

Workforce Development Board of Oswego County

SUNY Oswego Business Resource Center
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One-Stop Operator Annual Report Program Year 2017 July 1, 2017 through June 30, 2018

The Workforce Innovation and Opportunity Act Title I financially assisted program is an equal opportunity employer/ program. Auxiliary aids and services are available upon request to individuals with disabilities

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Resources:

H. R. 803 – Workforce Innovation and Opportunity Act (WIOA)

US DOL Employment and Training Administration
TEGL No. 16-16: One-Stop operating guidance for the
Workforce Innovation and Opportunity Act

Code of Federal Regulations: 20 CFR 678.620

NYSDOL Workforce Development System Technical Advisory # 17-1

1. Introduction:

The Workforce Innovation and Opportunity Act (WIOA) became law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Pursuant to WIOA, the Workforce Development Board of Oswego County (WDB) was required to establish a One-Stop Operator to coordinate and implement the activities of the Workforce Development System that includes the One-Stop Career Center (Oswego County Workforce New York), affiliates and other partners.

The partners and affiliates are listed below.

ARISE Independence & Access for All

Associates for Training and Development, Inc. (A4TD)

Catholic Charities

Cayuga Community College

Center for Career and Community Education (CCCE)

Center for Instruction, Technology & Innovation (CiTi)

City of Oswego Community & Economic Development

Cornell Cooperative Extension

Fulton City School District

Job Corps

New York State Department of Labor

New York State Education Department - Adult Education and Family Literacy, Career and
Technical Education & ACCES-VR

Office of Children and Family Services, New York State Commission for the Blind (OCFS/NYSCB)

Operation Oswego County

Oswego City-County Youth Bureau

Oswego County Department of Social Services

Oswego County Opportunities

Oswego Industries

Pathfinder Bank

Small Business Development Center (SBDC)

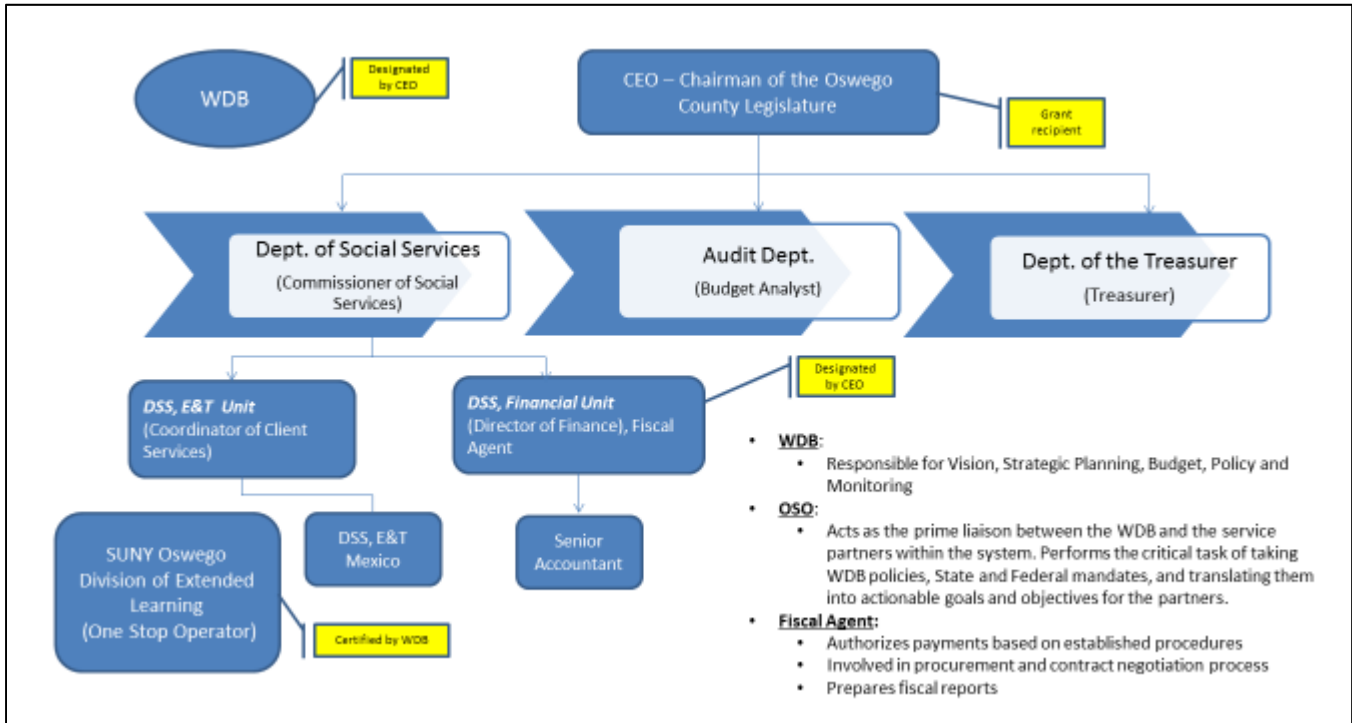
SUNY Oswego Office of Business and Community Relations

United States Department of Labor

Workforce Development Institute

Through a competitive bidding process, The SUNY Oswego Division of Extended Learning was chosen as the System One-Stop Operator, effective July 1, 2017, and acts as the prime liaison between the WDB and the partners within the System.

