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

Over the past year, the Workforce Development Board (WDB) and its staff have worked diligently to turn opportunity into reality. The “Skill-Up Oswego County 2.0” initiative moved ahead full force under the leadership of WDB Executive Director Chena Tucker, and with the financial support of the Richard S. Shineman Foundation and the Oswego County Legislature.

In collaboration with One-Stop Center staff, WDB membership, and other partners, WDB staff were able to achieve a number of grant milestones aimed at enhancing the public image and visibility of the One-Stop Center and its services. Specific accomplishments under the grant include:

- Complete redesign of the career center’s website. The new website can be viewed at www.ocwny.org and offers an improved user interface and appealing visuals.
- Partnerships with Oswego County Opportunities and Cayuga Community College to conduct successful Soft Skills training workshops for job seekers and current employees.
- Execution of a comprehensive marketing plan to highlight the One-Stop Center and its services, which included print and radio advertising.

As we begin to reap the rewards of our hard work for the job seekers and businesses of Oswego County, I want to congratulate the WDB and its staff, the staff of the One-Stop Career Center and all our partners on their achievements over the past year. The future truly looks bright for the economy and quality of life in Oswego County due to the efforts of these dedicated individuals.

A Message from our Executive Director – Chena Tucker

I’m happy to report that the 2018 – 2019 Program Year has been a rewarding and exciting time for the Workforce Development Board (WDB) and the Oswego County Workforce New York Career Center. We’ve reached some significant milestones over the past 12 months that have improved and enriched the services available to local businesses and career-minded individuals in Oswego County.

The financial investment provided to the workforce system by The Richard S. Shineman Foundation and the Oswego County Legislature, as sponsors of the “Skill Up Oswego County 2.0” initiative, has seen dividends through the work of the dedicated staff at the One-Stop career center and WDB.

As a result of the “Skill Up Oswego County 2.0” initiative during this program year over 140 individuals accessed career development courses through the Metrix online training system, 40 individuals benefitted from intensive Soft Skills training and the Fulton and Mexico offices received two interior video monitors to promote employment-based services. Additionally, a completely redesigned website and radio and print advertising were created to advertise the center’s offerings to job seekers and businesses.

The WDB also has plans to secure funding to purchase exterior digital signage in front of the Fulton office to increase the One-Stop Center’s visibility in the community and attract individuals and employers to use its services. These initiatives represent achievements that will benefit the workforce development system into the 2019 – 2020 program year and beyond.
This year, career center staff have provided valuable job-search and career preparation services to 2,166 adults and dislocated workers and 116 youth, not including 208 Summer Youth Employment Program (SYEP) participants. Through On-The-Job Training, Individual Training Accounts (ITA’s), various workshops, as well as one-on-one career counseling and other services, the staff of the One-Stop Career Center continue to demonstrate their dedication to the creation of a skilled workforce that can support local employer needs.

Our partnerships continue to be our strength as we grow the workforce development system in Oswego County. This year, the WDB supported the first-ever Early College High School Program at G. Ray Bodley High School in Fulton. In what promises to be a program that could grow county-wide, 30 Fulton City School District ninth-graders began their high school career while simultaneously taking courses at Cayuga Community College. Upon successful completion of the program, the students will earn a high school diploma, as well as completing nearly enough credits for an associate degree in information technology. In addition, the students will receive mentoring from professionals in the IT field.

The One-Stop Career Center staff and the WDB also partnered with CenterState CEO and CiTi/CCCE this year to hold its first Health Train program in Oswego County. Health Train is a career readiness program that prepares un- and underemployed individuals for entry level careers in the healthcare field. With additional assistance from the OCO SCORE program, 11 participants completed the two-week Health Train workshop and 7 completed training earning the Certified Nursing Assistant (CNA) credential. 4 of the 7 obtained employment as a CNA. Some participants entered employment in other fields.

The 2018-2019 Program Year represented a period of strong growth in the workforce development system in Oswego County. These achievements could not have been accomplished without the dedicated work of the WDB board and committee members, our partners, the WDB staff and the One-Stop Center staff. Their unwavering support and hard work demonstrates a true commitment to the businesses and workers of our county.
New Initiatives – Consolidated Funding Application and Downtown Revitalization Initiative

Workforce Development Initiative - As the WDB continues its mission to explore ways to increase workforce development opportunities that address the needs of local employers, it is supporting a county-led grant proposal through the New York State Workforce Development Initiative (WDI) that will seek to address some of the training challenges faced by underemployed workers and at-risk youth in the county.

