Oyster Bay-North Hempstead-Glen Cove Workforce Investment Area

Local Plan

July 1, 2013 - June 30, 2014

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Attachment C: Signature of Local Board Chair

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# Labor Market Overview

*WIA §118 (b) The local plan shall include - (1) an identification of—*

*(A) the workforce investment needs of businesses, jobseekers, and workers in the local area;*

*(B) the current and projected employment opportunities in the local area; and*

*(C) the job skills necessary to obtain such employment opportunities;*

1. Based on consultation with NYSDOL’s Labor Market Analyst, and a review of your Regional Economic Development Council’s (REDC) Five-Year Strategic Plan, describe the current and projected employment opportunities in your local area and region. Provide a priority ranked list of the local area’s demand occupations for PY 2013 that includes SOC codes and job titles.

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| Current and projected employment opportunities in Nassau and Suffolk Counties are showing improvement, with private employment reaching record levels in 2013. Long Island has made great headway regaining jobs lost during the great recession. By sector, four of nine have regained all the jobs lost in the recession - professional and business services, education and health services, leisure and hospitality, and other services. Over the first three months of this year, Long Island has also had the fastest year-over-year growth in private sector jobs in New York State, growing by 2.3 percent.  According to New York State Department of Labor long-term industry employment projections (2010-2020), health care and social assistance, professional and business services, retail and wholesale trade, accommodation and food services, other services, and construction are expected to add the most jobs.  Long Island's Regional Economic Development Council has placed an emphasis on developing a STEM (Science, Technology, Engineering and Mathematics) workforce as well as investing in advanced manufacturing industries, including pharmaceutical manufacturing.  A list of current and projected employment opportunities may be found online on the New York State Department of Labor website, listed under the Workforce Professionals pages, under Labor Market Information (http://www.labor.ny.gov/workforcenypartners/lwia/local-plan-overview.shtm). Demand occupations are classified according to priority level, with 1 being the highest, and 3 being the lowest. |

1. Explain how your demand list was shaped. Describe the data source(s) used to develop/support your demand list.

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| The demand list was developed by the Labor Market Analyst, based on the New York State Department of Labor Labor long term occupational projections for the Long Island Region, and upon the plans of the Long Island Regional Economic Development Council. The WIB has revised the list to omit occupations listed under the Education sector. This sector is not a priority of the WIB in the short-term, given the current employment situation in local school districts, which includes widespread layoffs. |

1. Identify the job skills/credentials for the occupations that are highest in demand, including those identified as priorities by your REDC. Describe the education and training resources that exist in your area/region to assist individuals to obtain these skills. Training options such as on-the-job training, ITAs, customized training and contracted training should be discussed where relevant.

