

The Workforce Development Board Inc. of Oswego County



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July 1, 2017 – June 30, 2018

Annual Report



The mission of the Workforce Development Board of Oswego County is to attract, develop and maintain a qualified workforce for the Oswego County community, to assist in economic development by convening community leaders to engage in strategic planning and facilitating dialogue to educate and train the workforce needed by today's and tomorrow's businesses.

A Message from our Chair – Edward A. Mervine



This year, the Workforce Development Board of Oswego County continued to fulfill its mission of developing a qualified workforce to serve the hiring needs of area businesses. Understanding that part of its mission is to identify available funding to support training needs and the vitality of its career center, the board and its staff, along with One-Stop Career Center staff, developed the “Skill-Up Oswego County 2.0” initiative, a grant proposal to further its mission.

Through the support of the Richard S. Shineman Foundation and the Oswego County Legislature, the board was awarded funding that will allow the Oswego County One-Stop Career Center to provide a vibrant new website, improved marketing of its services and a host of training opportunities, including “soft skills” workshops. This training will cover topics, such as teamwork, communication, time management, problem solving, and others. The One-Stop career center will also continue to offer free online career preparation to eligible individuals through its Metrix Online Learning system.

Integral to the success of the “Skill Up” initiative were the partnerships developed between the board, career center staff, businesses, training providers, county government and grant sources. The Workforce Development Board of Oswego County promises to continue its work to build and maintain these partnerships. This investment of time, leadership and financial resources reflects a commitment to the advancement of Oswego County residents’ quality of life and economic achievement.

Our robust and active board, its staff and its various partners can be proud of what they have accomplished. The “Skill Up” initiative will result in enhanced public visibility of career center services, as well as provide additional tools for job seekers to build the skills to successfully enter the workforce or advance in their current career.

A Message from our Executive Director – Chena Tucker



On behalf of the Oswego County Workforce Development Board, I am pleased to present our Annual Report for the July 1, 2017 – June 30, 2018 Program Year. I want to begin by personally thanking the Executive Committee, our board members, the WDB staff and the One-Stop Center staff for continuing the dedication and stewardship necessary to ensure that our organization meets the many commitments associated with the vital work they do.

The 2017 - 2018 Program Year has been full of positive change and progress. We are proud to have begun implementation of our new “Skill-Up Oswego County 2.0” initiative, which incorporates research data from a recent workforce needs assessment, conducted by the SUNY Oswego MBA department, as well as capstone projects completed by SUNY Oswego public relations students.

“Skill-Up Oswego County 2.0” is a workforce development initiative and public relations campaign to address the workforce development needs of Oswego County residents and local businesses. A \$67,000 investment will be used to implement a comprehensive marketing plan that includes a newly designed website, digital signage and a public relations campaign. Also included will be the delivery of “soft skills” training at the Fulton One-Stop Center and the affiliate site, located at the Department of Social Services location in Mexico.

These two strategies are designed to enhance and support the local workforce system and the services available to the public. The Workforce Development Board of Oswego County secured a grant from the Richard S. Shineman Foundation, that included a \$25,000 match from the Oswego County Legislature, to launch this important initiative.

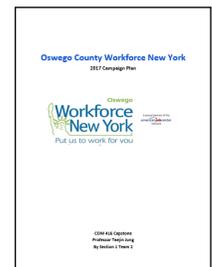
The “Skill-Up Oswego County 2.0” initiative is a powerful example of how the Workforce Development Board of Oswego County and its community partners continue to make certain that our local workforce is trained and engaged in local industry sectors. The WDB and its staff work with a wide range of partners, from social services organizations and education and training providers to chambers, economic development and industry groups, and state and federal agencies. By facilitating collaboration among these organizations, the Workforce Development Board staff maximizes the value of the workforce delivery system to employers, its partners and job seekers.

Together we will create a skilled workforce, employed at family-sustaining wages, that will provide local industry and businesses with the workers they need to be economically successful and competitive. This is and will continue to be accomplished through the development and implementation of new and innovative approaches to workforce development made available through our One-Stop Career Center and network.

I am proud of the milestones our workforce system has achieved this year, through the diligent efforts of everyone involved. They are reflected in this report for your review. Our success is Oswego County’s success. With the ongoing support of our businesses, partners, Board and staff, Oswego County Workforce is ready for the challenges and achievements ahead.

New Initiatives – Capstone Project and Shineman Foundation Grant

As part of its continuing efforts to identify the workforce needs of Oswego County employers, the Workforce Development Board of Oswego County, in partnership with SUNY Oswego's MBA Department, conducted a workforce needs assessment of the top 100 businesses in Oswego County during the period of this program report. Survey responses were received from employers representing the various in-demand sectors of manufacturing, healthcare, energy and tourism, as well as non-profits and financial organizations within Oswego County.



The goals of the study were to pinpoint local hiring clusters by industry and job type, identify essential employee skills necessary for applicants to obtain and retain these jobs, and assess what resources local businesses are spending on recruitment from outside the county. Employers reported they are unable to fill many of their available jobs and cited a lack of basic math and literacy skills, as well as a lack of “soft skills” as the reason they were unable to hire from the local workforce. For this study, “soft skills” included the ability to communicate effectively, problem solve and work as part of a team.