Our Structure



The System One-Stop Operator performs the critical task of taking WDB policies and State and Federal mandates, and translating them into actionable goals and objectives for the partners within the System. The responsibilities of the System Operator include:

- Coordinating service delivery of One-Stop partners and service providers across the One-Stop System
- Coordinating partner responsibilities as defined in their respective memorandum of understanding (MOU).
- Reporting to the WDB, stakeholders, and partners on system activities.
- Making recommendations to the Executive Director to improve system effectiveness through the sharing of services, resources, training and technologies among partners, and implement the corrective action required for those improvements.
- Coordinating effort of customer experience improvements outlined in the Career Center Certification enhancements sections. Include review and update of the One Stop Center customer service comment cards.
- Assisting in promoting the expansion of partnerships and increased integrated service delivery.

2. Goals and Objectives:

The WDB and the System Operator agreed on the following goals and objectives for Program Year 2017:

- a) Continue to carry out the local WIOA/Wagner-Peyser plan and any other initiatives developed by NYS and the Oswego County Workforce Board (e.g. Veteran's Program Initiatives, etc.).
- b) Explore opportunities for collaboration between partners and promotion of the One-Stop system and services.
- c) Research/apply for grant funding to sustain program operations. Continue to gather/use customer feedback to evaluate/improve program operations.
- d) Work with partners to identify service needs and expand/enhance the services available to customers, especially youth and individuals with barriers to employment.

The Oswego County Workforce Development Board (WDB) One-Stop System requires the One-Stop Operator to submit an annual report. The purpose of the report is to demonstrate the progress made toward achieving the quality standards and organizational results established by the WDB for Oswego County. Accordingly, the Oswego County One Stop operator is submitting this report on progress toward the above-mentioned goals and objectives.

3. Quantitative Results based upon Goals and Objectives:

- a) **Continue to carry out the local WIOA/Wagner-Peyser plan and any other initiatives developed by NYS and the Oswego County Workforce Board (e.g. Veteran's Program Initiatives, etc.).**

One-Stop Career Center Certification:

NYSDOL Technical Advisory #18-1 (NYS One-Stop Career Center Certification Renewal) requires all Comprehensive One-Stop Career Centers in each Local Workforce Development Area (LWDA) to be certified at least once every three years beginning in Program Year 2017. WIOA requires the certification to address three Criteria Categories: Accessibility (physical and programmatic); Effectiveness of the network; and Continuous Improvement of One-Stop Centers and delivery systems. This review was conducted and results were sent to NYSDOL in March 2018. Recommended enhancements included the planned purchase of internal and external signage to increase awareness and allow customers to better navigate the Career Center and its services, a review of the referral process to other partner agencies to improve effectiveness, increased promotion of business services; and outreach to customers detailing the value of skill development as a part of career readiness and advancement to achieve industry-recognized credentials. Also as part of this review, the required posters for display in NYS One-Stop Career Centers were updated to be compliant with current NYS DOL regulations. In April 2018, the NYSDOL completed its review of the results and found them in compliance with WIOA.

Negotiated Primary Indicators of Performance for Program Year 2017:

While the Workforce Innovation and Opportunity Act (WIOA) of 2014 establishes Primary Indicators of Performance, Program Year (PY) 2017 (July 1, 2017 through June 30, 2018) was used by NYSDOL as a data collection year and levels of performance goals were listed as zero for each measure. However, NYSDOL recently provided 2017 Quarter 4 data for PY 2017. This data, along with PY 18 goals (July 1, 2018 through June 30, 2019), is listed in the following chart

Primary Indicators of Performance

Performance Measure	PY17 Goal	PY17 Q4 Data Provided by NYSDOL				PY18 Goal
		Actual	Raw Data	% Goal	80%	
Adults						
Second Quarter Employment Rate	0	74.5%	1,584/2,126			68.0%
Fourth Quarter Employment Rate	0	69.1%	687/994			67.0%
Median Earnings	0	\$5,903	n/a			\$5,200
Credential Attainment	0	31.6%	24/76			Baseline *
Measurable Skill Gains	0	n/a	n/a			
Dislocated Workers						
Second Quarter Employment Rate	0	73.0%	854/1,170			66.0%
Fourth Quarter Employment Rate	0	66.6%	375/563			66.0%
Median Earnings	0	\$6,237	n/a			\$6,328
Credential Attainment	0	19.6%	9/46			Baseline *
Measurable Skill Gains	0	n/a	n/a			
Youth						
Second Quarter Employment Rate	0	63.0%	34/54			62.1%
Fourth Quarter Employment Rate	0	60.7%	17/28			62.0%
Median Earnings	0	\$2,496	n/a			Baseline *
Credential Attainment	0	54.5%	6/11			Baseline *
Measurable Skill Gains	0	n/a	n/a			
Business Indicators						
Repeat Business Customers	0	n/a	n/a			
Business Penetration Rate	0	n/a	n/a			

* Designation of goals as “baseline” means that baseline data is being collected to determine negotiated levels of performance in future program years. Designation as baseline is based on the likelihood of having adequate data with which to make a reasonable determination of an expected level of performance.

