sector Strategies – Significant Industries Project and the Career Pathways Project)
- One of two local boards in New York State to receive an REDC CFA 5.0 Grant (which was used to operate the HempsteadWorks IT Sector Project)
- One of two local boards in New York State to receive an REDC CFA 4.0 Grant (which was used to operate the HempsteadWorks Health Care Sector Project)
- One of two local boards in New York State to implement a U.S. Department of Health and Human Services Medicaid Infrastructure Grant (which was used to enhance services to individuals with disabilities)

- One of seven local boards to receive and implement the initial Disability Program Navigator Grant;
- One of nine local boards to participate as a testing site to launch the National Work Readiness Credential certification process in New York state; and
- One of fourteen local boards to receive and implement the initial Summer Jobs Express! Grant

AWARDS AND PROMISING PRACTICES

The LWDB has been recognized for excellence in the form of the following awards and promising practices acknowledgements:

- Institute for Community Inclusion, University of Massachusetts, Boston / US Department of Labor Office of Disability Employment Policy - Best Practices and Innovations (2012)
- National Collaborative on Workforce and Disability -Youth - Innovative Strategy (2011)
- National Association of Workforce Boards W.O. Lawton Business Leadership Distinguished Honoree (2011)
- National Association of Workforce Professionals Thomas H. Ahlers Systems Building Award (2010)
- National Association of Workforce Boards Promising Practice (2010)
- New York State Governors Promising Practice (2003)
- New York State Governors Promising Practice (2002)
- New York State Governors Promising Practice (2002)
- National Association of Counties Workforce Award for Excellence (1999)
- U.S. Department of Labor Enterprise Re-Certification (1999)
- New York State Governors Workforce Development Award (1998)
- U.S. Secretary of Labors Certificate of Excellence (1996)
- U.S. Department of Labor Enterprise Charter Certification (1996)
- U.S. Department of Labor Certificate of Award (1981)

COMPETITIVE GRANTS

The following are some of the competitive grants have been awarded to the LWDB:

- Economic Recovery National Dislocated Worker Grant – 2021
- US/NYS National Health Emergency Grant to Address the Opioid Crisis – Program Year 2020
- Adult Literacy and Library Services – Nassau Library System Grant
- NYS Empire State Workforce Development Initiative – Consolidated Funding Application 9.0 – Unemployed Worker Training Grant (DOOR to Health Care Careers)
- NYS Empire State Workforce Development Initiative – Consolidated Funding Application 9.0 – HempsteadWorks Workforce development Initiative
- New York Community Bancorp, Inc, Grant
- NYS Empire State Development Workforce Development Initiative – Consolidated Funding Application 9.0 – Unemployed Worker Training Grant
- US/NYS National Health Emergency Grant to Address the Opioid Crisis – Program Year 2018
- NYS Trade and Economic Transition National Emergency Grant
- NYS/United Way of Long Island Empire State Poverty Reduction Initiative Grant
- NYS Disability Employment Initiative Grant – Round 8
- United Way of Long Island Summer Youth Employment Program Grant
- United Way of Long Island/JP Morgan Chase & Co. Ready to Work Grant
- NYS Sector Partnership National Emergency Grant – Regional Sector Partnership Development Grant
- NYS Sector Partnership National Emergency Grant – Enhanced Career Services for Dislocated Workers
- NYS Regional Economic Development Council Consolidated Funding Application Grant 6.0 – Unemployed Worker Training