Around the time the MBA study results were being analyzed, an in-depth assessment of the local One Stop center’s public image was being conducted by SUNY Oswego students, from Public Relations Strategies and Techniques class. This capstone project included surveys and in-depth interviews with various stakeholders. They found that while career and training services have been available to job seekers (Adults, Dislocated Workers, Young Workers) for many years, much of the public was not aware that these services existed.

Through its work, the team was able to identify multiple public relations strategies to more effectively promote increased community awareness of the services available through the One-Stop and its’ partners to assist both job seekers and employers in Oswego County. Additional recommendations made by the students have been used in many areas of One-Stop operations.

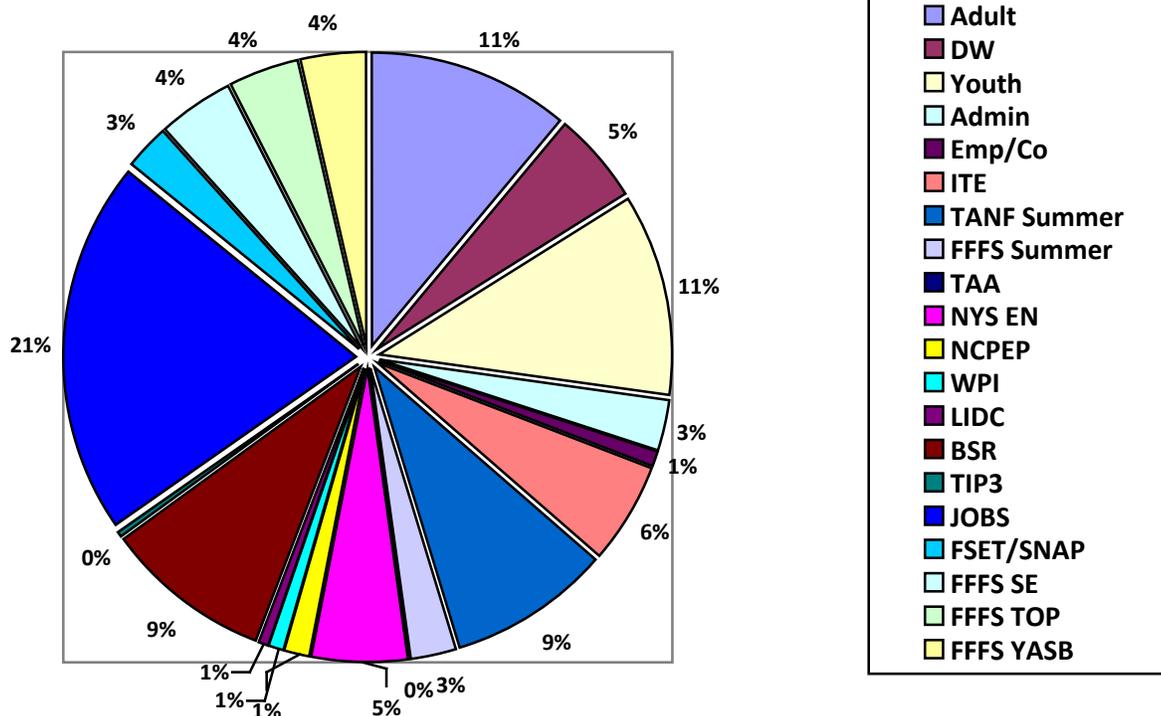
The data collected from the MBA needs assessment and the capstone studies were used in the development of a Richard S. Shineman Foundation grant application, submitted by the Workforce Development Board. The WDB was awarded \$42,000 for the “Skill-Up Oswego County 2.0” initiative, with additional support to be provided by the Oswego County Legislature. This project will provide funding for many of the recommendations made by the SUNY Oswego case studies including website upgrades, soft skills training and the annual renewal of the Metrix Online Learning system, a free online skills development and career exploration program.

Program Year 2017 Budget

July 1, 2017 – June 30, 2018

Federal, state and local dollars totaled \$3,759,285 in PY '17

WIOA Adult/Adult Transfer	\$ 417,198	11.1%
WIOA Dislocated Worker	\$ 193,403	5.1%
WIOA Youth	\$ 411,606	10.9%
WIOA Admin	\$ 113,588	3.0%
Employer/County Contributions	\$ 21,434	0.6%
FFFS ITE (Independence through Employment)	\$ 211,144	5.6%
TANF Summer Youth Employment	\$ 332,303	8.8%
FFFS Summer Youth Employment	\$ 100,000	2.7%
Trade Act	\$ 1,638	0.0%
NYS Employment Network	\$ 195,113	5.2%
Non-Custodial Parent Employment Program	\$ 50,971	1.4%
Working Parents Initiative	\$ 33,932	0.9%
Low Income Day Care	\$ 18,100	0.5%
FFFS BSR (Building Self Reliance)	\$ 337,970	9.0%
Transportation Initiative Program 3	\$ 15,298	0.4%
JOBS (TANF/SN Employment Programs)	\$ 775,500	20.6%
FSET/SNAP	\$ 93,000	2.5%
FFFS Subsidized Employment	\$ 155,618	4.1%
FFFS TOP (Transitional Opportunity Program)	\$ 147,969	3.9%
FFFS Youth Adult Skill Builder	\$ 133,500	3.6%



Oswego County Workforce New York

The Oswego County Workforce New York One Stop Career Center provides a comprehensive range of employment and training services to meet the workforce needs of jobseekers and businesses in Oswego County. Jobseekers can upgrade skills and receive help finding suitable employment, while employers can receive assistance with recruitment, hiring and training needs.