Negotiated Rates:	Baseline (Non-Negotiated) Rates:
Second Quarter Employment Rate	Repeat Business Customers
Fourth Quarter Employment Rate	Business Penetration Rate
Median Earnings (Adult and DW Programs)	Median Earnings (Youth Programs)
Credential Attainment	Measurable Skill Gains

New or revised operational policies during Program Year 2017:

- WIOA & FFFS Youth Incentive Policy 9/2017
- Updates to the Oswego County Demand Occupations List 9/2017
- Check Signing Policy revision 3/2018
- WIOA Youth Definitions Policy 3/2018

Agreements/Memorandum of Understanding (MOU):

- Local Plan Program Year 2017-2020
- Central New York Workforce Development Regional Plan Program Year 2017-2020
- Career & Training Services Agreement
- Youth Services Agreement
- Provider of Career and Training Services Agreement
- One-Stop Operator Agreement completed

b) Explore opportunities for collaboration between partners and promotion of the One-Stop system and services.

Service Delivery Memorandum of Understanding (MOU) & Infrastructure Funding Agreement (IFA):

In accordance with WIOA, the partners of the Oswego County Workforce Development System memorialized in writing the way the partners will work collaboratively together to satisfy the federal regulations for the System in a Service Delivery MOU. The negotiations occurred during PY 2016 and the Service Delivery MOU was not executed until PY 17. WIOA also required the establishment of an Infrastructure Funding Agreement (IFA), which captures how partners share the funding to support the Workforce Development System. Negotiations with impacted partners occurred during PY 2017 and the IFA was submitted to NYSDOL for final review and sign-off in the Spring of 2017.

c) Research/apply for grant funding to sustain program operations.

During PY 2017 the WDB took advantage of several grant opportunities to supplement the services they could provide.

“Skill Up Oswego County 2.0” Richard S. Shineman Foundation Grant

During PY 2017, The Workforce Development Board (WDB) submitted a grant to address workforce training and One-Stop Career Center needs. The WDB was awarded \$42,000, with additional support from the Oswego County Legislature. Implementation this project began in April 2017 and continues. The project includes:

- Development and implementation of a new One-Stop Career Center website, and other promotional methods, which will highlight the services available to job seekers and businesses.
- Annual renewal contract for the Metrix Online Learning system, a free online skills development and career exploration program, to job seekers.
- Soft skills training to job seekers to prepare them for employment through instruction on topics such as Communication, Teamwork, Business Etiquette, Problem-solving, and other professional development topics.

The project relied on the data collected from a SUNY Oswego MBA needs assessment and a SUNY Oswego Public Relations student capstone project. 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. as part of its continuing efforts to identify the workforce needs of its local employer partners, the Workforce Development Board of Oswego County, in partnership with SUNY Oswego's MBA Department, conducted a workforce needs assessment. 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 MBA study were to pinpoint the needs and challenges faced by local employers in relation to hiring local workers. 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. The SUNY capstone project revealed that the Fulton Career Center suffered from a public awareness problem and suggested several ways to improve outreach to both job seekers and businesses.

Sector Partnership-NEG Enhanced Career Services to Dislocated Workers Grant

In March 2018, The New York State Department of Labor (NYSDOL) issued an RFP is making up to \$647,498 in funding available under the Sector Partnership National Emergency Grant (SP-NEG) Enhanced Career Services for Dislocated Worker (ECSDW). The Oswego County Workforce Development Board applied for funds through this RFP to support re-employment services for Trade Act eligible dislocated workers in Oswego County and other eligible workers. Although the proposal was strong, NYSDOL awarded all available funds prior to review of the application.

d) Continue to gather/use customer feedback to evaluate/improve program operations.

As part of its mission, the One-Stop Center monitors its success working with both businesses and job-seekers. A dedicated employment specialist works with businesses to provide services that help them attract, assess and retain qualified workers.

These businesses respond to quarterly surveys, allowing the One-Stop to assess how well it provides services to employers and what steps it can take to improve. Below are the business services satisfaction survey results for PY 2017:

**Business Services Customer Satisfaction Survey Report*
(PY 2017 - July 1, 2017 – June 30, 2018)**

*53 out of 145 surveys returned (37%)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with the following?					
Your overall experiences	39	8	5	1	0
Timely provision of services	40	8	3	1	0
The business representative maintained appropriate level of contact	39	9	2	1	0
Our customer service/interactions with your staff	40	10	2	0	0

	Very Likely	Likely	Neutral	Not Likely	Very Unlikely
How likely are you to use the One Stop again?	38	8	5	1	0
How likely are you to refer others?	37	8	5	1	0

The One-Stop Career Center has created a survey for job-seeking visitors to assess its ability in providing an atmosphere where customers receive the attention and information they need to enable them to pursue their career objectives. These surveys are analyzed and improvements to service delivery are made on a regular basis. Below are the customer satisfaction survey results for PY 2017:

**Customer Satisfaction Survey Report
 Oswego County Workforce New York One-Stop Career Center
 (PY 2017 - July 1, 2017 – June 30, 2018)**