Through the NYS Consolidated Funding Application (CFA) process, the WDI will invest $175 million throughout New York State for locally developed workforce development projects that creatively address the needs of area employers and job seekers. A potential project would offer financial support for workers who successfully complete and earn credentials for training programs responsive to local employer needs. Additionally, a program is being considered as part of the application to create opportunities for workers in the manufacturing sector to receive the mentorship needed for training while working to earn industry-recognized credentials.

Downtown Revitalization Initiative (DRI) – The City of Oswego continues to make good use of the $10 million DRI grant it received in 2016 by initiating new projects, like the improvements to Breitbeck Park and the redevelopment of the Children’s Museum of Oswego. These improvements have made a great impact on the city and a part of creating a vibrant downtown, increasing economic growth and bringing jobs to the city.

The City of Fulton submitted a DRI application Titled, “Blaze New Trails,” the plan promises to bring a new vitality and spirit of civic pride and economic growth to that city. Parts of the plan involve revitalizing its historic downtown waterfront and NYS 481 corridor, enhancing natural and cultural attractions, and continuing to grow opportunity in local health, service, and manufacturing industries. The City of Fulton is home to nationally registered historical sites, retail stores, restaurants, banks, service organizations, and cultural attractions, with recent development setting the stage for the redevelopment of vacant sites and brownfields and spurring growth in the fields of clean energy, health, biomedical and biosciences, financial services, agribusiness and food processing, advanced manufacturing, and destination tourism.
Program Year 2018 Budget
July 1, 2018 – June 30, 2019

Federal, state and local dollars totaled $4,027,390 in PY ’18

<table>
<thead>
<tr>
<th>Program/Program Type</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA Adult/Adult Transfer</td>
<td>$ 402,757</td>
<td>10.0%</td>
</tr>
<tr>
<td>WIOA Dislocated Worker</td>
<td>$ 277,516</td>
<td>6.9%</td>
</tr>
<tr>
<td>WIOA Youth</td>
<td>$ 446,394</td>
<td>11.1%</td>
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<tr>
<td>WIOA Admin</td>
<td>$ 111,369</td>
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<tr>
<td>Employer/County Contributions</td>
<td>$ 21,000</td>
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</tr>
<tr>
<td>FFFS ITE (Independence through Employment)</td>
<td>$ 222,500</td>
<td>5.5%</td>
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<tr>
<td>TANF Summer Youth Employment</td>
<td>$ 377,447</td>
<td>9.4%</td>
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<tr>
<td>FFFS Summer Youth Employment</td>
<td>$ 100,000</td>
<td>2.5%</td>
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<tr>
<td>Trade Act</td>
<td>$ 0</td>
<td>0.0%</td>
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<tr>
<td>NYS Employment Network</td>
<td>$ 143,591</td>
<td>3.6%</td>
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<tr>
<td>Non-Custodial Parent Employment Program</td>
<td>$ 67,950</td>
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<td>Working Parents Initiative</td>
<td>$ 30,865</td>
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<tr>
<td>Low Income Day Care</td>
<td>$ 12,200</td>
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<tr>
<td>FFFS BSR (Building Self Reliance)</td>
<td>$ 570,893</td>
<td>14.2%</td>
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<tr>
<td>Transportation Initiative Program 3</td>
<td>$ 25,343</td>
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<tr>
<td>JOBS (TANF/SN Employment Programs)</td>
<td>$ 794,950</td>
<td>19.7%</td>
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<tr>
<td>FSET/SNAP</td>
<td>$ 84,125</td>
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<tr>
<td>TET-NDWG (Trade &amp; Economic Transition National DW Grant)</td>
<td>$ 123,640</td>
<td>3.1%</td>
</tr>
<tr>
<td>FFFS Drug &amp; Alcohol Screening</td>
<td>$ 81,350</td>
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<tr>
<td>FFFS Youth Adult Skill Builder</td>
<td>$ 133,500</td>
<td>3.3%</td>
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</tbody>
</table>

![Pie chart showing program allocations](chart.png)
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; Autodesks
- Rapid Response services

Customers attended a Metrix Online Learning orientation.
Program Year 2018 Highlights