The One Stop Center has staff from Oswego County Employment and Training, the NYS Department of Labor and the NYS Veterans program on-site. In addition, specialized services are provided on-site by Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and Oswego Industries Career Employment Services (CES).

Services to Jobseekers:

- One Stop Career Center offering:
 - Access to NY Job Bank/job listings
 - Job referrals
 - Access to computers, printers, Internet and fax/copier/phones
 - Labor Market Information
 - Resume, cover letter and interviewing assistance
 - Referrals to Healthcare Marketplace
- Career assessment, career exploration, career planning services and employment counseling
- Employment plan development
- HSE/Basic Skills tutorials/referral to programs
- Workshops to sharpen job seeking and job keeping skills; classes on digital literacy and using technology in the job search
- Computer classes in Word, Excel and QuickBooks
- Skill upgrading opportunities to obtain occupational skill certificates, upgrade basic (math/reading) skills, or prepare for licensing exams through the Metrix Online Learning System
- Tuition assistance (up to \$4,000) in the form of Individual Training Accounts (ITA's) for vocational training opportunities in demand occupations
- On-the-Job Training (OJT) opportunities to learn job skills while earning a paycheck.
- Specialized services for individuals with disabilities, veterans and youth

Services to Businesses:

- Assistance finding qualified workers
- Job posting/job referral services
- Job Fairs
- Recruitment, pre-screening and interviewing assistance
- Skill upgrading opportunities to obtain occupational skill certificates, upgrade basic (math/reading) skills, or prepare for licensing exams through the Metrix Online Learning System
- Prove It! testing to identify and select among applicants. Hundreds of skills and behavioral assessments for clerical, software, technical, call center, industrial, financial, legal, medical and more.
- Assistance with HR procedures
- Use of career center for recruitment purposes
- Customized Training to upgrade the skills of incumbent workers
- On-the-Job Training (OJT) subsidies to offset the cost of training new workers
- Tax Credit and Labor Market Information
- Testing site for the following certifications: Microsoft Office Specialist (MOS); Internet and Computing Core Certification (IC3); Adobe Certified Associate (ACA); Microsoft Technology Associate (MTA); CompTIA Strata; QuickBooks Certified User; Autodesk
- Rapid Response services



Customers attended a Metrix Online Learning orientation.

Program Year 2017 Highlights

- The One Stop continued to assist local business with employment and training needs.
 - Novelis continued to utilize the One Stop for recruitment services including 19 pre-employment testing sessions and 5 interviewing sessions. One Stop staff proctored testing for approximately 282 applicants in PY17.
 - Huhtamaki utilized the One Stop for recruitment services including 49 pre-employment testing. One Stop staff proctored testing for approximately 193 applicants in PY17. A new pre-employment assessment was developed with Huhtamaki utilizing the Metrix Learning System testing Mechanical Reasoning, Industrial Math and Reading Comprehension to better gauge the aptitude of potential candidates.
 - Penske Logistics continued to utilize the One Stop for recruitment services including 3 onsite recruitments for new, over-the-road driving positions to transport aluminum from the Oswego Novelis plant.
 - GDI continued to recruit at the One Stop in support of the Novelis expansion holding 28 recruitment/pretesting sessions for forklift operators.
 - Centers at St. Camillus used the One Stop for a recruitment session for nursing and nursing assistant positions.
 - Rapid Response Monitoring used the One Stop for 2 recruitment sessions for Call Center Representatives.
 - Nascentia Health used the One Stop for one recruitment session for CNAs, LPNs & RNs.
 - K&N Foods used the One Stop to recruit for production positions.
 - H&R Block used the One Stop for an open recruitment event.
 - Wired TelCom used the One Stop for an open recruitment event.
 - Human Technologies Corporation use the One Stop to recruit for temporary janitorial positions contracted by SUNY Oswego.
 - Bellvue University recruited 7 times and Columbia College held one recruitment on site.
 - Loretto used the One Stop to recruit Certified Nurse's Aides, LPN & RNs.
 - Remedy Staffing & People Ready used the One Stop for an open recruitment event.
 - Bryant and Straton used the One Stop for an informational recruitment.
 - CiTi used the One Stop for 7 informational recruitments.
- DOL Business Services staff held 3 mini job fairs at the One Stop involving a total of 24 employers.
- Oswego County welcomed local employers and training agencies to its fourth annual Training and Career Expo on March 14, 2018 at SUNY Oswego. Employers spoke with area high school students about job opportunities available in Oswego County and the training required for these jobs. Students met with employers from a variety of industries including Energy, Manufacturing, Skilled Trades, and Healthcare.
- Program Year 2017 and the continuing implementation of the Workforce Innovation and Opportunity Act (WIOA) brought many changes. Among these, were changes to improve the public workforce system in its delivery of services to jobseekers, workers and employers by ensuring that federal investment in employment and training programs are evidence-based, data-driven and accountable to participants and taxpayers through a common performance accountability system across the four core programs. Performance indicators will measure employment and earnings of program participant. In addition, WIOA requires the establishment of primary indicators on credential attainment and skills gain,

and on the effectiveness of services to employers. Program Year 2017 was again a data collection year so actual performance measures are not yet finalized.