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| The local area has identified sample technologies used in occupational areas; as well as training programs/certifications for demand occupation/skills areas. Listed training programs are available for funding through WIA Individual Training Accounts (ITAs), except as noted.  HEALTH CARE AND SOCIAL SERVICES  Sample Technologies Used:  Database User Interface and Query Software (IDX Systems; Healthprolink MedAtlas; Pharmaceutical Care Network software). Used by Pharmacists, Registered Nurses, Medical and Clinical Laboratory Technologists, Radiologic Technologists and Technicians, Pharmacy Technicians, Home Health Aides, Nursing Aides, Orderlies and Attendants.  Medical Software (ChartWare; Teleradiology systems; Epic; Misys Healthcare Systems; QuadraMed Affinity Healthcare Info System; Siemens SIENET Sky; Casamba Smart; Lexrotech LxPediatric; Rehab Documentation ReDoc Suite; Advantage Software Phys. Therapy Advantage; ; Centricity Business; Clinicient Insight; Hands On Technology TheraWriter.PT; Avvaz Innovations Interactive Voice Analysis System IVANS; Bungalow Software Aphasia Tutor; KayPENTAX Multi-Speech; Henry Schein Dentrix software; Digital Imaging Communications in Medicine DICOM; Virtual reality computed tomography CT imaging software). Used by Pharmacists, Physician Assistants, Registered Nurses, Occupational Therapists, Physical Therapists, Speech-language pathologists, Medical and Cinical Laboratory Technologists, Dental Hygienists, Radiologic Technologists and Technicians, Emergency Medical Technicians and Paramedics, Pharmacy Technicians, Home Health Aides, Nursing Aides, Orderlies and Attendants, Physical Therapists Aides, Dental Assistants, Medical Assistants  Training Programs/Certifications  Home Health Aides - Requires High School Diploma. Home Health Care Aide and Personal Care Aide training is available through LWIA area Home Health Care employers including, but are not limited to: Aides at Home, Inc., Attentive Care, Inc., Bestcare Inc., New York Nursing Care Inc., Recco Home Healthcare, Utopia Home Care Inc., Long Island Care at Home Ltd. (not available through ITAs.)  Registered Nurses - Nursing RN Program, Nassau Community College; BS Nursing, Farmingdale State College; AS Nursing, Farmingdale State College; School Nurse Training Program, Molloy College, Pediatric Nursing Series, Molloy College; NCLEX State Board Review, Molloy College; RN Refresher Program, Molloy College; Updated Nursing Skills Workshop Series, Molloy College; Nursing Professional Skills Training, Molloy College; Nurse Practioner Refresher Course, Molloy College.  Nursing Aides, Orderlies and Attendants - Certified Nurse Assistant, LIEOC (Long Island Equal Opportunity Center); Certified Nursing Assistant, Nassau BOCES; Nursing Assistant, Access Careers.  Licensed Practical and Licensed Vocational Nurses - LPN Program, Nassau Community College, LPN Program, Farmingdale State College (program is also provided through VEEB, but is not provided through ITAs)  Physicians & Surgeons - Requires M.D or D.O. Degree (not available through ITA)  Medical Assistants - Medical Administrative Assistant, Molloy College; Medical Assistant, Access Careers; Administrative Medical Assistant, Hunter Business School, Medical Assistant, Hunter Business School; Medical Assistant, Nassau BOCES; Electrocardiograph (EKG) Technician, Molloy College, Nassau BOCES; Phlebotomy, Hunter Business School, Molloy College, Nassau BOCES.  Dental Assistants - Dental Assisting, Nassau BOCES  Pharmacy Technicians- Pharmacy Technician, Access Careers; Pharmacy Technician, LIEOC; Pharmacy Technician, Nassau BOCES  Social and Human Service Assistants - Requires high school and short-term on the job training (not available)  Physical Therapists - Requires Doctoral Degree and Physical Therapy and State License (not available through ITAs) Related courses include Physical Therapy Assistant, Nassau Community College  Pharmacists - Requires Doctor of Pharmacy Degree (not available through ITAs)  Medical and Health Services Managers - various courses through area colleges  Dental Hygienists - Associates Degree in Dental Hygiene, Farmingdale State College. Related courses include Dental Assisting, Nassau Community College  Child, Family and School Social Workers - various courses through area colleges  Clinical, Counseling and School Psychologists - Requires Doctor of Psychology Degree (not available)  Speech-Language Pathologists - Requires Masters Degree. Bachelors Degree and Masters Degree programs available in Speech Language Hearing Sciences at Hofstra University. (ITA may be issued if limited courses are required to complete degree.)  Dentists, General - Requires D.D. S. Degree (not available through ITAs)  Physician Assistants - Physician Assistant Bachelors and Masters Degree Programs, Hofstra University. (ITA may be issued if limited courses are needed to complete degree.)  Radiologic Technologists and Technicians - Radiation Therapy Technology, Nassau Community College; Radiologic Technology, Nassau Community College  Healthcare Social Workers - Requires Masters Degree and License (not available through ITAs)  Medical and Clinical Laboratory Technologists - Medical Laboratory Technology, Nassau Community College; Medical Laboratory Technology, Farmingdale State College  Medical Records and Health Information Technicians - Medical Billing Specialist, Hunter Business School; Certified Coding Specialist, Molloy College; Health Care Billing/Hospital Billing, Molloy College; Medical Administrative Assistant, Molloy College; Medical Coding and Billing Specialist Certificate, Nassau BOCES; Medical Billing Clerk, Access Careers; Office Technology-Medical Certificate, Nassau Community College; Health Care Information Technology, Hofstra University; Medical Office Billing Certificate, LIU-CW Post; CompTIA Healthcare IT Technician, NetCom Learning; Introduction to the Management of Healthcare Information Technology, Molloy College.  Medical Scientists, Except Epidemiologists - Requires Doctors Degree (not available through ITAs)  Medical Secretaries - Medical Office Administration, Hunter Business School; Medical Office Administration, Access Careers.  Mental Health and Substance Abuse Social Workers - Requires Masters Degree and License (not available) Related courses include Addiction Studies Certificate (CASAC), Molloy College; Health Sciences and Human Services Degrees, Hofstra University (ITA may be issued if limited courses are needed to complete program)  Social Workers, all other - Requires Masters Degree and License (not available through ITA)  PROFESSIONAL AND BUSINESS SERVICES/STEM  Sample Technologies used:  Administration software (Cisco Systems CiscoWorks; HP Network Node Manager; SolarWinds). Used by Network & Computer Systems Administrators  Authentication server software (Akoura SmartToken; IBM TIM; RADIUS). Used by Information security analysts  Backup or archival software (Acronis Recovery Expert; BMC Software Control-M; Legato NetWorker; Oracle Data Guard; Disaster recovery software; MS Volume Shadow Copy Service; Symantec LiveState). Used by Database administrators, Computer support specialists  Compiler & decompiler software (Command interpreters; Just-in-time compiler; Stage compiler; Threaded code compiler. Used by Computer programmers  Configuration management software (HyperSpace; IBM Rational ClearCase; InstallShield; Wise Solutions). Used by Computer systems analysts, Network & computer systems administrators, Computer support specialists  Database management system software (Microsoft SQL Server; PL/SQL; CA-IDMS; Oracle DBMS; Quest Central; Sybase Replication Server). Used by Computer Programmers, Software Applications Developers, Systems Software Developers, Database Administrators  Database user interface and query software (dBASE Plus; IEA Software Emerald; Microsoft Access; SQL; Ipro; Lucid IQ; SAM). Used by Computer Programmers, Computer Support Specialists  Desktop communications software (CrossTec NetOp Remote Control; Stac Software ReachOut; Symantec pcAnywhere). Used by Computer Support Specialists  Development environment software (ABAP; C; IBM Rational Rose XDE Developer; Microsoft Visual Basic; Tier generator; Xerces2 Java Parser; XML Path Language XPATH). Used by Computer Systems Analysts, Computer Programmers, Software Applications Developers, Systems Software Developers  Enterprise application integration software (Oracle Fusion Middleware; SAP Netweaver BW; WebFOCUS). Used by Computer Systems Analysts  Metadata management software (Data mapping software; Data modeling software; IBM Rational Data Architect; Visual Paradigm DB Visual ARCHITECT). Used by Database Administrators.  