- The One Stop continued to assist local business with employment and training needs.
  - Novelis continued to use the One Stop for recruitment including 24 pre-employment testing sessions and 4 interviewing sessions. Staff proctored testing for approximately 255 applicants.
  - Huhtamaki utilized the One Stop for recruitment services including 70 pre-employment testing. Staff proctored testing for approximately 399 applicants. Huhtamaki utilizes the Metrix Learning System testing Mechanical Reasoning, Industrial Math and Reading Comprehension to gauge the aptitude of potential candidates.
  - Huhtamaki held 2 hiring events at the One Stop seeking general laborers, machine operators, mechanics and electricians. The two events were attended by 300 job seekers.
  - GDI continued to recruit at the One Stop in support of the Novelis expansion holding 16 recruitment/pretesting sessions for forklift operators.
  - The Gardens/Morningstar used the One Stop twice for hiring events for nursing assistant and personal care aide positions.
  - All-Hoods used the One Stop for 2 recruitment sessions for Installer positions.
  - McLane NE used the One Stop to recruit for warehouse positions.
  - Giovanni Foods used the One Stop to recruit for production positions.
  - Paperworks Industries used the One Stop to recruit for production positions.
  - Northland Filter used the One Stop to recruit for current production positions and to start a pool of potential candidates for their upcoming expansion scheduled for the Fall of 2019.
  - Cleantec used the One Stop twice to recruit for cleaning technicians.
  - All Seasons Inn used the One Stop to recruit for housekeeping and front desk clerk positions.
  - Over the Top Roofing used the One Stop to recruit for roofers and general laborers.
  - Page Trucking/Exit 40 utilized the One Stop for a hiring event seeking CDL-A drivers, general laborers, utility workers, service writer, parts sales reps and mechanics.
  - Dunkin Donuts utilized the One Stop for a hiring event seeking to fill positions in their Fulton and Oswego stores for shift managers, assistant restaurant managers and crew members.
  - Dunkin Donuts was also assisted with a hiring event for the Oswego store utilizing the HUB.
  - Little Lukes Daycare Center in Pulaski was assisted with an onsite hiring event.
  - H&R Block used the One Stop for 2 open recruitment events.
  - Tradesmen International used the One Stop for a recruitment informational session seeking skilled craftsmen such as electricians, plumbers, millwrights, carpenters and welders.
  - Wired TelCom used the One Stop for an open recruitment event for IT installers.
  - Human Technologies Corporation used the One Stop to recruit for temporary janitorial positions contracted by SUNY Oswego.
  - Bellvue University held one recruitment on site.
  - Staffkings Healthcare Systems, Inc used the One Stop to recruit Certified Nurse’s Aides, Home Health Aides and Personal Care Aides.
  - Remedy Staffing used the One Stop twice for an open recruitment event.
  - Contemporary Personnel Staffing used the One Stop for 3 open recruitment events.
  - US Census Bureau used the One Stop for an informational recruitment.
  - The National Guard used the One Stop for an informational recruitment.
  - CCCE used the One Stop for 3 informational recruitments.
  - DOL Business Services staff held 5 mini job fairs at the One Stop involving a total of 25 employers.
• The One Stop continues to host employer recruitments/prescreenings at the Career Center. 151 on site employer recruitments and prescreenings were held in program year 2018.

• The NYSDOL enhanced services for individuals with a disability by upgrading the assistive technology equipment available at the One Stop.

• The One Stop was awarded $123,640 in Trade and Economic Transition – National Dislocated Worker Grant funding (TET-NDWG). Funding is intended to provide career services, training and supportive services to assist dislocated workers to transition into in-demand occupations.

• Oswego County held its fifth annual Training and Career Expo on April 24, 2019 at SUNY Oswego. This year, the event was merged with the SUNY Oswego College & Career Fair. Attendees heard from local employers, training providers and colleges to guide them toward a career in the local economy.

• The One Stop continued its initiative with Child Support and Family Court to provide non-custodial parents behind in child support payments with assistance in finding employment. Between October 2018 and June 2019, 14 participants entered new employment and $16,469 was collected in child support payments.

• 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. In Program Year 2018, 125 licenses were issued to jobseekers who completed approximately 4,350 courses and assessments.

