

**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 2017**  
**(July 1, 2017 through June, 30, 2018)**

**Section I: Background**

The HempsteadWorks One-Stop System Operator has submitted its **Annual Report for Program Year 2017** 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 2017 (PY'17) 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, Action" 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

In an e-mail message, dated November 19, 2018, the New York State Department of Labor (NYSDOL) Division of Employment and Workforce Solutions (DEWS) disseminated the following information to the local workforce development areas throughout New York State:

*“As discussed at the WDB meeting held on Thursday, November 15, 2018, attached is the Program Year (PY) 17 Quarter (Q) 4 Primary Indicators of Performance report for Local Workforce Development Areas (LWDA). When reviewing this report, please keep the following items in mind:*

- 1. This is the first quarterly report developed for the Primary Indicators of Performance. Going forward, NYSDOL will be providing these reports on a quarterly basis. PY 18 Q 1 reports should be available in early December.*
- 2. The date ranges listed in the report for each measure differ depending on the lag in time between exit date and reporting quarter.*
- 3. During PY 17, there were no goals established for LWDAs on these measures. In their place, NYSDOL has included local goals for PY 18. This is being provided for informational purposes only to give LWDAs an indication of how their PY 17 actual outcomes compare to their PY 18 goals. Going forward, quarterly performance reports will include local goals for each measure for the corresponding PY. Additionally, the report will include a comparison of actual performance to local goal to show how the LWDA is performing compared to their goal.*
- 4. A complete list of established LWDA goals for the Primary Indicators of Performance for PY 18 and 19 is now available on the NYSDOL website at <https://labor.ny.gov/workforcenypartners/wioa/wioa-performance.shtml> under the “Proposed and Negotiated Goals” heading.*
- 5. While local goals have been established, LWDAs are not yet being held to any standard. Therefore, there is no Satisfactory/Unsatisfactory performance for PY 18 and 19.*
- 6. Per [Technical Advisory 18-6.2](#), satisfactory performance for an LWDA on a measure is achieving 80% of the negotiated goal. For example, if the local goal is 60% for Employment Rate 2<sup>nd</sup> Quarter After Exit, the LWDA would be considered to be performing satisfactorily if they achieve actual performance of 48%, which is 80% of the goal.*
- 7. The Credential Attainment Measures for PY 18 and 19 for all programs are being considered Baseline measures for LWDAs. Note that these measures are not baseline at the State level, and NYSDOL has negotiated goals for the Adult, Dislocated Worker, and Youth programs of 45%, 45%, and 62% respectively.”*

The NYSDOL Primary Indicators of Performance Report compares Program Year 2017 outcomes to Program Year 2018 goals. Although the outcomes and goals are not aligned by program year, they are useful in an academic context for evaluation purposes. Taking this academic context into consideration, the outcomes versus goals are summarized in the table below:

<b>Performance Indicator</b>	<b>Program Year 2017 Outcomes</b>	<b>Program Year 2018 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	67.7%	67.6%	Yes	No
Dislocated Worker Employment Rate 2nd Quarter After Exit	65.2%	66.0%	Yes	Yes
Youth Employment, Education, Training, Placement Rate 2nd Quarter After Exit	81.6%	72.0%	Yes	Yes
Adult Median Earnings 2nd Quarter After Exit	\$6,485	\$5,200	Yes	Yes
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$7,964	\$6,400	Yes	Yes
Youth Median Earnings 2nd Quarter After Exit	\$3,617	Baseline*	N/A	N/A
Adult Employment Rate 4th Quarter After Exit	70.0%	67.0%	Yes	Yes
Dislocated Worker Employment Rate 4th Quarter After Exit	68.0%	66.0%	Yes	Yes
Youth Employment, Education, Training, Placement Rate 4th Quarter After Exit	61.5%	62.0%	Yes	No
Adult Credential Attainment 4th Quarter After Exit	12.4%	Baseline*	N/A	N/A
Dislocated Worker Credential Attainment 4th Quarter After Exit	11.7%	Baseline*	N/A	N/A
Credential Attainment 4th Quarter After Exit	90%	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, based upon the outcomes described:

- Adult Employment Rate 2nd Quarter After Exit because the outcome was 0.10% below the goal percentage;
- Youth Employment, Education, Training, Placement Rate 4th Quarter After Exit Indicator because the outcome was 0.50% under the goal percentage.