Network monitoring software (Dartware InterMapper; Ethereal; Quest Foglight; Cisco Systems CiscoWorks; HP OpenView; Quest BigBrother; Sun Microsystems NetManage). Used by Network and Computer Systems Administrators, Information Security Analysts.  Network security or virtual private network VPN management software (IPS software; OpenService Open NerveCenter; Security incident management software). Used by Network and Computer Systems Administrators, Information Security Analysts  Object or component oriented development software (C++; DCOM; Python; Rapide; Greatis Object Inspector; PowerSoft PowerBuilder; CSLA; DOM Scripting; Simple API for XML SAX; Microsoft Visual C#.NET; Perl; Sybase PowerBuilder). Used by Computer Systems Analysts, Computer Programmers, Software Applications Developers, Systems Software Developers, Database Administrators.  Operating systems software (Microsoft Windows; Unix; VxWorks; Win CE; DOS shell script). Used by Systems Software Developers, Database Administrators, Computer Support Specialists.  Program testing software (IBM Rational PurifyPlus; Mercury Interactive LoadRunner). Used by Computer Systems Analysts, Software Applications Developers, Systems Software Developers. Used by Computer Systems Analysts, Software Applications Developers, Systems Software Develpers.  Transaction security and virus protection software (Encryption software; Honeypot; Ping Identity software; Root kit detection software; SSP). Used by Network and Computer Systems Administrators, Information Security Analysts  Web platform development software (Allaire ColdFusion; HTML; PHP; JavaScript; Microsoft Visual C#; XSLT). used by Computer Systems Analysts, Computer Programmers, Software Application Developers.  Analytical or scientific software (Hydraulic modeling software; Trimble Geomatics Office; HP Semiconductor Parameter Analyzer; Synopsis PrimeTime; Tektronix EZ-TEST; MATLAB; Dataxiom StatMost; ETA Dynaform; Windward Technologies GRG2; Workcell simulation software; MAYA Nastran; Sigmetrix CETOL 6 Sigma; Cadence PSpice; ModelSim; Root cause analysis software) Used by Civil Engineers, Electrical Engineers, Industrial Engineers, Mechanical Engineers, Engineering Technicians.  Computed aided design CAD software (Autodesk AutoCAD; Bemtley MicroStation; Eagle Point Site Design; STAAD.Pro; Cadence Encounter Test; IGESworks; SolidWorks CAD software; UGS I-DEAS; Zeemax) Used by Civil Engineers, Electrical Engineers, Industrial Engineers, Mechanical Engineers, Engineering Technicians.  Computer aided manufacturing CAM software (Rapid prototyping software) Used by Mechanical Engineers. Used by Electrical Engineers, Industrial Engineers, Mechanical Engineers, Engineering Technicians.  Development environment software (C; PLC; VHSIC VHDL; Microsoft Visual Basic; VBScript; Microsoft Visual Studio; LabVIEW; Ladder Logic; Rockwell Software) Used by Civil Engineers, Electrical Engineers, Industrial Engineers, Mechanical Engineers, Engineering Technicians.  Industrial control software (PanelView; CNC software; HMI software; Nupro CastView) Used by Industrial Engineers.  Map creation software (ESRI ArcView; GIS; Intergraph MGE) Used by Civil Engineers.  Object or component oriented development software (C++; JHDL; Python; Java; G-code) Used by Electrical Engineers and Mechanical Engineers.  Operating system software (Microsoft Windows Serve; Unix) Used by Electrical Engineers.  Project management software (Microsoft Project; PROGEN; Yield management systems) Used by Civil Engineers and Industrial Engineers.  Spreadsheet software. Used by Civil Engineers and Engineering Technicians.  Training Programs/Certifications  Accountants and Auditors - Computerized Accounting Certificate, Hunter Business School; Accounting Pro-Pack, Access Careers; CPA Excel Review, Hofstra University; Certified Financial Planner, Hofstra University; individual courses, QuickBooks, Excel (various schools)  Network Systems and Data Communication Analysts - CCNA and CISCO Certification, NetCom Learning; Network+ Certification, NetCom Learning (also other industry certifications - Microsoft, Linux, ITIL, CompTIA, Oracle, CISSP, CITRIX, Check Point); Networking Specialist, Access Careers; Network +, Access Careers  Automotive Service Technicians and Mechanics - Auto Mechanics I, II, III, IV, Nassau BOCES; Basic Car Stereo and Electronic Installations, Nassau BOCES  Securities, Commodities and Financial Services Sales Agents - Requires Bachelors Degree, MBA preferable (not available through ITAs)  Computer Support Specialists - A+ Technician, Access Careers; A+ and Network + Certification, NetCom Learning  Computer Programmers - Web Design and Development Certificate, Hofstra University; Object-Oriented Programming Certificate, Hofstra University, Database Design and Development Certificate, Hofstra University; Programming Specialist, Access Careers; .Net, Access Careers, Introduction to Oracle, Access Careers; Oracle Database Administration, Access Careers; UNIX, Access Careers; Java/SCIP Boot Camp, NetCom Learning; Microsoft Dynamics, NetCom Learning; Programming in C#, NetCom Learning; Programming in HTML with Javascript and CSS3.  Biological Technicians - Requires Bachelors Degree in Biology and Laboratory Experience (not available through ITAs)  Computer Systems Analysts - Requires Bachelors Degree in Computer Science (not available) Related courses are available at Hofstra University, NetCom Learning and other schools.  Heating, Air Conditioning Mechanics & Installers - HVAC/R, Electrical Training Center; Basic Designing and Installing Solar Photovoltaic System, Electrical Training Center; Basic Design and Installation of Solar Phtovoltaic Systems, New York Institute of Technology; Gas Burner, Nassau BOCES; Oil Burner, Nassau BOCES; Refrigeration & Air Conditioning, Nassau BOCES.  Personal Financial Advisors - Certified Financial Planner, Hofstra University; Financial Planning, Molloy College; Financial Planning Certificate, C.W Post  Automotive Body and Related Repairers - Auto Collision I, II, Nassau BOCES  Civil Engineers - Engineering Degree (not available through ITAs) Related courses include Professional Development for Engineers-(Certificate Programs), New York Institute of Technology  Life, Physical, and Social Science Technicians, Other - Many employers prefer applicants who have at least 2 years of specialized training or an associate's degree in applied science or science-related technology. Because employers' preferences vary, however, some science technicians have a bachelor's degree in chemistry, biology, or forensic science or have taken several science and math courses at 4-year colleges. Various courses are available at area colleges.  Computer and Information Systems Managers - Bachelors Degree in Computer Science (not available through ITA) Related courses are available at Hofstra University and NetCom Learning.  Computer Software Engineers, Applications - Microsoft Certified Systems Engineer (MCSE), Access Careers; MCSE, NetCom Learning.  ACCOMMODATION AND FOOD SERVICES  Waiters and Waitresses - Requires on the job training (not available in this occupation)  Combined Food Preparation and Serving Workers - Professional Cooking with Internship, Star Career Academy; Commercial Cooking with Internship, Star Career Academy; Food Service (Intensive Support), Nassau BOCES; Culinary Institute Program, Nassau BOCES (programs include preparation for the ServeSafe and Nassau County Board of Health examinations); Introduction to Commercial Cooking and Baking Certificate, Nassau BOCES.  Food Preparation Workers - see above  Cooks, Restaurant - see above  Maids and Housekeeping Cleaners - Industrial Housekeeping (Intensive Support), Nassau BOCES  Dining Room and Cafeteria Attendants and Bartending Help - Requires on the job training (not available in this occupation)  Hosts and Hostesses, Restaurant, Lounge, Coffee Shop - Requires on the job training (not available)  Cooks, Fast Food - (see Combined Food Preparation and Serving Workers, above)  First-Line Supervisors of Food Preparation and Serving Workers - see Combined Food Preparation and Serving Workers, above  Cooks, Institution and Cafeteria - see Combined Food Preparation and Serving Workers, above  Food Servers, Nonrestaurant - Food Services (Intensive Support), Nassau BOCES  Food Service Managers - Food Service Adminstration, Nassau Community College; Food Service Technogy, Nassau Community College |