- The One Stop continued its initiative with Child Support and Family Court to provide absent parents behind in child support payments with assistance in finding employment. Between July 2017 and June 2018, 33 participants entered new employment and \$69,399 was collected in child support payments.
- The One Stop continues to host employer recruitments at the Career Center. 123 on site employer recruitments were held in program year 2017.
- The One Stop continued use of the Metrix Online Learning System to provide job seekers with the opportunity to develop technical and soft skills online at their own pace. The system includes over 7,600 Provelt, SkillsSoft, MedCom and Amatrol courses. In Program Year 2017, over 160 licenses were issued to jobseekers who spent over 3,000 hours online, completing nearly 6,779 courses and assessments.
- The One Stop was awarded \$15,298 in Transportation Initiative Program (TIP) funding to provide low-income families with assistance for transportation expenses to enable them to accept or retain employment.
- The One Stop earned an additional \$35,198 for assisting SSI/SSDI recipients to obtain or upgrade employment in program year 2016, bringing total earnings since joining the Administrative Employment Network to \$277,010
- Informational session was held on December 13, 2017 and January 26, 2018 in conjunction with CCCE to provide information on the Advanced Manufacturing Pre-Employment Certificate program.
- The One Stop was again a Volunteer Income Tax Assistance (VITA) site with SUNY Oswego students preparing over 150 income tax returns.
- One Stop staff continued involvement in community activities to expand and promote services available through the system:
 - Staff worked with Cayuga Community College to launch a Certified Occupational Therapy Assistant (COTA) program and attended the ribbon cutting ceremony to mark the opening of the Occupational Therapy Assistant Lab at the CCC Fulton Campus on September 27, 2017.
 - Staff attended the 2018 Fall Job Development Fair held on November 30, 2017 at the City of Fulton Municipal Building.
 - Staff helped organize the Youth Program Forum held at CiTi's Mexico campus on October 18, 2017. The event provided information on services available to youth throughout Oswego County.
 - Staff helped organize the Youth Summit held at SUNY Oswego on May 16, 2017. The summit was an opportunity for 720 eighth grade students, their teachers and chaperones from eight school districts across Oswego County to explore career interests.
 - Staff worked with the Job Placement Network to organize the 11th Annual Disability Mentoring Day which was held on 10/15/17 at the Oswego Foundry. 75 individuals attended this event.
 - Staff also worked with the Job Placement Network to organize the 10th Annual Tools-of-the-Trade Event held at CiTi's extension site in Phoenix on 6/13/18. The event provided information and best practices for agencies who serve individuals with disabilities. Approximately 70 people attended this event.

Program Year 2017 by the numbers

- 2,540** Job Seekers utilized the One Stop Center
- 11,489** Services were provided by staff
- 3,125** Informational Services (use of resource room, labor market information) provided to jobseekers
- 4,274** Basic Career Services (workshops, resumes and job search assistance) provided to jobseekers
- 3,734** Individualized Career Services (development of an employment plan, employment counseling, case management) provided to jobseekers
- 356** Training Services (on-the-job training, training, vocational training and skill development training) provided to jobseekers
- 2,472** Individuals were employed 6 months following program exit (1,584 Adults, 854 DW, 34 Youth)
- \$23,612** Median Earnings for Adult Program Participants
- \$24,948** Median Earnings for Dislocated Worker Program Participants
- \$ 9,984** Median Earnings for Youth Program Participants
- 352** Customer satisfaction surveys were returned by jobseekers. Approximately 98% of jobseekers expressed satisfaction with the services they received.

Trade Act and Rapid Response

Trade Act

The Trade Adjustment Assistance (TAA) Act is a federally funded program that assists US workers who have lost their jobs resulting from the free trade agreements between the United States and other countries. TAA seeks to provide trade-affected workers with the opportunity to obtain the skills, resources and support they need to become reemployed. TAA offers a variety of benefits and services to support workers seeking reemployment including job training, income support, job search and relocation allowance. The Trade Adjustment Assistance (TAA) program was first authorized by the Trade Act of 1974 and then amended in 2002, 2009, and 2011.

Trade Act in Oswego County

In program year 2017, six Oswego County residents who were certified eligible for Trade Act services. These residents had been employed at M+W U.S. Inc, Nucor Steel Auburn Inc, Nuance Transportation Services Inc, Honeywell, Sutherland Global Services, and Continental Casualty Company. One Stop staff also filed a TAA petition in December 2017 on behalf of employees who received a notice of a lay-off from Sutherland Global Services. The petition was approved in May 2018.

Rapid Response

Oswego County works in collaboration with the New York State Department of Labor's CNY Regional Rapid Response Team, located in Syracuse, NY. The team meets with employers who indicate possible layoffs or a closure to discuss strategies and services to prevent this from happening. In the event it can't be avoided, services for impacted employees are put in place. While no Oswego County businesses required this service during program year 2017, four businesses in Onondaga County which employed Oswego County residents received rapid response services: Sears, Roebuck, and Co, Toys "R" Us, Inc and/or Baby "R" Us, Osmose Utilities Services, Inc, and Sam's Club.