QUESTION	TOTAL RESPONSES	EXCELLENT	% OF RESPONSES	GOOD	% OF RESPONSES	FAIR	% OF RESPONSES	POOR	% OF RESPONSES
1. I was satisfied with my visit.	440	361	82.04%	74	16.82%	3	.68%	2	.46%
2. The staff made me feel welcome.	440	389	88.4%	49	11.2%	1	.2%	1	.2%
3. The Center was clean and well maintained.	440	385	87.5%	54	12.3%	1	.2%	0	0%
4. The Center staff was competent and helpful.	440	391	88.86%	43	10%	4	.94%	1	.2%
5. The Center's hours were convenient for me.	439	374	85%	60	13.6%	6	1.4%	0	0%
6. The time it took to receive services was reasonable.	427	355	83.1%	66	15.5%	6	1.4%	0	0%
7. The information I received was useful.	426	362	84.9%	58	13.6%	5	1.2%	1	.3%

It appears that greater than 80% of respondents were satisfied with the services they received at the One-Stop Center.

4. Qualitative Results:

Not only does the One-Stop staff track data to gauge their performance, it should be noted that the work they do has benefits that cannot be so easily quantified. For example: by providing training opportunities to job seekers we are allowing existing businesses to expand by supplying a skilled workforce.

This portion, based on information from the Town of Hempstead, NY Workforce Development Board, further illustrates how the work of the Oswego County Workforce Development System contributes to the greater community. Some examples include:

- Sales tax revenues are generated from customers earning wages while enrolled in work-based training and work programs, such as OJT and Work Experience programs
- Sales, real estate, and school tax revenues are generated from exiters who enter employment
- Recruitment costs for employers are lowered as a results of the job matching services
- More youth and adults return to school and achieve HSE diplomas, increasing their employability
- System partners collaborate to provide vocational rehabilitation, substance abuse

recovery and related programs concurrently with WIOA-sponsored programming

- Costs for outplacement services are reduced through rapid and expeditious response activities conducted for employers that are downsizing
- The welfare-to-work rate increases
- The period of unemployment for dislocated workers is shortened

While the benefit of the above general factors is manifested both in financial and humanitarian terms, they also yield a greater, but less tangible, value in terms of improving the quality of life for our local citizens. Examples of how the system improves the quality of life are as follows:

- Breaking the cycle of poverty and welfare dependency for economically disadvantaged individuals
- Establishing positive role models for young people in impoverished families
- Elevating the self-esteem of unemployed and underemployed individuals by furnishing them with occupational and life skills
- Establishing an efficient transition system for dislocated workers to enable them to address the emotional and psychological issues related to displacement, and at the same time to gain the skills needed to compete in a labor market affected by corporate restructuring, rapidly emerging technology, and global competition
- Increased education, employment and training opportunities for underutilized segments of the workforce
- Continuous improvement and increased customer satisfaction as a result of the WDB's quality initiatives

5. Overall Assessment:

The One-Stop System is successful in the following areas:

- Measuring results & continuously managing quality improvement
- Maintaining an engaged Workforce Development Board and staff
- Successfully carrying out the local WIOA/Wagner-Peyser plan and other initiatives developed by NYS and the Oswego County Workforce Board
- Exploring opportunities for collaboration between partners and promotion of the One-Stop system and services
- Actively searching/applying for grant funding to sustain program operations
- Successfully working with partners to identify service needs and expand/enhance the services available to customers

The One-Stop System has opportunities to improve its effectiveness in the following areas:

- Providing board reports via email instead of during meeting times to allow for more discussion time

- Reviewing board member composition and seek a wider variety of industry for remaining seats. (i.e. seek hospitality and health care partners)
- Touring system partner facilities and increased knowledge of partner services allow partners to make more appropriate referrals
- Modifying services and delivery strategies based on market needs and customer demands
- Building clear brand identity

This understanding is based on PY 2017 achievement and going forward the expectation is that the system will continue to improve its ability to serve customers, build partners and apply for grants.

6. New Initiatives:

Below is a chart of the One-Stop System at work. As partnering agencies work creatively together, the system is able to serve both its business and job-seeking customers in new and creative ways.