- NYS Regional Economic Development Council Consolidated Funding Application Grant 6.0 – Special Populations
- NYS Sector Partnership National Emergency Grant – Regional Sector Partnership Development Grant
- NYS Sector Partnership National Emergency Grant – Enhanced Career Services for Dislocated Workers
- Governor's Regional Economic Development Council Consolidated Funding Application Grant 5.0
- Governor's Regional Economic Development Council Consolidated Funding Application Grant 4.0
- NYS Department of Labor Disability Employment Initiative Grant
- NY Rising Superstorm Sandy Block Grant
- NYS Department of Labor Superstorm Sandy WIA National Emergency Grant
- NYS Department of Labor Tropical Storms Irene and Lee WIA National Emergency Grant
- NYS Department of Labor: New York Youth Works Placement Program #T-1
- NYS Department of Labor: New York Youth Works Training and Placement Program #T-2
- NYS Department of Labor: New York Youth Works Training and Placement Program #T-3
- United Way of Long Island Citi Prosperity Center Grant
- Governor's Regional Economic Development Council Consolidated Funding Application Grant 1.0
- NYS Department of Labor Summer Jobs Express!
- NYS Department of Labor OJT National Emergency Grant
- The Library Service and Technology Act - Service Improvement Invitational Grant Program
- NYS Department of Labor Emerging and Transitional Worker Training Grant
- NYS Department of Labor Disconnected Youth Training Grant
- New York Makes Work Pay Project Medicaid Infrastructure Grant
- US Department of Labor Regional Innovation Grant
- NYS Department of Labor WIA Statewide Strategic Planning for a Human Capital Advantage Grant
- NYS Department of Labor WIA Statewide Assessment of Local Skills Shortages Phase II Grant
- NYS Department of Labor WIA Statewide Assessment of Local Skills Shortages Phase I Grant
- NYS Department of Labor WIA Statewide Promising Practices Round II Grant
- NYSDOL WIA Statewide Promising Practices Round I Grants
- NYS Department of Labor Disability Program Navigator Grant
- NYS Department of Labor Research Foundation for Mental Hygiene, Inc. Increasing Physical and Programmatic Access to the One-Stop System for Individuals with Disabilities Grant – U.S. Department of Labor Office of Disability Employment Policy Consolidated Appropriations Act Customized Employment Grant
- NYS Department of Labor Dislocated Worker Discretionary Grants
- The September 11th Fund Employee Assistance Program Grant
- NYS Department of Labor Wagner-Peyser Act One-Stop Implementation Grant
- US Department of Labor Simply Better Quality Laboratory Grant
- NYS Department of Labor Junior Green Team Grant

Japanese Researcher Visits the Town of Hempstead

Dr. Yuichiro Haruna, of Wakaba, Mihama-Ku Chiba, Japan, the Staff Researcher for the National Institute of Vocational Rehabilitation Japan Organization for Employment of the Elderly and Persons with Disabilities, visited the Town of Hempstead Department of Occupational Resources (DOOR) to learn about its HempsteadWorks Workforce Development System.

Award Presentation



Alan Nachman, Town of Hempstead Workforce Development Board Vice Chairperson, presents the WDB Biennial Continuous Improvement Award to Keith Haarmann in the Outstanding Jobseeker category.

Connect Long Island Receives National Association of Workforce Boards Award



The National Association of Workforce Boards (NAWB) recently presented its 2011 W.O. Lawton Business Leadership Award to the Long Island Forum for Technology (LIFT), based upon a nomination submitted by the Town of Hempstead Workforce Development Board (WDB).

The award, which recognizes accomplishments of the Connect Long Island Partnership, was recently presented at the NAWB National Conference to William Wahlig, Executive Director, LIFT, and Ana-Maria Hurtado, Commissioner/WDB Director, Town of Hempstead Department of Occupational Resources (DOOR).

Members of the Connect Long Island Executive Committee are pictured here, from left:

- Barry Greenspan, Economic Development Program Administrator, New York State Empire State Development (NYSESD)
- Kevin Robbins, Team Leader, New York State Department of Labor (NYSDOL)
- Andrea Lohneiss, NYSESD Long Island Regional Director
- Roger Podd, Community Organization Specialist, Suffolk County Department of Labor (SCDOL)
- Barry Feinsod, Administrative Director, SCDOL
- Eugene Faber, WDB Director, Town of Oyster Bay Consortium
- Ana-Maria Hurtado, Commissioner/WDB Director, DOOR
- Edward Kenny, Planner, DOOR
- William Wahlig, Executive Director, LIFT
- Jamie Moore, Workforce Program Manager, LIFT
- Julie Alegretti, Administrative Assistant, LIFT
- Mark J. Grossman, Commissioner's Regional Representative, NYSDOL.