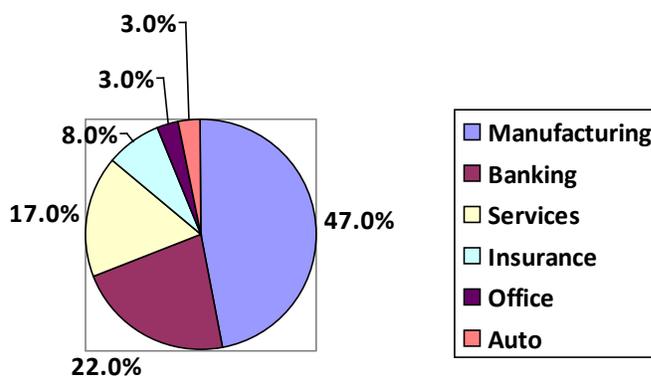
Business Services

Program Year 2017 statistics:

- 145 Businesses were served
- 106 Businesses posted jobs
- 123 Onsite recruitments were held at the One Stop Center
- 15 Businesses participated in subsidized employment programs, which trained 36 participants
- 145 Customer satisfaction surveys were issued to businesses. 53 responses (37%) were received with 89% of the businesses expressing satisfaction with service(s) received.
- 193 Huhtamaki testing attendees
- 282 Novelis testing attendees

On-the-Job Training (OJT) and Incumbent Workers

Thirty-six individuals were active in OJT training during program year 2017. Several new and returning employers utilized the program, including Compass Federal, Pathfinder Bank, Mirabito Holding, Felix Schoeller NA and K&N Foods Inc. Training spanned a variety of in-demand occupational areas including manufacturing and financial/banking. All training occurred at the employers' workplaces where trainees learned occupational skills in a new field or upgraded skills in their current field.



On-the-Job Training (OJT) and Workplace Training

Active during PY'17

- 36 Trainees
- 29 Adults
- 5 Dislocated Workers
- 2 TANF 200% Program

Training Fields

- Manufacturing – 17
- Banking – 8
- Auto – 1
- Medical/Healthcare – 0
- Insurance -3
- Office - 1
- Services/Other – 6

Outcomes

- OJT completed/Entered Unsubsidized Employment – 24 (67%)
- Quit – 4 (11%)
- Termed – 2 (6%)
- Employer Changed Position – 2 (6%)

Vocational Training

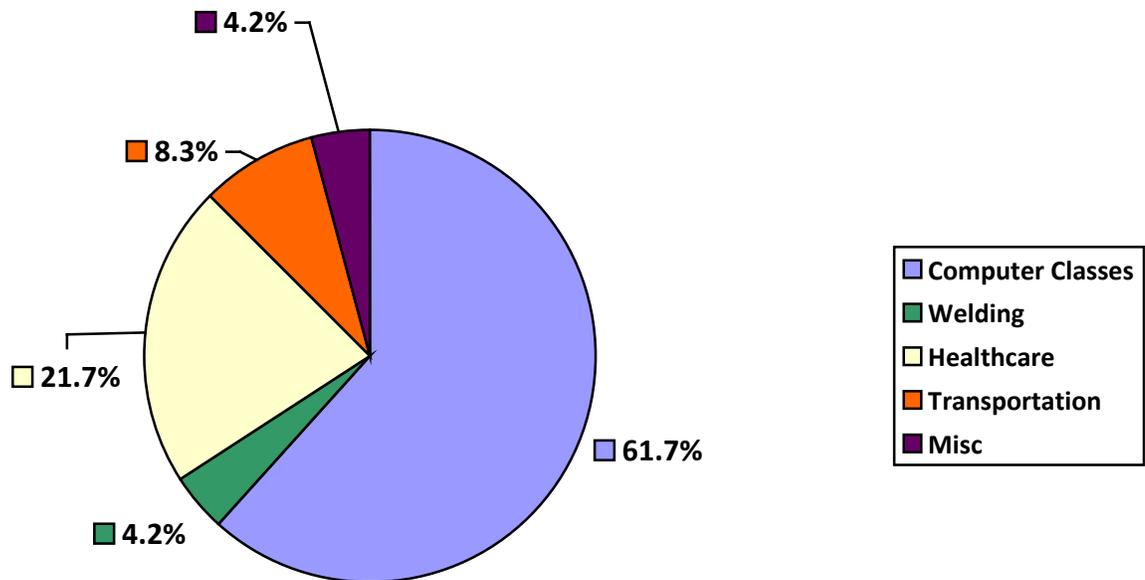
130 vocational training services and/or computer classes were provided to job seekers during the program year 2017 timeframe. Customers were enrolled in certificate and degree-bearing training in community and four-year colleges, CiTi (BOCES), and proprietary schools. Participants also took part in on-site, contracted computer classes such as QuickBooks, Microsoft Word, Microsoft PowerPoint, and Microsoft Excel. Due to a change in legislation, effective January 1, 2018 the computer classes are now considered pre-vocational training services. From January 1, 2018 to June 30, 2018, 82 customers were enrolled in these services.