Initiative	Lead Agency (Partner Agency(ies))	Status	Project Description
Initiatives targeting Unemployed/Underemployed Populations			
<p>“Skill Up Oswego County”</p> <p>&</p> <p>“Skill Up Oswego County 2”</p>	<p>Oswego County Workforce New York/ Workforce Development Board (WDB) of Oswego County</p> <p>Partners: -NY Wired for Education -Oswego County Poverty Reduction Task Force -Greater Fulton/Oswego Chamber of Commerce</p>	<p>Round 1 Completed</p> <p>Completed</p>	<p>Skill Up: Initiative to provide County residents the opportunity to access a <u>free</u>, 6-month license to the Metrix Learning system; a flexible, self-directed e-learning service offering on-line courses for Oswego County residents to upgrade existing skills and learn new skills to improve their marketability to prospective employers. The system offers opportunities to:</p> <ul style="list-style-type: none"> • Explore Career Pathways to understand the skills required for in-demand careers and receive a recommended training plan. • Browse the Catalog of over 3,800 different courses, complete training courses to enhance skills, and earn digital badges for each skill learned. • Look for a job by linking directly to Indeed.com to browse real-time job openings in the local labor market. <p>County residents were able to access the system from March 1, 2017 - June 30, 2017. Licenses were valid for 6 months.</p> <p>Skill Up 2: A second round of the Skill Up initiative was completed. Round 2 has been expanded to include an option for employers to post job openings along with an option for a virtual assessment (using the IBM Kenexa Prove It! system) of potential candidates.</p>
<p>Advanced Manufacturing Assessment Tool</p>	<p>Oswego County Workforce New York/WDB</p> <p>Partners: -NY Wired For Education -Local employers</p>	<p>Ongoing</p>	<p>Initiative to develop a tool to assess candidates for entry level jobs in the manufacturing sector in partnership with New York Wired for Education and local employers. The IBM Kenexa Prove It! system was selected as the tool to conduct the assessment. Assessments to be used include: reading comprehension; industrial math, mechanical reasoning and soft skills. The new assessment process was launched with a local employer in June 2017. Continuing work to bring other employers on board, and to establish the standards that job candidates need to meet to be prepared for employment across the manufacturing sector.</p>

WORKFORCE INITIATIVES – Oswego County

3/14/17, updated 12/17/18

<p>Soft Skills Training</p>	<p>Oswego County Workforce New York/ WDB</p>	<p>In development</p>	<p>Training to address the soft skills needed in today’s workplace. Training will address the personal attributes necessary for personal and professional success, and include topics such as effective communication, thinking/problem solving, pride in work, personal responsibility, dependability and civility and respect in the work, place to address the behavioral characteristics surrounding workforce skills gaps that have been identified by employers. The goal of this effort is to show employers local residents have developed the soft skills needed for success, are motivated and are ready for hire. An RFP was issued.</p>
<p>Direct Support Professional (DSP) Training Program</p>	<p>Oswego County Workforce New York/Workforce Development Board Partners: -New York Wired for Education -Oswego County Opportunities (OCO) -Oswego Industries -Arise</p>	<p>Training program has been created. Recruitment is underway.</p>	<p>Worked with NY Wired for Education and local employers to create a training program for Direct Support Professionals (DSP’s), an emerging need in the human services field. Training was created in the Metrix on-line learning system and customized to employer needs. Currently working with local employers to recruit and train candidates for these openings.</p>
<p>CDL-A Training Program</p>	<p>Oswego County Workforce New York/ Workforce Development Board Partners: -Workforce Development Institute (WDI) -Local Employers</p>	<p>On hold</p>	<p>Working with a local employer and the Workforce Development Institute on an initiative utilizing classroom instruction (CDL training) in conjunction with on-the-job training (in lieu of prior experience) to prepare workers for Tractor Trailer Driving positions</p>

WORKFORCE INITIATIVES – Oswego County

3/14/17, updated 12/17/18

<p>Advanced Manufacturing Institute</p>	<p>Cayuga Community College (CCC)</p> <p>Partners: -Local Employers - Oswego County Workforce New York/ WDB</p>	<p>In final stages of development</p>	<p>Advanced Manufacturing Institute – CCC is working with 21 manufacturers to create an Advanced Manufacturing Institute in Oswego County. Grant funding is being sought through the CNY REDC, SUNY, and private donors. This institute will focus on delivering industrial maintenance and electrical tech skills along with mechanical technology and machining.</p>
<p>Work Keys Center</p>	<p>Cayuga Community College</p>	<p>Implemented/ Ongoing</p>	<p>CCC is now home to one of two Work Keys Centers in New York State. Work Keys provides workplace-based assessments by occupational profile to determine an individual's readiness for career entry into the specific job. Job profiles can be completed for employers to use as a screening tool for new-hires or promotional purposes.</p>
<p>Work Ready Community Initiative</p>	<p>Cayuga Community College</p> <p>Partners: - Operation Oswego County - Local Employers - Oswego County Workforce New York/Workforce Development Board - Community-based Organizations</p>	<p>In development</p>	<p>CCC is leading an effort to make Oswego County the first county in New York State to become "Work-Ready" designated. An application for funding through the AEI was submitted and Operation Oswego has committed the initial cost of stakeholder preparation. This designation will give prospective and current employers validation that Oswego County has a committed, skilled workforce, ready and available.</p>