• The One Stop was awarded $25,343 in Transportation Initiative Program (TIP) funding to provide low-income families assistance with transportation expenses to enable them to accept or retain employment.

• The One Stop earned an additional $44,478 for assisting SSI/SSDI recipients to obtain or upgrade employment, bringing total earnings since joining the Administrative Employment Network to $290,923.

• The One Stop was again a Volunteer Income Tax Assistance (VITA) site with SUNY Oswego students.

• One Stop staff continued involvement in community activities to expand and promote services available through the system:
  o Staff participated in the Oswego County Counselors Association career fair on April 24, 2019.
  o Staff helped organize the 11th annual Youth Program Forum held at Catholic Charities on November 14, 2018. The event brings together a variety of organizations to share information on services available to youth throughout Oswego County.
  o Staff helped organize the Youth Summit held at SUNY Oswego on May 21, 2019. The summit was an opportunity for approximately 600 eighth grade students, their teachers and chaperones from eight school districts across Oswego County to explore career interests.
  o Staff worked with the Job Placement Network to organize the 12th Annual Disability Mentoring Day which was held on 10/29/18 at the Oswego Foundry. 80 individuals attended this event.
  o Staff also worked with the Job Placement Network to organize the 11th Annual Tools-of-the-Trade Event held at Citi’s Phoenix Campus on 6/19/19. The event provided information and best practices for agencies who serve individuals with disabilities. Approximately 80 people attended this event.
<table>
<thead>
<tr>
<th>Programs Provided</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seekers utilized the One Stop Center</td>
<td>2,282</td>
</tr>
<tr>
<td>Services were provided by staff</td>
<td>10,998</td>
</tr>
<tr>
<td>Informational Services (use of resource room, labor market information) provided to jobseekers</td>
<td>2,785</td>
</tr>
<tr>
<td>Basic Career Services (workshops, resumes and job search assistance) provided to jobseekers</td>
<td>4,313</td>
</tr>
<tr>
<td>Individualized Career Services (development of an employment plan, employment counseling, case management) provided to jobseekers</td>
<td>3,807</td>
</tr>
<tr>
<td>Training and Pre-Vocational Services (on-the-job training, training, vocational training and skill development training) provided to jobseekers</td>
<td>203</td>
</tr>
<tr>
<td>Individuals were employed 6 months following program exit (1,131 Adults, 520 DW, 31 Youth)</td>
<td>1,682</td>
</tr>
</tbody>
</table>

**Median Earnings**

- $25,144 Median Earnings for Adult Program Participants
- $27,756 Median Earnings for Dislocated Worker Program Participants
- $11,608 Median Earnings for Youth Program Participants

**Customer Satisfaction**

- 418 Customer satisfaction surveys were returned by jobseekers. 92% of jobseekers expressed satisfaction with the services they received.

*Data is through quarter three of program year 2018
**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 assistance in establishing a training/employment plan, 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 2018, 37 Oswego County residents were certified eligible for Trade Act services. These residents had been employed at Nuance Transcription Service, Inc, Nucor Steel Auburn, Inc, Stream NY, AXA Equitable Life Insurance Company, Sutherland Global, Inc, Advance Motors & Drivers and Harden Furniture.

One individual from the 2017 program year completed training in December 2018, earning an Associate Degree in Humanities and Social Sciences from Cayuga Community College.

**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 2019, several businesses in Onondaga County which employed Oswego County residents received rapid response services: Advance Motor Drives, AT&T Services Inc., Atlas Health Care Linen Services Company d/b/a Clarus Linen System, Best Buy, Empire Vision Center Inc., New England Motor Freight, The Research Foundation of the State of New York, and TOPS.
Business Services

Program Year 2018 statistics:

- 100 Businesses were served
- 65 Businesses posted jobs
- 129 Jobs posted on the NYS Job Bank
- 151 Onsite recruitments were held at the One Stop Center
- 12 Businesses participated in subsidized employment programs, which trained 30 participants
- 118 Customer satisfaction surveys were issued to businesses. 45 responses (38%) were received with 98% of the businesses expressing satisfaction with service(s) received.
- 399 Huhtamaki testing attendees
- 255 Novelis testing attendees

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

30 individuals were active in OJT training during program year 2018 with 12 different employers. Both new and returning employers utilized the program, including Compass Federal, Pathfinder Bank, Felix Schoeller NA, Majestic Mold and Mitchell Printing. 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’18
30 Trainees
- 24 Adults
- 4 Dislocated Workers
- 2 TANF 200% Program

