

**Town of Hempstead/City of Long Beach**  
**Local Workforce Development Board (LWDB)**  
**Feedback in Response to**  
**HempsteadWorks One-Stop Operator**  
**Annual Report for Program Year 2018**  
**(July 1, 2018 through June 30, 2019)**

**Section I: Background**

The HempsteadWorks One-Stop System Operator has submitted its **Annual Report for Program Year 2018** to the Local Workforce Development Board (LWDB) in accordance with the **Local Plan**. The LWDB is providing this document in response to the Operator's Report to identify positive and negative trends, issues of concern and continuous improvement actions that the Operator must undertake. In addition to the Operator Report, our feedback and instructions are based upon data obtained from the following sources:

1. **New York State Department of Labor (NYSDOL) Primary Indicators of Performance Report Program Year 2018 (PY'18) Quarter 4;**
2. **New York State Department of Labor (NYSDOL) One-Stop Operating System (OSOS) Query Report;**
3. **HempsteadWorks Quality Assurance Program (HWQAP) Reports**

**Section II: Summary**

In general, the report indicates outstanding performance by the HempsteadWorks One-Stop Operator in terms of the Primary Indicators of Performance, employment, customer satisfaction, return-on-investment, and organizational results. Opportunities for continuous improvement are identified under "**Section III: Actions**" below.

**Section III: Issues/Actions**

**Issue: Workforce Innovation and Opportunity Act (WIOA) Primary Indicators of Performance**

The WIOA Primary Indicators of Performance are listed below:

- Employment Rate 2nd Quarter After Exit
- Employment Rate 4th Quarter After Exit
- Median Earnings 2nd Quarter After Exit
- Credential Attainment 4th Quarter After Exit
- Measurable Skill Gains
- Repeat Business Customers
- Business Penetration Rate

Below is the WIOA Primary Indicators of Performance Report for Program Year 2018:

<b>Performance Indicator</b>	<b>Program Year 2018 Outcomes</b>	<b>Program Year 2018 Goal</b>	<b>Percent of Goal</b>	<b>Achieved 80% of Goal or More</b>	<b>Achieved 100% of Goal or More</b>
Adult Employment Rate 2nd Quarter After Exit	56.8%	67.6%	84%	Yes	No
Dislocated Worker Employment Rate 2nd Quarter After Exit	61.0%	66.0%	92.4%	Yes	No
Youth Employment, Education, Training, Placement Rate 2nd Quarter After Exit	73.8%	72.0%	102.5%	Yes	Yes
Adult Median Earnings 2nd Quarter After Exit	\$5,211	\$5,200	100.2%	Yes	Yes
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$8,674	\$6,400	135.5%	Yes	Yes
Youth Median Earnings 2nd Quarter After Exit	\$3,594	Baseline*	Baseline	N/A	N/A
Adult Employment Rate 4th Quarter After Exit	57.4%	67.0%	85.6%	Yes	No
Dislocated Worker Employment Rate 4th Quarter After Exit	65.2%	66.0%	98.7%	Yes	No
Youth Employment, Education, Training, Placement Rate 4th Quarter After Exit	72.8%	62.0%	117.5%	Yes	Yes
Adult Credential Attainment 4th Quarter After Exit	36.2%	Baseline*	Baseline*	N/A	N/A
Dislocated Worker Credential Attainment 4th Quarter After Exit	43.3%	Baseline*	Baseline*	N/A	N/A
Credential Attainment 4th Quarter After Exit	75.0%	Baseline*		N/A	N/A

\*Outcome was reported, but the indicator goal has not yet been established by NYSDOL.

**Action:**

The Operator should attempt to improve upon all outcomes and analyze the actual outcomes, when they are made available by NYSDOL, to be prepared to align its performance with the Program Year 2018 goals, once they are established. Particular attention should be paid to the following indicators that have are below the 100% goal, based upon the outcomes described:

- Adult Employment Rate 2<sup>nd</sup> Quarter After Exit
- Dislocated Worker Employment Rate 2<sup>nd</sup> Quarter After Exit
- Adult Employment Rate 4<sup>th</sup> Quarter After Exit
- Dislocated Worker Employment Rate 4<sup>th</sup> Quarter After Exit

In the Program Year 2017 feedback report, attention was suggested to be paid to the Youth Employment, Education, Training, Placement Rate 4<sup>th</sup> Quarter After Exit indicator because the outcome was 0.50% under the goal percentage. In Program Year 2018, this indicator has improved from 61.5% to 72.8%, which is above the 100% goal. The Credential Attainment 4<sup>th</sup> Quarter After Exit for Adults and Dislocated Workers indicators also increased significantly in Program Year 2018.