Fields of Training

- 74 Contracted Computer Classes
- 5 CDL-A
- 8 CDL-B
- 5 Dental Assistant
- 2 Medical Assistant
- 12 CNA
- 14 LPN
- 1 Accounting
- 1 Medical Coding
- 5 Welding
- 1 Electrical Maintenance Tech.
- 2 HVAC

Active during Program Year 2017

- 56 Trainees in Vocational Programs
- 74 Individuals in Computer Classes (+ 82 pre-vocational services after 1/1/18)



Youth Services

Youth programs are designed to provide access and referrals to the wide array of services available to youth through the One Stop Center and in the community. Referrals and services provide for youth employment and training needs. These services help youth to connect with and achieve academic, vocational and employment success. Oswego County is committed to expand opportunities for our youth by participating in programs operated with the new Workforce Innovation and Opportunity Act (WIOA), ongoing federally funded Temporary Assistance to Needy Families (TANF) and the innovative Independence Through Employment (ITE) funding streams.

During program year 2017, Oswego County continued to strengthen its partnerships with community-based organizations. These contracted services provide the vital program elements for WIOA youth. Through association with programs, businesses, agencies and organizations like Oswego County Opportunities (OCO), Oswego Industries (OI) Career Employment Services (CES), the Center for Community and Career Education (CCCE), and the Center for Instruction, Technology and Innovation (CiTi), youth have access to the benefits of services that include tutoring, financial literacy instruction, career / labor market workshops, NYSDOL's Career Zone, Metrix Online Learning, job coaching, credentialed workforce training, driver's education, occupational skills training and high school equivalency remediation to name just a few. In addition, Oswego County has contracted with local employers and small business owners to provide youth with short-term wage subsidized employment, allowing them to gain valuable work experience, job readiness skills and local character references to improve job prospects and become productive participants in the local workforce. Oswego County also provides work readiness workshops for youth including: online job search, work readiness, interview skills, financial literacy, resume development, electronic job applications, healthy relationships, social networking and personality to career matching.

The youth team continually works to maintain our presence in social networking. Staff counsel youth in the safe and proper use of online networking accounts. We encourage and instruct youth regarding the setup of their own online accounts for professional exposure to businesses and employers. We utilize a professional Facebook account with ongoing posts regarding workshops, job openings, job fairs and employer recruitments. We also post community events like food pantry distributions, financial literacy information, public enrichment events, and youth-oriented program updates. Both program youth and local service providers have consistently expressed satisfaction with these social networking communications. We are seeing continued growth in our Facebook following, and plan to continue to utilize this free and effective resource in our youth employment and training services. A newly redesigned website is slated to be launched early next year. This improved and expanded platform promises to provide even greater access and awareness to youth job seekers regarding the resources available to them in their community.

The Summer Youth Employment Program (SYEP) continues to be one of the most effective programs to engage youth in work readiness services. In 2018, 198 youth were placed throughout the county. Priority is focused on recruiting youth most in need of this service, including cash assistance households, foster care youth, individuals with disabilities, and youth from low income households throughout the county. Youth workers are given opportunities to work as daycare aides, custodial assistants, clerical helpers, grounds keepers, library helpers, mechanics helpers, day camp counselors, and park aides. Oswego County Conservation Corps (OC3) crews maintained nature trails at Camp Hollis, Camp Zerbe, Granby and Volney Elementary schools and the Hannibal Woodsy Walk. Youth workers earned wages totaling over \$267,000; money typically spent by young wage earners immediately and directly in the local economy. Summer staff provided youth with work readiness sessions covering topics like job applications, resume writing, interview skills and professional workplace behavior.

This year marked the **13th annual Oswego County Youth Career Summit** with the event held Wednesday, May 16th at SUNY Oswego's Lanigan Hall. The summit was an opportunity for 720 eighth graders, their teachers and chaperones from eight school districts across Oswego County to explore career interests, discuss specific educational and training needs, as well as to learn about resources in the community to address

those needs. The event was a collaboration between SUNY Oswego Office of Business and Community Relations, the Workforce Development Board of Oswego County, CiTi and the Oswego City-County Youth Bureau. This year's presenters included: STEM Energy P-TECH, Emergency Services New York State Police, Youth Bureau, Medical Upstate Physical Therapy & Respiratory Care and CiTi Culinary Arts.

Participants were asked to consider: *Which careers match and cultivate your talents? How can informed choices in high school help get you the type of career you want?* Participants also learned about future employment and educational opportunities available locally and regionally. The Summit provided access to workshops presented by local working professionals. These presentations can help youth to consider and formulate their own personal, educational and career goals. Workshop topics included Emergency Services, the Medical Field, Pathways through Technology, Energy Sources and Hospitality.

During the transitions between workshops, participants were encouraged to visit tables set up around the building with information about community resources. Displays and information were provided by 4-H, YMCA, Camp Hollis, CiTi (BOCES), Oswego County Personnel, SUNY Oswego, Oswego County Youth Bureau, Oswego County Opportunities (Peer & Health Educators), Youth Advisory Council, Leadership Oswego County Youth, Youth Court, Boy Scouts, Reality Check, New York State Police, P-Tech, SUNY Upstate Medical University, US Army, Exelon, Sunoco and Oswego County Workforce New York.