Training Fields
- Manufacturing – 7
- Banking – 15
- Auto – 1
- Office - 4
- Services/Other – 3

Outcomes
OJT completed/Entered Unsubsidized Employment – 26 (87%)
Quit – 1 (3%)
Termed – 1 (3%)
Still Active (as of 6/30/19) – 2 (7%)
Vocational Training and Short-Term Pre-Vocational Skills

67 new vocational training services were provided to job seekers during the program year 2018 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. Effective January 1, 2018 the contracted computer classes are now considered pre-vocational services rather than training services due to a change in legislation and performance measures. During PY2018, customers were enrolled in these services and took part in 110 classes.

Fields of Training

<table>
<thead>
<tr>
<th>Field</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Computer Classes</td>
<td>110</td>
</tr>
<tr>
<td>CDL-A</td>
<td>9</td>
</tr>
<tr>
<td>CDL-B</td>
<td>1</td>
</tr>
<tr>
<td>Dental Assistant</td>
<td>2</td>
</tr>
<tr>
<td>Medical Assistant</td>
<td>7</td>
</tr>
<tr>
<td>CNA</td>
<td>11</td>
</tr>
<tr>
<td>LPN</td>
<td>6</td>
</tr>
<tr>
<td>Liberal Arts/Humanities</td>
<td>1</td>
</tr>
<tr>
<td>Electrical Apprentice</td>
<td>9</td>
</tr>
<tr>
<td>Welding</td>
<td>2</td>
</tr>
<tr>
<td>Office Technology</td>
<td>1</td>
</tr>
<tr>
<td>Psychology</td>
<td>1</td>
</tr>
<tr>
<td>Misc. (UI 599 Program)</td>
<td>17</td>
</tr>
</tbody>
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Active during Program Year 2018

<table>
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<tr>
<th>Field</th>
<th>Number</th>
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<tr>
<td>Trainees in Vocational Programs</td>
<td>67</td>
</tr>
<tr>
<td>Computer Class Attendees</td>
<td>110</td>
</tr>
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</table>
Youth programs are designed to provide access and referrals to the wide array of services available through the One Stop Center and in the community. Referrals and services provide for Young Adult employment and training needs. These services help Young Adults connect with and achieve academic, vocational and employment success. Oswego County is committed to expand opportunities for Young Adults by participating in programs operated with grants from the Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF) and the innovative Independence Through Employment (ITE) programs.

During program year 2018, Oswego County continued to collaborate with community-based organizations. Select contracted employment and training services provide vital program elements for Workforce Innovation and Opportunity Act (WIOA) eligible Young Adults. 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), Young Adults have access to 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 Young Adults 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 Young Adults 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 Young Adult team continually works to maintain a positive presence in social networking. Staff counsel Young Adults in the safe and proper use of online networking accounts. We encourage and instruct Young Adults regarding the setup of their own online accounts for professional exposure to businesses and employers. Workforce programs utilize a Facebook account with ongoing posts regarding workshops, job openings, job fairs and employer recruitments. Also posted are community events like food pantry distributions, financial literacy information and public enrichment events. Both program Young Adults 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 employment and training services. A newly redesigned website has been launched. This improved and expanded platform provides improved and updated access for Young Adult job seekers regarding the resources available to them in the community.

The Summer Youth Employment Program (SYEP) continues to be one of the most popular and effective programs to engage young people in work readiness services. In summer 2019, 200 youth were placed throughout the county. The program targets youth most in need of this service, including youth living in cash assistance households, foster care youth, individuals with disabilities, and young people from low income households throughout the county. Trainees 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 maintain nature trails at Camp Hollis, Camp Zerbe, Granby and Volney Elementary schools and the Hannibal Woodsy Walk. With the recent increase in the minimum wage to $11.10 per hour, young workers earned wages totaling over $300,000. This money is typically spent immediately and directly into the local economy.

Pathfinder Bank conducted Money Smart financial literacy training at every orientation session. CiTi also offered an optional WorkKeys testing service to selected trainees as a way to enhance long term
employability. Oswego County Workforce seasonal staff provided trainees with work readiness sessions at selected job sites covering topics like job applications, interview skills, customer service, job-keeping skills and professional workplace behavior.