WORKFORCE INITIATIVES – Oswego County
3/14/17, updated 12/17/18

IBEST Certified Nursing Assistant (CNA) Program	Center for Career and Community Education (CCCE) Partners: -Oswego County Workforce New York/WDB	Ongoing	In response to employer identified need, the Workforce Development Board, the One Stop and CCCE partnered on the development of an IBEST Certified Nursing Assistant (CNA) Program. The IBEST model incorporates academic learning to remediate basic skill deficiencies and/or assist individuals to begin to prepare for a high school equivalency diploma, while concurrently providing participants with occupational (CNA) and work readiness skills. The model targets individuals who lack the math and reading skills needed for enrollment in the regular CNA program.
Advanced Manufacturing Pre-Employment Certificate Program (Boot Camp)	CCCE Partners: -Oswego County Workforce New York/ WDB -Local Employers	Ongoing	To respond to an increased demand for workers in the Advanced Manufacturing sector, Cayuga Community College (CCC) launched a Pre-Employment Certificate Program in Advanced Manufacturing. Representatives from area manufacturers and One Stop staff worked with Cayuga Community College to help design the 10- week program based on industry-identified needs. The program prepares job-seekers for careers in the manufacturing sector and is the first step in a career ladder in Advanced Manufacturing. Classes are taught by instructors who work for local manufacturers. Students learn both technical skills like blueprint reading and OSHA safety rules, along with soft skills, such as teamwork, dependability and problem solving. Practicing for interviews and writing successful resumes are also integral parts of the program. In addition to hands-on training, each class visits local companies to learn about their business and meet management staff. Students who complete the class are prepared to start a career as a machine operator, electrical or industrial maintenance technician, or other skilled positions available with area companies.
Adult Literacy/ESL/High School Equivalency	CCCE	Ongoing In development	Adult Literacy programs include adult basic education for individuals with academic skills below the 8 th grade, and TASC (formerly the GED) programs for individuals with academic skills 9 th grade and above, interested in preparing for their high school equivalency. English as a Second Language program is for individuals learning to speak and write English. Sites include Oswego (Library & Hamilton Homes), Mexico, Pulaski, and Fulton. Expansion of TASC program sites into rural areas of County, and expansion of TASC testing sites including Oswego CSD.

WORKFORCE INITIATIVES – Oswego County

3/14/17, updated 12/17/18

<p>Adult High School Equivalency Preparation</p>	<p>CCCE Partners: - Oswego County DSS - Oswego County Workforce New York</p>	<p>Ongoing In development</p>	<p>Full-time literacy daytime program on college campus in partnership with Oswego County Workforce New York/Oswego County DSS to serve individuals mandated to participate in educational services.</p> <p>Expansion of the current full-time adult literacy program for cash assistance and other low-income individuals referred by DSS to include career exploration, communication skills, job skills, workplace skill assessment, and individual barrier to employment focus.</p>
<p>Mobile Classroom</p>	<p>CCCE and OCO</p>	<p>In progress</p>	<p>CCCE partnered with OCO to submit an application to the AEI to purchase a mobile classroom/office (RV) to deliver programs and services to the rural areas. An example of services can be adult literacy, work readiness, health literacy, financial literacy, and other referral services.</p>
<p>Industrial Electrical Technologies Program</p>	<p>CCC Partners: - Local employers, -- Oswego County Workforce New York</p>	<p>On hold</p>	<p>In response to employer identified needs, Cayuga Community College, Oswego County Workforce New York and local employers are exploring the possibility of developing an entry level electrical certificate program to provide employers with candidates with the basic skills needed for entry level employment in electrical fields.</p>

WORKFORCE INITIATIVES – Oswego County

3/14/17, updated 12/17/18

<p>CASAC and CRPA Training Institute</p>	<p>Farnham Family Services</p> <p>Partners: -Syracuse Behavioral Health -Substance Abuse Treatment Facilities</p>	<p>CRPA available locally</p> <p>Both available through Syracuse Behavioral Health</p>	<p>Proposed training institute to prepare individuals for employment as CASAC (Certified Alcoholism and Substance Abuse Counselor) and CRPA (Certified Recovery Peer Advocate). Program targets low income individuals to provide education, paid job experience and job placement.</p> <p>Syracuse Behavioral Health submitted an AEI application which if funded would help to ramp up development as a subcontracted partner.</p>
<p>Literacy Volunteers</p>	<p>Oswego County Opportunities</p>	<p>Ongoing</p>	<p>Literacy Volunteers provides one-on-one tutoring of adults in basic English communication, literacy and math skills. Volunteers are certified through tutor training and matched with a learner for two hours per week. Literacy Volunteers offers services throughout Oswego County.</p>
<p>Worker Professionalism Certificate Training</p>	<p>SUNY Oswego OBCR</p> <p>Oswego County Workforce New York</p>	<p>Ongoing</p>	<p>The Worker Professionalism Certificate is intended to provide a resource to front line staff to assist and support county residents who are transitioning out of the limitations that a life within the grasp of poverty has imposed upon them. The curriculum consists of people-oriented, service-focused skills that can be practiced in a professional workplace. Once trained, staff will make this training available to job seekers and employers.</p> <p>Curriculum includes: Dealing with Difficult People, C.R.E.W. Training (Civility, Respect and Engagement in the Workplace), Effective Telecommunication, Meeting Facilitation, All on the Same Page- Writing Skills, Presentation Skills, Time Management (Managing Multiple Priorities) and Stress Management</p>
<p>Initiatives for the General Public</p>			
<p>Certificate and Degree Programs</p>	<p>Cayuga Community College</p>	<p>Ongoing</p>	<p>One-year certificate and two-year degree programs in Liberal Arts, Business, Industrial Technician, Arts, Nursing, and other disciplines.</p>