1. Describe any regional or sector-based training initiatives in which your local area is involved or is planning to be involved during PY 2013. Explain how these initiatives align with the demand occupations on your list.

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| As described in the Long Island LWIB Regional Plan, the strategy of the region will be to construct the Workforce Innovation Network (WIN), a broad-based partnership including the 3 Long Island WIBs, Suffolk Community College, New York Institute of Technology, Farmingdale State College, Stony Brook University, Long Island Forum for Technology, Winthrop University Hospital, North Shore-LIJ Health System, and Brookhaven Lab. The project will assist in the transformation of the Long Island economy through a dual strategy of worker skill training and entrepreneurial development, and seek to provide increased opportunities for youth and adult job seekers to gain qualifications for STEM-related jobs.  The LWIBs will also continue to coordinate sectoral initiatives with local education and training institutions. For example, for the sector of Green Technologies, the LWIBs are coordinating activities with Farmingdale State College, which has a Renewable Energy and Sustainability Center. The College recently presented its annual International Energy and Sustainability Conference. In addition, New York Institute of Technology places a major emphasis on teaching sustainabilty. They also hold an annual Energy conference, and they operate a Center for Metropolitan Sustainability. Green academic programs are conducted at both schools under LWIB-funded contracts. including courses such as Sustainable Building Advisor Certificate and Green Facilities Management. |

# Performance

*WIA §118 (b) The local plan shall include - (3) a description of the local levels of performance negotiated with the Governor and chief elected official pursuant to section 136(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system, in the local area;*

Information and documentation produced through the yearly Performance Indicator Negotiation Process will become part of this plan. No additional information is required.