This year marked the 14th annual Oswego County Youth Career Summit with the event held Tuesday, May 21, 2019 at SUNY Oswego. The summit was an opportunity for approximately 600 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: Center for Instruction, Technology & Innovation (CiTi) Culinary Arts, SUNY Upstate Medical Physical Therapy and Respiratory Care, NYS Police, Town of Oswego, New York Agricultural Education and FFA.

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 and opportunities for students to consider. Displays and information were provided by Arise, National Grid, Oswego County Human Resources, Oswego City-County Youth Bureau, Huhtamaki, Cornell Cooperative Extension of Oswego County, Oswego County Workforce New York, Oswego County Attorney’s Office, Exelon, Oswego County Opportunities, SUNY Oswego, Oswego County Suicide Prevention Coalition, Sunoco, Oswego County Sheriff, City of Oswego Fire Department, Oswego County Federal Credit Union, US Army, Menter, Oswego County Office for the Aging, Central New York AHEC, Army National Guard, Oswego County Reality Check, OnPoint for College, Oswego County Prevention Coalition, Plumbers & Steamfitters Local #73, Carpenters Local #277, Oswego County P-Tech and Integrated Community Planning of Oswego County.

Sponsors of this year’s event included SUNY Oswego, Center for Instruction, Technology & Innovation (CiTi), Oswego County Federal Credit Union, Walmart, Oswego City-County Youth Bureau, Access VR, Oswego County Workforce New York and Vona’s Restaurant.

Students left the summit with information regarding available programs as well as valuable information on possible careers in Oswego County and steps they could take to start working towards their careers goals. Each year, the Oswego County Youth Services Forum brings together a variety of organizations to share what programs and services they offer for Youth in our county.

The Eleventh annual Youth Forum was held at Catholic Charities in Fulton, NY on Wednesday, November 14, 2018 at 9:00 AM – 12:00 PM. This is an opportunity to network and expand knowledge of assistance available in our community. The Forum is free of charge and open to the public as well. As programs and services are always changing, this is a great way to keep updated on the most current information year to year. The Oswego County Youth Bureau organizes this event with the help of other agencies including the Department of Social Services, Oswego County Workforce NY, Oswego County Opportunities, Catholic Charities, Arise, and Oswego Health.
This year the **Careers and Training Expo** that had been held annually for the past four years merged with the pre-established **SUNY Oswego College & Career Fair** and was held during the evening of April 24, 2019. High school students from across Oswego County attended the fair at SUNY Oswego’s Marano Campus Center where they were afforded the opportunity to meet local employers, training providers, and colleges 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, certification programs, and degree programs.

Based on their feedback, vendors found the event to be a positive experience. The established “trade show” format helped to make the day enjoyable for all who attended. Several employers offered demonstrations and activities highlighting their work. The trade show style format featured tables that allowed students to speak directly with local employers, training providers, and colleges.
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 Administration’s Ticket-to-Work program to help beneficiaries consider 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 self-sufficiency and financial independence.

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 $44,478 in program year 2018, bringing total revenue to $290,923. 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 between the ages of 18 to 64 who receive either SSI or SSDI benefits. The DRC offers advisement about 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** – Partnership Plus continues between the DRC and ACCES-VR to coordinate services for Ticket to Work participants who close successfully with ACCES-VR. After VR services end, 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, 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 11th annual Tools of the Trade event in conjunction with the Oswego County Job Placement Network. The event was successfully attended by almost 80 providers who work with individuals with disabilities. The event offered six different training sessions regarding disability awareness and overcoming the current and ongoing challenges found in achieving viable employment opportunities for a diverse population. The event offers networking opportunities among various agencies.

- The DRC coordinated Oswego County’s 12th annual Disability Mentoring Day in conjunction with the Oswego County Placement Network. The event was attended by approximately 80 guests including several Oswego County agencies who work with individuals with disabilities and 16 mentees who were mentored by 12 Oswego County businesses. The ceremony was held at The American Foundry and included breakfast sponsored by Oswego Price Chopper and Cam’s Pizzeria. The event featured a guest speaker and presentation of certificates to the mentees/mentors. Local NDEAM (National Disability Employment Awareness Month) awards were presented to two Oswego County businesses for their continued employment of persons with disabilities: Oswego Price Chopper and The Gardens by Morningstar.
**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. The start of our 4th program year began on 10/1/2018 and will run through 9/30/2019. The goal is to assist unemployed or underemployed non-custodial parents find legitimate community employment on the books so they can pay their child support obligations. Individuals are court ordered to participate in this program by the Support Magistrate in Family Court when they appear on a violation, modification, or support petition.