<p>Literacy Zone for City of Oswego</p>	<p>CCCE</p>	<p>In development</p>	<p>The Literacy Zone is a reform initiative to close the achievement gap in urban and rural communities of concentrated poverty. Literacy Zones provide a systemic approach to meeting the literacy needs of these communities characterized by significant poverty and deficits in literacy and English language proficiency. Each Literacy Zone can provide pathways out of poverty for individuals and families, in the following areas:</p> <ul style="list-style-type: none"> • A continuum of literacy from early childhood through adult, including strong support for parents' involvement in their children's literacy development at home and engagement with the school system • Assistance and support for out-of-school youth to enable them to complete high school and succeed in postsecondary education or advanced training • Postsecondary transition that enable out-of-school youth and adults to obtain a high school equivalency diploma and succeed in postsecondary education • Support services that enable out-of-school youth and adults who are receiving public assistance, or families with incomes of less than 200 percent of poverty, to obtain and retain employment • Transition programs for youth and adults returning to the community from incarceration • Pathways to citizenship and English language proficiency for limited English language adults • Workforce development programs, including apprenticeship, career and technical education, and career pathways • Support for mature workers and senior citizens to enable them to stay out of Poverty • Highly collaborative in referral services including financial sufficiency and health literacy • Support for individuals with disabilities and their families • Transition support for returning veterans and their families, including disabled veterans
<p>Community Hub</p>	<p>Oswego County Opportunities Partners: -Local Service Providers</p>	<p>In development</p>	<p>OCO is working to establish a "community hub" of service providers for low-income residents to easily access comprehensive services and supports. Funding will be used for OCO to employ an employment and retention specialist and recruit volunteer peer specialists to work with community partners to facilitate individual and group job readiness sessions with a goal of providing self-sustainability and workforce development activities to help unemployed or underemployed low-income individuals overcome barriers to obtaining and maintaining employment.</p>

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Job Assistance Readiness Training (JART)	Oswego County Opportunities	Ongoing	JART is an employment skills program for individuals ages 18 and up. Through JART, consumers will gain job readiness skills, on-the-job training, and support to find ongoing employment in the community. Consumers can test for the National Work Readiness Credential and will gain the personal competencies and skills needed for successful employment.
Initiatives Targeting Secondary School Students			
Career and Technical Education (CTE) Programs	CCCE	Ongoing	Full-time Career Technical Programs that prepare individuals for entry into a career pathway. Areas include: <ul style="list-style-type: none"> • Practical Nursing, Medical Assisting, Dental Assisting, Nurse Aide, Medical Coding • CDL A and B, Heavy Equipment • Auto Technology • Welding • Advanced Manufacturing Boot Camp • Heating, Ventilating, & Air Conditioning
		In development	New program development in Administrative Health Assistant (AHA), Cosmetology, Heavy Equipment, and Electrical Technician.
Bridging and Empowering Student Transitions (BEST)	CCCE	In development	Out of School Youth Programming for City of Oswego out-of-school youth – the creation of a BEST (Bridging & Empowering Student Transitions) Center to focus on individuals 16-24 years old to provide career/college entry, high school equivalency, and wrap-around supportive services in partnership with community agencies.
P-TECH	CiTi Partners: -Onondaga Community College -School Districts -Local employers	Ongoing	P-TECH offers career clusters in Electrical Engineering Technology and Mechanical Technology. The program is designed to: <ul style="list-style-type: none"> • Develop programs of study in high-wage, high skill, high-demand career areas; • Align school, college and community systems in these programs of study; • Support strong academic performance; • Promote informed and appropriate career choice and preparation; and

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			<ul style="list-style-type: none"> • Ensure that employers in key technical fields have access to a talented and skilled workforce. <p>Students enter the P-TECH program as 9th graders and work simultaneously toward earning a Regents High School Diploma and an Associate’s Degree in Applied Science from Onondaga Community College — at no cost to the student’s family. The 5 to 6-year sequence emphasizes individualized pathways to completion, work place experiences, mentorship, in-depth project-based learning, and real world experiences. Starting in year three, some classes will be held at the OCC Campus. Students will earn a New York State Regents High School Diploma and an Associate’s Degree from Onondaga Community College</p>
Industrial Electrical Technologies Career and Technical Education (CTE) Program	<p>CiTi</p> <p>Partners: -School districts -Local employers</p>	Ongoing	<p>The Industrial Electrical Technologies program will provide high school students with the hands-on skill development and technical training needed for entry level employment. Students will learn how to install, troubleshoot, and maintain industrial electrical systems using state-of-the-art tools of the trade. The two-year program will provide internships, foster industry partnerships and provide industry certifications. Students will participate in project-based learning, facility tours, job shadowing and summer employment. Career options for those completing include: electrician, transmission technician, lineman, residential wireman, electrical technician and controls technician.</p>
Regional Technical High School Career and Technical Education (CTE) Program	<p>CiTi</p> <p>Partners: -School districts -Local employers</p>	Ongoing	<p>The regional technical high school offers innovative instruction to 9th through 12th grade students in a non-traditional education setting. Students will have to apply for the program, where they will be able to pursue multiple CTE courses during their high school career, some with industry credentials and college credits offered. Taught by NYS certified educators, the rigorous, semester-block program combines all of the required diploma exit requirements and CTE curriculum, including Regents exams. The full-day regional technical high school also features the following new credit-bearing options: art, chorus, physics, biology, English Language Arts (9-12), social studies (9-12), math (9-12), engineering and foreign language. Students who attend are still be able to participate in all of the extracurricular activities in their home district, such as sports, clubs, prom and homecoming, and earn their graduation certificate with all of their peers at their home district graduation ceremony. For students unsure of their career path, a Campus Explore option will allow them to explore all of the programs before making a decision. Students can also take advantage of mini module certificate courses such as babysitting, CPR, driver’s education and more.</p>
Youth Clubhouse	Oswego County Opportunities (OCO)	Ongoing	<p>Clubhouse promotes a safe, inviting space that is inclusive for young people to develop pro-social skills that promote long-term health wellness, recovery and a drug free lifestyle, while making community supports available to youth & families, increasing youth-adult partnerships and reducing the stigma people in recovery face.</p>