# Planned Services and Expenditures

## Adult and Dislocated Workers

*WIA §118 (b) The local plan shall include - (2) a description of the one-stop delivery system to be established or designated in the local area, including—*

1. *a description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants;*

*WIA §118 (b) The local plan shall include - (4) a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area;*

Please complete the charts entitled “PY 2012 Training” and “PY 2013 Training Projection” located in the Budget spreadsheet (Attachment I). In addition, if you procure service providers to provide Adult and Dislocated Worker or Business services, complete the Adult/Dislocated Worker and Business Services worksheets in the Service Provider spreadsheet (Attachment J).

1. Briefly describe the type and availability of Adult and Dislocated Worker services in your area.

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| The following is a list of core, intensive and training services available to Adult and Dislocated Workers in the local area. Individual options and levels of service for each job seeker are based upon Initial Assessment (triage), Comprehensive Assessment and the Individual Employment Plan.  CORE SERVICES  - Orientation  The purpose of the Orientation is to describe and show the full range of services available at the Hicksville and Massapequa Career Centers so that each person will make appropriate choices. Information is also provided on services available through partner agencies of the One-Stop System, as well as community resources and other services (health insurance, food stamps, child care, etc.) The orientation includes information on Equal Opportunity and Grievance complaint procedures.  - Initial Assessment  This key Core Service is conducted at a meeting with a Workforce Specialist following the orientation. It includes an evaluation of the customer's knowledge, skills and abilities to support their employment goal and to identify supportive service needs, based on analysis of information gathered from the customer through the registration form, resume and an interview. The initial assessment provides information for the development of a next step service plan. In accordance with NYS Department of Labor guidelines, customers are classified according to the level of service they need: Job Search Ready Services (JSRS) or Career Development Services (CDS). Job Search Ready Services are provided to customers who possess the following: an occupational goal with a favorable labor market outlook; the occupational knowledge, skills and abilities required for the occupational goals; and do not have barriers that prevent obtaining and retaining employment. Included under the heading of JSRS are core services such as Resume Preparation and/or Interviewing Preparation. Career Development Services are provided to customers who do not possess an occupational goal; and/or do not possess the requisite knowledge, skills and abilities to readily find work related to their occupational goal; and/or have barriers to employment; or who have indicated an interest in training.  - Use of the Resource Room  Resource rooms at the Hicksville and Massapequa Career Centers are equipped with computers with internet access, a variety of software (including resume-writing programs), photocopying and faxing services, telephone banks and a career library, as well as job search and labor market information.  - Resume Development  Workforce Specialists assist customers to write and design a resume that gets results. Customers will be shown how to tailor their resumes for firms that use resume scanning software. The SMART 2010 Resume Tool and program helps match Adult and Dislocated Worker customers to job openings.  - Job Search Resources and Job Placement Assistance  Employers throughout our region list diverse job openings with the NYS Department of Labor as well as with the Workforce Partnership Career Centers, and employers are encouraged to use our facilities to conduct on-site interviews. Workforce Specialists assist customers in a directed job search.  - Tutorials  A broad array of tutorials are available, including Word, Excel, PowerPoint, Access, Outlook, QuickBooks and a typing tutor  - Assessment Tests  Assessment tests are available through Kenexa Prove It!, which is an Internet-based skills assessment program that provides over 1,200 tests for clerical, software, industrial, healthcare, financial and technical job classifications.  - Provision of Information  Information is available to customers (job seekers and employers) in such areas as: the labor market and economic development, unemployment insurance, job training and employment assistance programs, education programs, civil service announcements, program performance and costs, availability of supportive services in the local area, including child care and transportation.  - Core Workshops  Through Core workshops, customers are able to explore many job search topics in a group setting. Workshops topics include:  resume development and cover letters  preparing a resume for the internet  job search strategies  interviewing techniques  networking  salary negotiations  finances and budgeting  using social media for job search (i.e., LinkedIn, FaceBook)  job search for the older worker  basic computer literacy  INTENSIVE SERVICES  These services are available to adults and dislocated workers who are unemployed, have received at least one core service, are unable to obtain employment through core services, and are determined to be in need of more intensive services to obtain employment, and to adults and dislocated workers who are underemployed, have received at least one core service, and are determined to be in need of intensive services to obtain employment that leads to self-sufficiency. Customers receiving Intensive Services are generally classified as CDS (Career Development Services.)  - Comprehensive Assessments  Comprehensive assessments include diagnostic testing, in-depth interviewing and other assessment tools.  - Development of an Individual Employment Plan  Workforce Specialists work jointly with customers to develop their Individual Employment Plans. Included is information on the customer's occupational goal, the labor market outlook, the customer's knowledge/skills/abilities (using tools such as Job Zone, Prove It!, and O'Net Assessment Tests), barriers to employment, the training justification, and the action plan.  - Counseling and Case Management  Workforce Specialists are available to guide customers through the step-by-step approach to their job search and individual employment plan for entry or re-entry into the workforce.  - Adult Education and Literacy  Classes in English as a Second Language are available in the Hicksville Career Center, or through the network of WIA Title II providers. Adult Basic Education and General Equivalency Diploma Preparation are available through Title II providers.  - Intensive Workshops  Career Exploration  Transferable Skills  Managing Change and Stress  Introduction to Word  Introduction to Excel  Introduction to PowerPoint  TRAINING  These services may be provided to employed, unemployed and underemployed adults and dislocated workers who have met the eligibility requirements for intensive services, have received at least one intensive service, and have been determined to be unable to obtain or retain employment through such services. Any individual approved for training must be classified as CDS (Career Development Services), and must have a completed IEP (Individual Employment Plan.) The individual must have the capabilitity and qualifications to successfully complete the selected training program. All training must be linked to employment opportunities in the local area (see the list of Demand Occupations under Labor Market Overview, above.)  - Classroom Training through Individual Training Accounts (ITAs)  Local workforce area customers who have been identified as being in need of training are required to complete an Application for Training, along with an Occupational Research Form. During this exercise, they investigate the scope of the desired profession, such as typical duties, job mobility, salary range and employment opportunities in the local job market. The customer is also required to contact two employers in the desired field. Completed forms are submitted to the Classroom Training Committee for review. A participant may select any eligible program on the "New York State Eligible Training Providing List" if all other criteria relating to eligibility for training services are met. Training will be selected based on the labor market information, as well as performance and cost data regarding each Training Provider.  - On-the-Job Training (OJT)  Employers who hire OJT participants are reimbursed up to 50% of the individual's training wages during a specified training period. Training is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance on the job. The reimbursement to the employer is based on the extraordinary costs of providing the training and additional supervision related to the training. The training is limited in duration as appropriate to the occupation for which the participant is being trained taking into account the content of the training, the prior work experience of the participant, and the service strategy (Training Plan) of the participant, as appropriate. |