Commissioner/WDB Director Receives National Association of Workforce Development Professionals Award



Commissioner/WDB Director Receives National Association of Workforce Development Professionals Award

The National Association of Workforce Development Professionals recently presented its **2010 Thomas Ahlers Systems Building Award** to **Ana-Maria Hurtado**, Commissioner/WDB Director for the Town of Hempstead Department of Occupational Resources and the LWDB at its Annual Conference. The requirements for this award include an individual's efforts to create and enhance more effective systems of coordination, management, information or administration of workforce development programs and services. At a time when local workforce systems are being called upon to collaborate to transform regional economies, the accomplishments of the recipient are particularly relevant and valuable to emulate. Commissioner Hurtado has contributed to the overall growth and positive image of the workforce development profession by creating a vision to transform services beyond the boundaries of her organization's catchment area. She is role model to workforce system leaders who can improve the universal access to and the quality of workforce services throughout a region by aligning organizations and leveraging resources toward commonly held and mutually beneficial goals. Commissioner Hurtado has served as a key leader in several

regional workforce development and economic transformation initiatives, including Connect Long Island Partnership, the New York State Department of Labor Regional Economic Transformation Strategies (Request for Proposals 13-N) Grant Project, the U.S. Department of Labor Regional Innovation Grant Project, and more. Under these initiatives and others, she successfully collaborated with leaders from the three Long Island Workforce Development Boards, the New York State Department of Labor, the U.S. Department of Labor, the New York State Department of Economic Development, the Long Island Forum for Technology, the United Way of Long Island, Goodwill Industries, Education and Assistance Corporation, local businesses and many other organizations and individuals.

HempsteadWorks Donates to the Inn



Demonstrating compassion is normal operating procedure for the staff of HempsteadWorks. This attribute is combined with cutting-edge knowledge in the service of the over 25,000 individuals who visit the HempsteadWorks Career Center each year, seeking to find a job, attain occupational skills and develop their careers. All of these tasks are more challenging

these days, due to the tightened labor market. Nevertheless, the kind of people who see a need and feel compelled to help, do so both as a vocation, and as an avocation.

With this in mind, it's no surprise that this past June the HempsteadWorks staff collected clothing and food for the guests in the Interfaith Nutrition Networks' Family Emergency Shelters, along with participants in the Long Term Housing Program. Joseph L. Barry, Director of Fundraising for the Interfaith Nutrition Network (Inn), has thanked HempsteadWorks on behalf of the guests of the Mary Brennan Inn soup kitchen. He stated that "those in the Long Term Housing Program will be presented with the housewarming baskets donated."

Mr. Barry also stated that "the staff and the guests of The Inn felt blessed by the special group of people from HempsteadWorks who look beyond their own needs and generously share with others. Each donated item makes a big difference in the lives of those they help."

Managing Economist Briefed by Long Island Workforce Leadership



Standing, from left: Barry Greenspan, Assistant Regional Director, Empire State Development; Edward Kenny, Planner, HempsteadWorks; Gregory Becker, Deputy Commissioner, HempsteadWorks; Kevin Robbins, NYSDOL DEWS Regional Manager; Eugene Faber, Director, Oyster Bay-North Hempstead-Glen

Cove WDB; Frank Surdey; William Wahlig, Executive Director, Long Island Forum for Technology (LIFT); Mark J. Grossman, NYSDOL Commissioner's Long Island Regional Representative; Jamie Moore, Workforce Manager, LIFT. Seated, from left: Hermine Weisman, NYSDOL Business Services Associate Representative; Gary Huth, NYSDOL Labor Market Analyst; Julie Allegretti, Administrative Assistant, LIFT; Diane Muscarella, Marketing and Research Manager, LIFT, and; Ana-Maria Hurtado, Commissioner, HempsteadWorks

NYSDOL Managing Economist Frank Surdey joined Nassau-Suffolk workforce leadership this afternoon for a briefing on the Long Island Regional Innovation Grant. Surdey has statewide responsibility for economic development issues and is the lead person in the Division of Research & Statistics on renewable energy and green technology research.