Sponsors of this year's event included State Farm Insurance, Mark's Pizzeria, Oswego County Federal Credit Union, SUNY Oswego, Oswego City-County Youth Bureau, Eagle Beverage Company, Oswego County Department of Social Services, CiTi, Frito-Lay, Walmart, Cakes Galore & More and Oswego County Workforce New York.

Each year, the **Oswego County Youth Services Forum** bring together a variety of organizations to share what programs and services they offer for Youth in our county. This gives providers an opportunity to network and expand their individual knowledge of what assistance is available in our community. The Forum is free of charge and open to the public as well. Attendance is highly encouraged for anyone looking for more information on Youth Services in our county. As programs and services are always changing, this is a great way to keep updated on the most current information year to year. The 2017 Youth Forum was held at the Center for Instruction, Technology and Innovation (CiTi) in Mexico, NY on Wednesday, October 18, 2017 at 9:00 AM – 12:00 PM. The Oswego County Youth Bureau organizes this event with the help of other agencies including but not limited to the Department of Social Services, Oswego County WorkForce NY, Oswego County Opportunities, Catholic Charities, Arise, and Oswego Health.

This year also marked the fourth annual **Careers and Training EXPO**- Despite inclement weather, 228 juniors and seniors from Oswego County high schools attended the EXPO at SUNY Oswego's Swetman Gym on March 14, 2018 where they were afforded the opportunity to meet local employers and training providers to guide them toward a career in the local economy. The event is intended to encourage Oswego County students nearing graduation to consider rewarding careers available in Oswego County. Students had an opportunity to connect with local employers, and receive information on training opportunities like apprenticeships and associate degree programs. The focus was careers needing two years or less of training.

Based on their feedback, students found the event informative & a good idea (41%), fun (35%) and unique (22%). The new "trade show" format and the increased number of participating employers & training providers helped to make the day enjoyable for all who attended. Several employers offered demonstrations and activities highlighting their work. Men's Warehouse provided suggestions for looking professional and a training session which featured "how to tie a tie". SUNY Oswego Career Services provided additional career preparation service on interviewing, resume/cover letter-writing and work readiness skills.

The trade show style format featured booths to allow student to speak directly with employers and training providers; who also provided interactive demonstrations to offer unique insights into each career option.

The event was organized by the Workforce Development Board, Oswego County Workforce NY, CiTi, SUNY Oswego, the Oswego City-County Youth Bureau and the Phoenix Central School District.

This event was made possible through the generous support of: Exelon Generation, SUNY Oswego, Central & Northern New York Building And Construction Trades Council, The Workforce Development Board of Oswego County, Oswego Walmart Supercenter, the Oswego County Counselors Association, and Plumbers and Pipefitters Local No. 73.

Services for Individuals with Disabilities

Oswego County Workforce New York offers services to individuals with disabilities. An Employment Specialist with training as a Disability Resource Coordinator (DRC) works with the Social Security Administrations Ticket-to-Work program to assist beneficiaries return to work by providing information on how employment affects SSDI/SSI benefits. Outreach is provided through Work Incentive Seminar Events (WISE), which are workshops held for SS recipients and their families to learn more about the Ticket to Work Program and available work incentives. The goal of WISE is to encourage those in receipt of SSDI and SSI to explore their work options and join the workforce to help them obtain/regain financial independence and self-sufficiency.

As a partner in the New York Employment Services System (NYESS) - Administrative Employment Network, Oswego County generates revenue for assisting beneficiaries to obtain and retain employment. Oswego County generated an additional \$35,198 in program year 2017, bringing total revenue to \$277,010. NYESS provides a single point of access to employment supports for Ticket holders and assists providers of employment-related services in coordinating supports for individuals served by multiple providers. Outlined below are services provided:

- Ticket to Work — Services are available to serve customers that receive either SSI or SSDI benefits. The DRC offers advisement on how work will affect benefits and the work incentives offered by SSA. Individual employment plans are developed to support the success of Ticket to Work participants while seeking and after securing employment. The DRC also offers assistance with reporting and tracking wages after a customer obtains employment.
- Integrated Resource Team (IRT) – Oswego County Workforce New York, in conjunction with community partners, is dedicated to assisting customers who could benefit from the resources of multiple agencies. In order to better coordinate this effort, the IRT focuses on the needs of individual jobseekers utilizing the experience, skills and resources of this collaborative approach.
- Partnerships and Collaboration — Leveraging opportunities for individuals with disabilities to participate in education, training and employment opportunities is also a focus of the DRC. Partnership Plus continues between the DRC and ACCES-VR to collaborate with Ticket to Work participants and those who worked successfully with ACCES-VR. The participant can assign their Ticket to the NYESS Employment Network and receive continued long-term support.

The Oswego County Placement Network (OCPN) is a collaboration of volunteers from local Oswego County agencies, including: Acces-VR, the ACT Team through Oswego Health, ARISE, Citi, COCOAA, Liberty Resources, LifePlan CCO NY and Oswego County Workforce NY. The group is dedicated to assisting customers who could benefit from the resources of multiple agencies. OCPN leverages opportunities for individuals with disabilities to participate in education, training and employment opportunities.