1. Describe the steps the Workforce Investment Board takes to ensure the continuous improvement of Adult and Dislocated Worker services through the system. Describe the information that is reviewed to determine that providers are meeting the employment needs of local businesses and jobseekers.

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| The Workforce Investment Board provides services to eligible job seekers and employers through the Workforce Partnership One-Stop Operator, which represents a Consortium of partner agencies. Continuous improvement of the Workforce Partnership is achieved in a number of ways.  A Leadership Team, including WIB staff and partner agency leadership meets periodically to review and discuss services to customers and how the system may need to be adjusted to accommodate change.  NYSDOL Common Measure Performance Reports and Customer Service Indicator Performance Reports are analyzed, and procedures are adjusted if necessary.  Workforce Partnership Customer Satisfaction reports for Career Center Services and Workshop Services, which include both numerical evaluations and comments, are reviewed to ensure quality services are provided to our customers. This system enables the WIB to eliminate services due to poor evaluations, and expand other services.  Training schools are also evaluated based on participant interview reports and placement information. Underperforming training institutions do not receive referrals from the One-Stop Centers.  WIB representatives attend regional meetings with business associations to ensure that we are providing training to meet their workforce needs. We also meet with the NYSDOL Business Services Team and confer with the Regional Economist to receive information about skill needs of business sectors.  Through attendance at NYATEP (New York Association of Training and Employment Professionals) conferences, the WIB receives information regarding services that may be of value to job seeker customers in their preparation for employment. We also review information from national workforce organizations with regard to creating new services for our customers, and periodically review websites of other WIBs nationally to see what new and additional services they provide to their customers. |

1. Describe any partnerships that the WIB and One-Stop Operators have developed to improve services to customers in the local area or region.

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| The local WIB is a member of the Executive Committee of Connect Long Island, a regional group which has undertaken a number of initiatives designed to achieve a positive economic transformation in our region. Connect Long Island is comprised of representatives from industry, labor, education and other stakeholders, and is coordinated by the Long Island Forum for Technology. Other members of the Executive Committee include the Hempstead-Long Beach WIB, the Suffolk County WIB, the New York State Department of Labor, the New York State Economic Development and the New York State Education Department - Long Island Regional Adult Education Network.  The three Long Island WIBs hold annual regional meetings for the purpose of expanding on the regionally aligned initiatives already in place, and developing efficient and effective strategies that will help leverage public and private funds on a regional basis.  The WIB is also actively involved with the Regional Economic Development Council, and the WIB Director as a member of the Workforce and Education Workgroup.  The WIB also encourages coordination between business and education, and coordinates presentations to staff from vocational training schools, and colleges in regard to new skills training courses developed to meet the needs of local business.  One-Stop Operator staff also attends meetings with the Hauppauge Industrial Association, Long Island Association, local Chambers of Commerce, and the Long Island Business Services Team. |

## Youth

*WIA §118 (b) The local plan shall include - (6) a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities;*

Please complete the Youth worksheet in the Service Provider spreadsheet (Attachment J).