Surdey was provided with an overview of the program, starting with the skills gap survey which identified the need for industry-specific training in the manufacturing and healthcare sectors for both incumbent workers seeking to improve their skills, and dislocated workers seeking employment. Through the grant, nearly 1,400 Long Island workers have received training over the past two years.

Surdey also visited Suffolk County Community's College's Brentwood Campus and received a tour of their Manufacturing Technology Center.

HempsteadWorks Staff Participates in OPERATION LIVE UNITED - Supporting Military Families on Long Island



HempsteadWorks Staff Participates in **OPERATION LIVE UNITED** Supporting Military Families on Long Island. Members of the **HempsteadWorks** staff participated in **OPERATION LIVE UNITED**, an initiative of United Way of Long Island. Under the initiative, United Way invited Long Islanders to salute the men and women who fight for our freedom, and their loved ones who encourage their journey, by making a monetary contribution and wearing a LIVE UNITED tee shirt on Flag Day, Tuesday, June 14, 2011. Funds from this campaign will be used to help provide emergency financial assistance, employment/job training, and mental health counseling to returning military personnel. Proceeds from Operation Live United will benefit United Way's Military Family Assistance Project. In partnership with local agencies, United Way is supporting programs that provide military personnel who have served in Iraq or Afghanistan with emergency financial aid, counseling/case management help and job training/employment assistance. HempsteadWorks also supports military veterans with counseling services available at the HempsteadWorks Career Center.

COMMENTS

Businesses

We would like to thank you for all your hard work and dedication in assisting A.J. Wright in sourcing and interviewing candidates for our Hempstead store. We only hope that we would have as much assistance from each center throughout the U.S.A."

A.J. Wright

"South Nassau Communities Hospital is impressed with the high quality of your programs for the business community."

South Nassau Communities Hospital

"The service you provide is not what I'd expect from a government agency. You try hard and you try every day."

Alliance for Defense Diversification in Peacetime Transition, Inc.

Jobseekers

"I was treated with kindness, offered as much guidance and help as I needed, and all during a difficult period."

D.K.

"I know that without your wonderful suggestions on improving my resume, testing and interviewing skills and expanding my computer knowledge, I would not have landed the position I have."

A.P.

"I would like to take this opportunity to thank Gloria. She has been kind, courteous, understanding and very professional and proves she loves her job, by going above and beyond the normal routine to assist every person who comes to that center."

T.C.

"I hope your extraordinary efforts do not go unnoticed."

S.T.

"I found the services to be right on target to meet my needs at that critical time, and the staff to be compassionate and encouraging."

N.B.

"This (HempsteadWorks) is the only place where you can help right away. I said I needed clothes, and a telephone call later, I have an appointment for Monday at 2:30 at Dress for Success. I mentioned that I signed up for a Civil Service test and they gave me some sample questions. One day I forgot my doctors phone number and someone looked it up for me."

E.A.

I benefited greatly from this program and want to say I appreciate all your effort and support

J.F.

"You have gone beyond the call of duty."

K.L.

"Thanks to the tireless efforts of HempsteadWorks, I have been able to dramatically upgrade my job hunting skills, create a resume, write effective follow-up letters, use the Internet to facilitate job search, create an e-mail account, map out transportation, and benefit from a positive outlook on the labor market."

E.A.

"This service is one of the best ways to get people back to work"

A.N.

"The most valuable education experience of my life..."

S.P.L.

"There was more going on in the classroom than transfer of knowledge. I needed a boost, and I got it. I am proof that the program does work and am very grateful."

J.N.

"I'm excited to know that my name will be entered into your book of IT professionals who have successfully landed a job."

L.B.

"It's refreshing to find that there are still genuine people who want to help you."

B.H.

"As someone who has seen the best and worst from government, I certainly see one of the best in you."

S.C.