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 a Child Support Workshop. At the initial assessment interview with Workforce NY staff, program eligibility is determined and a plan of service to assist each individual to achieve their employment goal is put in place. Staff review work history, education, short and long-term employment goals and interest in vocational training. They also address any barriers that may be preventing the participant from successfully securing or retaining employment. These barriers can include issues like substance abuse, lack of license or transportation, no high school diploma or lack of basic skills, physical or developmental disabilities and childcare. Each WPI customer is registered to use the workforce NY career center and allows them access to all the services the center provides. At subsequent meetings the participant is given active job referrals to follow up on, assigned workshops to increase their job readiness, as well as information on job fairs, open houses both at Workforce and in the community. We will also refer participants to appropriate community resources to assist them in meeting other needs that may be blocking their success.

Participants also attend a mandatory Child Support Overview workshop facilitated by staff from the DSS Child Support Unit. The overview provides participants 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. There has been positive feedback from many of our participants about how helpful this workshop has been.

The WPI program has assisted many non-custodial parents acquire job readiness skills and gain employment, which ultimately results in them paying on their child support cases. The success of the program continues to help secure future funding for the program and it has become a model for other counties in the state.

**During the first 3 quarters of the program year (October 1, 2018 to June 30, 2019):**

- $16,469 Total child support received
- 70 Total served
- 14 Entered new employment
- 28 Attended Child Support Overview Workshop
- 8 Attended various job readiness workshops
- 3 Enrolled in WIOA Youth Services
- 1 Placed in Youth Subsidized Employment
- 6 Participants secured employment after being referral by Court, but prior to WPI opening
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 Michael Butler, Katrina Fellows, Sean McCauley and Tiffany Renk to our team. Welcome aboard!

Michael Butler – Employment Specialist
(Youth Programs)

Katrina Fellows – Typist

Sean McCauley – Employment Specialist
(Youth Programs)

Tiffany Renk – Employment Specialist (Youth Programs)
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

Tania Anderson
ARISE

Eric Behling
Behling's Orchards

Marq Brown
Oswego Health

Patrick Carroll
UA Plumbers and Steamfitters

Brian Chetney
Oswego City-County Youth Bureau

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

Rich Godden
IBEW Local 43

David Goodness
Workforce Development Institute

Robin Hansen
Penske Logistics

Tim Hardy
Sunoco

Greg Hilton
Huhtamaki Packaging

David Lloyd
Novelis

Edward Mervine
Pathfinder Bank

Joseph Murabito
Morningstar

Bruce Phelps
Fulton Tool Company Inc.

Jill Pippin
SUNY Oswego

Patrick Sheppard
ACCES-VR

Kris Smith
Exelon

Piper Titus
Page Trucking

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

L. Michael Treadwell
Operation Oswego County Inc.

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

The Oswego County workforce development community lost a beloved colleague with the recent passing of Daisy Ruiz, Assistant Director of the Office of Business and Community Relations (OBCR). In her role, Daisy was integral to the daily management of the Workforce Development Board and oversight of the county’s Summer Youth Employment Program (SYEP). She demonstrated her concern for the development of local youth as a member of the county’s annual Youth Career Summit and Training and Careers EXPO planning committees.

Daisy made a huge positive impact on whatever endeavor she undertook. As a valued member of the OBCR team, Daisy deftly managed several successful contracts with the New York State Office of Temporary and Disability Assistance. A 2014 public justice graduate of SUNY Oswego, she also served on the SUNY Oswego campus Employee Assistance Program (EAP) committee and assisted the SUNY Oswego African American Males’ Empowering Network (AAMEN) student organization.

Daisy was a 2010 graduate of G. Ray Bodley High School and was very active in the Fulton and Oswego communities. She was a 2017 graduate of Leadership Oswego County, who served on the Friends of Fulton Parks and Integrated Community Planning of Oswego boards.

Daisy met each day with a positive attitude, a warm smile and a passion for improving the lives of others. She will be fondly remembered by her work family as a friend and a champion for equality and opportunity for all.