1. Describe the metrics that the WIB uses to determine whether or not a youth provider is successful.

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| The WIB includes planned YOUTH PROGRAM PERFORMANCE BENCHMARKS charts in each of the contracts with youth program provider subrecipients. Charts include, by quarter, carry-in participants, new registrants, total participants, enrollments in activities (employment preparation, GED Training, Certificate Training, ITA Training, basic skills, national work readiness preparation) and goal attainments (employment, post-secondary education, HS Diploma or GED, occupational certificate, ITA certificate, literacy/numeracy gains, military service, and national work readiness credential attainment.) Actual numbers are compared to plan on a quarterly basis, and claims for payments to subrecipients must be accompanied by completed benchmark forms. |

1. How do the Workforce Investment Board and/or Youth Council monitor Youth Program providers?

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| The Workforce Investment Board's monitoring procedures are established in accordance with Workforce Investment Act regulations, federal State and local laws and regulations and the Youth Program Contracts. Procedures are in place for Fiscal Monitoring, Program Monitoring, and Performance Monitoring of youth program sub-recipients.  Fiscal Monitoring includes periodic Desk Reviews, as well as on-site annual financial review. Monitoring is conducted to determine that; program expenditures have been made in accordance with the approved program budget, and within the cost limitations specified in the Act and the regulations; the procurement, receipt and paymenf for goods and services received by sub-recipients complies with laws, regulations, and the provisions of contracts and agreements, and subrecipients have adequate financial management and organizational controls.  Program monitoring is conducted on a yearly basis to determine that: activities are in compliance with the contract and the approved proposal, youth program providers have adequate administrative controls for maintaining records, activities are in compliance with the provisions of the Act, the regulations, maintenance of effort provisions, fraud and abuse regulations, and other applicable laws and regulations, with federal and State nondiscrimination and Equal Opportunity provisions, and to determine the adequacy of participant assessment and service strategies.  Performance Monditoring is conducted on a quarterly basis to determine that program activities are resulting in the achievement of program goals as established within each contract (Benchmark charts), and that programs are resulting in quality services and benefits received by participants. |

1. What steps are in place for addressing unsatisfactory providers?

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| Significant monitoring findings, which must be reported to the Workforce Investment Board and NYSDOL are communicated promptly. A corrective action report is sent to the sub-recipient outlining the areas of non-compliance. The sub-recipient is then instructed to correct the infraction within a 15 day period from the date of notification. If the sub-recipient needs additional time to take corrective action, or believes that the findings were unfounded, an appeal may be made no later than 7 business days from the date of notification. If an appeal does not occur, a monitor will return to the site to check whether or not corrective action was implemented, no later than 21 days from the date of notification. All follow-up information will be recorded and attached to the original monitoring report. If corrective action has been taken, the orginal and follow up reports will be filed. Voluntary compliance agreements will be in writing; address each cited violation, specify the corrective remedial action to be taken within a stated amount of time; and provide asurance that continued violations will not occur. If corrective action has not been taken, this finding will be recorded and brought to the attention of the Fiscal Supervisor. A meeting with the sub-recipients will be scheduled to discuss the feasibility and cooperation of the agency in resolving the problems as well as the consequences if corrective action is not taken. Possible consequences would include the termination of the present contract and/or disallowance of future contracts. A notice of intent to revoke approval would be transmitted. |

1. Do your Youth Program Providers have direct access to the One Stop Operating System (OSOS)?

Yes  No

1. If not, what process is in place to ensure youth activities are entered into OSOS in a timely manner?

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| Sub-recipients are required to provide all information and back-up documentation necessary for OSOS data entry. Included are casenotes (on a monthly basis or as information becomes available), as well as hard copies of all accomplishments (placement, diplomas, certificates, GEDs, etc.) |

1. Describe *what* youth data is shared and *how* it is shared and reviewed with the Workforce Investment Board, Youth Council, and Youth Program Providers. Please address each group specifically.

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| Youth Council  Data shared with the Youth Council includes enrollment numbers, data on coordination with various agencies (for example, ACCES-VR) and educational institutions (i.e., Nassau BOCES and Nassau Community College), numbers participating in various activities (Work Readiness Preparation, GED preparation, Certificate Training, Work Readiness Credential Preparation, Basic Skills Training, Work Experience, etc.,) and attainment of benchmark goals. This data is shared via email, and at Youth Council Meetings. These meetings also include reports from youth program providers on issues, successes and failures, and provide an opportunity for networking.  Workforce Investment Board  The Workforce Investment Board receives summary information on youth program operation (enrollment, performance) at one WIB meeting per year. The WIB also participates in the review process for proposals received in response tot the annual Youth Request for Proposals.  Significant monitoring findings are communicated to the WIB.  Youth Program Providers  Data shared with Youth Program Providers includes information on WIA requirements, common measure and system indicator requirements, information on web-based resources for youth; information on submission of required data to the Division of Employment and Training; information on potential candidates for WIA enrollment (Foster Youth, Youth "counseled out" of Nassau Community College, youth referred by school districts, etc.); data on demand occupations for the local labor market area and available training programs for youth ITAs; data on performance against contract "Benchmark" goals on a quarterly basis. Data is shared with Training Provider staff at periodic meetings, and by email. |

## Staff Information

Consulting with your Wagner-Peyser partners, please complete the charts entitled “PY 2012 FTE Staffing” and “Projected PY 2013 FTE Staffing” located in the attached Budget spreadsheet (Attachment I).