- The DRC coordinated the 10th annual Tools of the Trade event in conjunction with the Oswego County Job Placement Network. The event was successfully attended by almost 70 providers who work with individuals with disabilities. The event offered useful information through six different training sessions regarding overcoming the current and ongoing challenges found in achieving viable job placements for a diverse population. The event offers networking opportunities among various agencies.

- The DRC coordinated Oswego County's 11th annual Disability Mentoring Day in conjunction with the Oswego County Placement Network. The event was attended by approximately 75 guests including several Oswego County agencies who work with individuals with disabilities and 19 mentees who were mentored by 14 Oswego County businesses. The ceremony was held at The American Foundry and included a breakfast sponsored by Oswego Bagelry and Sandwich Shop and Cam's Pizzeria. The event included a guest speaker and presentation of certificates to the mentees/mentors prior to job shadowing. Local NDEAM (National Disability Employment Awareness Month) awards were presented to two Oswego County businesses for their continued employment of persons with disabilities: Oswego Walmart and Zamp Ink in Fulton.

Working Parent's Initiative (NCPEP Grant)

The Working Parent's Initiative (WPI) program is a collaboration between Employment and Training, Family Court and Child Support. September 2018 marked completion of the third year of this program. The goal is to assist unemployed or underemployed non-custodial parents find employment so that they can pay child support. Individuals are court ordered to participate in this program by Family Court when they appear on violation, modification, or support petitions.

During the court appearance, the non-custodial participant is provided an explanation of the WPI program, given an initial appointment to meet with Employment and Training staff, and an appointment to attend the Child Support Workshop. Employment and Training staff determine program eligibility and work with each participant to establish a plan of service to assist them to achieve their employment goal while addressing the work history, education, short and long-term employment goals, interest in vocational training and barriers to employment. Participants also attend a Child Support Overview workshop facilitated by staff from the DSS Child Support Unit. The overview provides them with general information about child support, how to file modifications, how to get into compliance with their payments, as well as meeting one-on-one with their assigned worker to discuss specific information about their child support case. This workshop helps to answer many questions and concerns customers have about child support, payments, license suspensions and much more.

The WPI program has assisted many non-custodial parents acquire job readiness skills and gain legitimate employment, which ultimately results in them paying on their child support cases. The success of the program has not gone unnoticed as OTDA has just awarded Oswego County continued funding for the program this year, and renewable an additional four years!

Between July 2017 and June 2018:

\$69,399	Total child support received
100	Total served
33	Entered new employment
49	Attended Child Support Overview Workshop
12	Attended various job readiness workshops
7	Enrolled in WIOA Youth Services
3	Placed in Youth Subsidized Employment
2	Placed in Summer Youth Employment Program

Oswego County Workforce New York Welcomes New Staff

Due to retirements, promotions and caseload changes, Oswego County Workforce New York has some new faces this year. Please join us in welcoming Lisa Cashel, Alexis Cummins, Deborah McConnell and Susanna Estrella-DeMott to our team. Welcome aboard!



Lisa Cashel – Employment Specialist – Services to Individuals with Disabilities/Adult and Dislocated Worker Programs



Alexis Cummins - Typist



Susanna Estrella-DeMott – Community Service Worker



Deborah McConnell – Typist

Oswego County Workforce New York Partners

Oswego County Employment and Training

New York State Department of Labor

Oswego County Department of Social Services

Cayuga Community College

Career Employment Services (CES) of Oswego Industries

CiTi (formerly Oswego County BOCES)

Oswego County Opportunities

Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR)

The Partner Agencies continued to work toward the goals and objectives established for the system around:

- ▣ System Building
- ▣ Partnering/Collaboration
- ▣ Marketing/Promotions
- ▣ Technology
- ▣ Customer Service
- ▣ Training
- ▣ Communications

Workforce Development Board Members

Stacy Alvord
Oswego County Department of Social Services

Eric Behling
Behling's Orchards

Shane Broadwell
Broadwell Hospitality Group

Patrick Carroll
UA Plumbers and Steamfitters

Brian Chetney
Oswego City-County Youth Bureau

Phillip Church
Oswego County

Paige Cochrane
The Fulton Companies

Diane Cooper-Currier
Oswego County Opportunities Inc.

Carla DeShaw
Cayuga Community College

Wagner Dotto
Oswego County Business Magazine

Valerie England
New York State Department of Labor

Krista Fox
Exelon

Joseph Fiumara
Fulton Community Development Agency

David Goodness
Workforce Development Institute

Robin Hansen
Penske Logistics

Tim Hardy
Sunoco

Greg Hilton
Huhtamaki Packaging

Sabine Ingerson
ARISE

David Lloyd
Novelis

James Marco
Oswego Health

Don Morgan
Local 43 IBEW

Edward Mervine
Pathfinder Bank

Joe Murabito
Morningstar

Christopher Nelson
State Farm Insurance

Bruce Phelps
Fulton Tool Company Inc.

Jill Pippin
SUNY Oswego

Patrick Sheppard
ACCES-VR

Kris Smith
Exelon

Louise Swanson
Tailwater Lodge

Christopher Todd
Center for Instruction, Technology & Innovation (CiTi)

L. Michael Treadwell
Operation Oswego County Inc.

Garrette Weiss
Center for Instruction, Technology & Innovation (CiTi)