"Your workshops have empowered me."

H.H.

"I am very pleased with the training opportunity that was provided."

S.F.

"I am very impressed with your staff and your facility; you are all doing a great service to individuals who really need to be uplifted."

M.Z.

"I want to thank you for being a beacon of light, champion of support and a source of critical information in my time of need."

S.M.D.

"Thank you for all your help and going above and beyond my expectations."

S.F.

"This is an excellent start in my career search and I thank you very much."

D.P.

"As a result of attending these workshops (MS Word; MS Excel; MS PowerPoint; Access; Intuit QuickBooks), my technology skills and confidence level has increased by marketability for positions requiring these skills."

L.D.V.

"I'd like to thank you for going out of your way to send links and help me find work."

V.L.

"Very positive experience, wonderful people, eager to help."

N.M.

"The Career Center was very helpful."

E.H.

"Excellent service. Very helpful."

J.G.

"These are difficult times and HempsteadWorks has truly risen to the challenge."

E.F.

"HempsteadWorks provided me with an opportunity that I never would be able to obtain on my own...the opportunity to move on to the career of my dreams."

J.R.

"I owe everything to you."

A.P.

"I cannot say enough for the help, reaching out assistance that HempsteadWorks...has done."

R.S.

"I will be forever grateful for encouraging me through this very difficult time of my life."

C.M.M.

"I am grateful for an agency like HempsteadWorks Career Center and even more so for the group of professionals that I've had the pleasure of working with."

L.B.

"...wonderful staff at HempsteadWorks! Their staff is courteous and patient. I've come to think of them as family! They are supportive and believe in going the extra mile for their participants."

J.M.M

"I was extremely impressed. I was unaware of the service provided and where our tax dollars are going"

D.W.N.

"My experience with HempsteadWorks was professional to the highest order, complimented with the utmost sincere and courteous service."

E.F.

"Over the past few months, I have had to prevail on the services of HempsteadWorks. The supervisors and staff members I met deserve the utmost praise for their knowledge, professionalism, dedication to service, and passion for their work."

D.M.E

which is to provide the highest quality services to the children and adults in our agency".

*Robert McGuire, Executive Director
United Cerebral Palsy Association of Nassau
County, Inc.*

HempsteadWorks Staff

In reference to the COVID-19 pandemic:

"As one of the counselors at the Center, learning how to provide the necessary assistance for our customers has been challenging during this time, but yet very rewarding. This pandemic has forced me to open up to new innovative ways to perform the job. Working with our staff to create a successful online process to offer our customers the same level of services has been awesome to say the least."

Etta Banks, BBA, MA, MSW

Partners

"Your staff are enthusiastic and professional."

U.S. Education Department

"You have a disciplined, sensitive and compassionate staff and a caring and resourceful management team."

Long Island Counseling Center

"We are delighted to partner with the Town of Hempstead with this initiative that gives teenagers the opportunity to develop work skills and at the same time contributes to their character building. This partnership also contributes to our mission,

COUNCIL MEMBERS
DOROTHY L. GOOSBY
BRUCE A. BLAKEMAN
ANTHONY P. D'ESPOSITO
DENNIS DUNNE, SR.
THOMAS E. MUSCARELLA

KATE MURRAY
TOWN CLERK

JEANINE C. DRISCOLL
RECEIVER OF TAXES

ERIC C. MALLETTE
COMMISSIONER

TOWN OF HEMPSTEAD
DEPARTMENT
OF

OCCUPATIONAL RESOURCES

50 CLINTON STREET, HEMPSTEAD, NY 11550-4201
(516) 485-5000 FAX# (516) 485-5009



DONALD X. CLAVIN, JR.
SUPERVISOR



at the Department of Occupational Resources
Eric C. Mallette, Commissioner/WDB Director

HEMPSTEAD EXECUTIVE PLAZA, SUITE 400
50 CLINTON STREET, HEMPSTEAD, NY 11550-4201
Phone: (516) 485-5000 • FAX: (516) 485-5009
www.hempsteadworks.com

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