1. Please explain the reasons for any changes between PY2012 and PY2013.

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# Procurement

*WIA §118 (b) The local plan shall include - (9) a description of the competitive process to be used to award the grants and contracts in the local area for activities carried out under this subtitle;*

1. Please describe the competitive bidding process that is used to award grants and contracts in your local area (including how vendors are made aware of opportunities to compete for these funding opportunities and how the process is being documented). Describe the process used for Adults/DW services, administrative services, and Youth services.

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| Services to be contracted out for the Adult and DW programs are limited to certain employability and computer literacy workshops as well as specialized professional counseling, which may not be available through the One-Stop System. In addition, the local area contracts out youth employment and training programs.  Below is a description of the competitive bidding process that is used to award grants and contracts.  WIA services are procured on a yearly or biannual basis through a Request for Proposals (RFP) process. Proposals are sought from public or private entities, as well as individuals with demonstrated effectiveness in the delivery of services to job seekers and/or experienced in the delivery of services to youth. RFPs are published in Newsday, posted on The Workforce Partnership website, and mailed to a list of organizations and individuals that are known to provide these services, as well as other interested parties. Proposals are rated according to published review criteria, including cost effectiveness, past record of successful program outcomes, qualifications of staff, etc.  For workshop and professional services proposals, the review process includes applicant interviews, review of sample workshops, either provided on-site at the Career Centers, or at another location. Proposals are reviewed and rated by the Workforce Investment Board.  For Youth Employment and Training services, the review process includes applicant interviews, and review and rating of proposals by the Youth Council as well as the Workforce Investment Board.  All documents relating to the procurements, including the RFP document, proof of public notice, copies of mailing lists, copies of all proposals, copies of rating sheets, acceptance/rejection letters, are maintained by the local area for a period of 6 years. |

# Waivers

The general statutory and regulatory waiver authority granted to the Secretary of Labor is a continuing authority granted by the Workforce Investment Act at section 189(i)(4), Public Law 105-220, and provides increased flexibility to states and local areas in implementing reforms to the workforce development system in exchange for state and local accountability for results, including improved programmatic outcomes. A list of the current waivers that are in effect for New York can be found in [Workforce Development System Technical Advisory #10.19.1](http://labor.ny.gov/workforcenypartners/ta/TA10-191.pdf).

1. Please suggest future WIA waivers that may be useful to your local area and which you would like NYS to consider requesting (optional).

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# Contracts, MOUs, and Appendices

*WIA §118 (b) The local plan shall include - (2) a description of the one-stop delivery system to be established or designated in the local area, including—*

1. *a copy of each memorandum of understanding described in section 121(c) (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area;*
2. Is each Memorandum of Understanding for the local area up-to-date?

Yes  No

1. If not, when will they be updated?

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*WIA §118 (b) The local plan shall include - (8) an identification of the entity responsible for the disbursal of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i);*

*WIA §118 (b) The local plan shall include - (10) such other information as the Governor may require.*

Please complete all of the required attachments. Hard copies of signature pages must be delivered to NYSDOL per the instructions at the beginning of these guidelines.

If any of the following documents have changed in whole or in part since the submittal of your PY 2012 Local Plan, please email any updated documents with your Local Plan:

|  |  |  |
| --- | --- | --- |
|  | ***Changed?*** | ***Attached?*** |
| Chief Elected Official Agreement | Yes  No | Yes  No |
| Local Board By-Laws | Yes  No | Yes  No |
| One-Stop Operator Agreement(s) | Yes  No | Yes  No |
| Memorandum(s) of Understanding | Yes  No | Yes  No |

ATTACHMENT A:  UNITS OF LOCAL GOVERNMENT

*Where a local area is comprised of multiple counties or jurisdictional areas, provide the names of the individual governmental units and identify the grant recipient.*

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| **Unit of Local Government** | **Grant Recipient** | |
|  | **Yes** | **No** |
| Town of Oyster Bay |  |  |
| Town of North Hempstead |  |  |
| City of Glen Cove |  |  |
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ATTACHMENT B: FISCAL AGENT/GRANT SUBRECIPIENT

*Identify the Fiscal Agent or a Grant Recipient to assist in the administration of grant funds. Provide the names of the agent and/or subrecipient****.***

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| **Entity** | **Fiscal Agent** | |
|  | **Yes** | **No** |
| Town of Oyster Bay, Department of Intergovernmental Affairs |  |  |
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| **Entity** | **Grant Subrecipient** | |
|  | **Yes** | **No** |
| Town of Oyster Bay, Department of Intergovernmental Affairs |  |  |
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