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			<p>Youth are provided the opportunity to access activities, supports, and still building sessions to sustain recovery. Youth can participate in an array of services and pro-social activities including: peer support, recreation, job-readiness sessions, life skills, service learning and other group activities. Youth accessing Clubhouse sessions will be encouraged to participate at their desired level with all services and activities being voluntary.</p> <p>Facility is based in Midtown Plaza. Services will be accessible at various hours including afternoons, evenings and some week-ends. Program goals are to engage the families of the youth attending in employment services, as well the youth themselves.</p>
Career Expo	<p>Oswego County Workforce Development Board/CiTi/SUNY Oswego/Oswego CiTi/County Youth Bureau/Phoenix Central School District</p> <p>Partners: - Local employers - School districts - Oswego County Workforce New York</p>	Annual Event	<p>The Career Expo is designed to inspire Oswego County students about to graduate to consider rewarding careers based in Oswego County. Connecting the future local workforce with employers provides students the opportunity to prepare for the good-paying jobs available locally, with a limited amount of training, after graduation.</p> <p>Training providers provide information on training opportunities, from apprenticeships to associate degree programs, which generally can be completed in two years or less. The Expo also includes information on interviewing, resume/cover letter-writing and the skills needed to keep a job.</p> <p>The EXPO uses a "trade show" format, with booths set up to allow students to meet with employers and training providers who will provide interactive demonstrations whenever possible to give students a better insight into each career.</p>
Youth Summit	<p>SUNY Oswego OBCR/WDB and Oswego City-County Youth Bureau</p> <p>Partners: - Local employers - School districts -CiTi - Oswego County Workforce New York</p>	Annual Event	<p>The summit was an opportunity for more eighth graders and their teachers and chaperones from the 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. Career information presented includes: STEM Energy P-TECH, Emergency Services NYS Police, Medical Upstate Physical Therapy & Respiratory Care and CiTi Culinary Arts.</p>
Other Initiatives			

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<p>Employer Survey</p>	<p>SUNY Oswego MBA Dept</p> <p>Partners: -WDB -Local employers</p>	<p>Completed</p> <p>Survey results are being used in ongoing projects</p>	<p>The MBA Department at SUNY Oswego put out a survey to identify employer needs and concerns in Oswego County. The survey examined current workforce conditions throughout Oswego County. The survey addressed the real world challenge in that Oswego County has a unique situation in that we have many well paid job openings at our local companies as well as a high percentage of our residents either unemployed or underemployed and many are living below the federal poverty line. Data from the survey identified the concerns faced by local employers and is being used in the development of projects to address these needs.</p>
<p>Oswego County Youth Services Forum</p>	<p>Oswego County Youth Bureau</p> <p>Partners: -Oswego County Workforce NY/Workforce Development Board -Oswego County DSS -OCO -Catholic Charities -Arise -Oswego Health -Community Based Organizations</p>	<p>Annual Event</p>	<p>Event providing local youth service providers with the opportunity to share the programs and services available to Youth in Oswego Count. The event 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.</p>
<p>Establishment of the Center for Career and Community Education (CCCE)</p>	<p>CiTi BOCES Cayuga Community College</p>	<p>Implemented</p>	<p>Formal partnership formed between CiTi BOCES and Cayuga Community College. First of its kind in New York State. Located on college campus along with Mexico campus and other satellite sites.</p>

Gaps:

- Child Care Providers – Limited options for child care slots to allow job seekers to participate in employment activities or to accept/retain employment, especially for infants. While there are some options for funding (through the child care block grant), many job seekers are not able to locate a provider. There are virtually no options for drop in day care, and options for evening and overnight shifts are extremely limited (generally informal providers)
- Transportation – Many job seekers do not have a vehicle or a current license limiting options for finding employment. Public transportation routes are very limited, do not cover all areas of the county, and do not align with employer work schedules.
- Out-of-School Youth Job Skills Training – There are no programs for technical skills training (e.g. P-Tech, Technical High School, trades programs) targeted specifically for the population of youth who are not connected to the education system or the labor force (e.g. those who graduated but are not working and those who dropped out prior to graduating).