

Workforce Development Board of Oswego County

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Workforce Development Board of Oswego County One-Stop Operator Annual Report Program Year 2018 July 1, 2018 through June 30, 2019

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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)

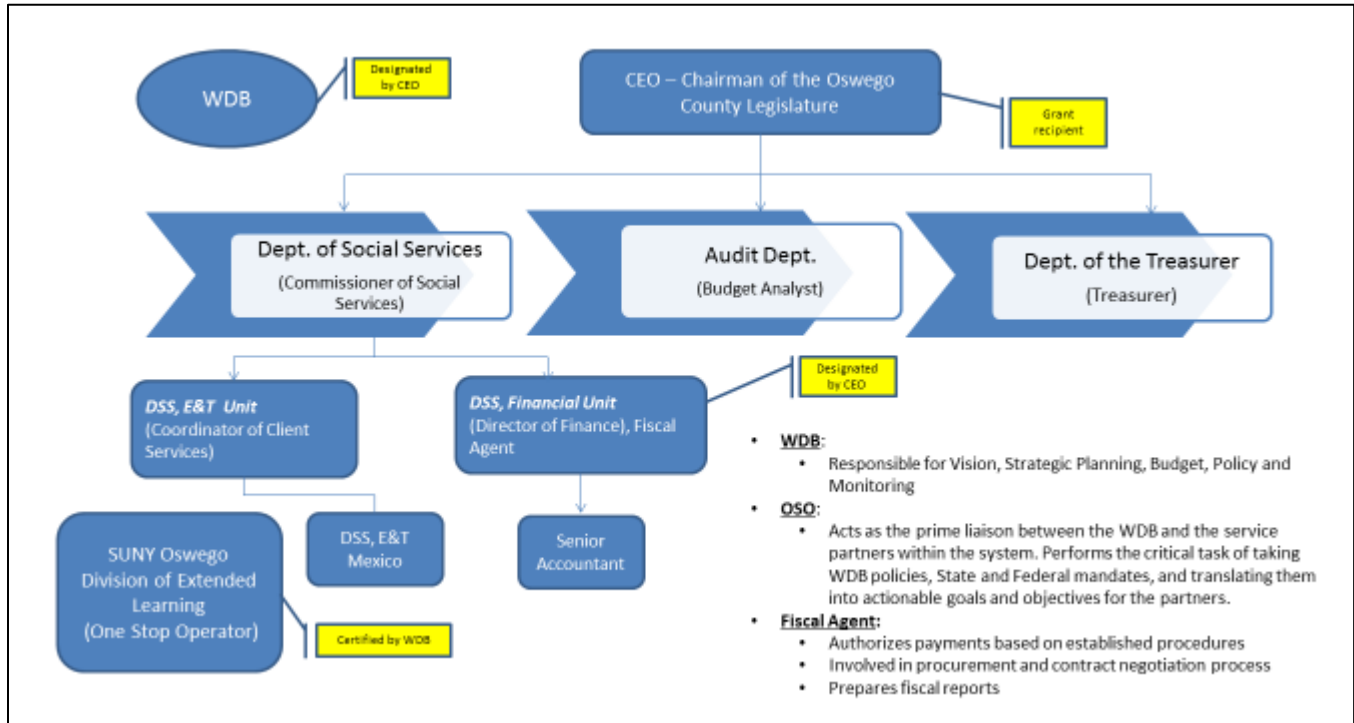
SUNY Oswego Office of Business and Community Relations

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 2018:

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

Workforce Development Board Biennial Recertification:

NYS DOL Technical Advisory #19-3 (Biennial Recertification of Local Workforce Development Boards (LWDB's) requires that after Initial Certification, LWDBs must be recertified on a biennial basis (once every two (2) years). NYS DOL will review board recertification documents and verify them for compliance.

LWDB recertification includes four (4) recertification elements:

1. Board Composition;
2. Satisfactory Performance;
3. Sustained Fiscal Integrity; and
4. Current Chief Elected Official (CEO) agreement.

Through administrative review of the four (4) recertification elements listed above, NYS DOL will determine if each LWDB is in compliance. WDB staff received notice from NYS DOL in October 2019 that the Oswego LWDB is certified as of March 2019. The next biennial recertification will take place in 2021.

Negotiated Primary Indicators of Performance for Program Year 2018:

The Workforce Innovation and Opportunity Act (WIOA) of 2014 establishes Primary Indicators of Performance for each LWIA. In coordination with NYS DOL, the WDB negotiated Primary Indicators of Performance goals. At this time, USDOL/ETA is not determining satisfactory/unsatisfactory performance, or imposing sanctions. Similarly, NYS DOL is not determining satisfactory/unsatisfactory performance or imposing sanctions on Local Areas.

Please note, the Credential Attainment Measure is a baseline measure at the Local Area level only, meaning there is a State goal for this measure but no Local Areas goals were established. However, it is believed performance will continue to improve through ongoing data entry efforts.

Satisfactory Performance is considered achieving 80% of the local goal for a measure.

Designation of goals as "Baseline" for certain Primary Indicators of Performance means 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.

Below is the Program Year 2018 (July 1, 2018 through June 30, 2019) Primary Indicators of Performance Report.

Performance Indicators	Adult Goal	Adult Actual	Dislocated Worker Goal	Dislocated Worker Actual	Youth Goal	Youth Actual
Employment Rate 2nd Quarter After Exit	68.0%	75.6%	66.0%	73.4%	62.1%	55.0%
Employment Rate 4th Quarter After Exit	67.0%	71.7%	66.0%	72.8%	62.0%	57.6%
Median Earnings 2nd Quarter After Exit	\$5,200	\$6,301	\$6,328	\$6,937	Baseline	\$2,902
Credential Attainment 4th Quarter After Exit	Baseline	40.4%	Baseline	27.0%	Baseline	51.6%
Measurable Skills Gains	TBD	TBD	TBD	TBD	TBD	TBD
Business Indicators	Goal	Actual				
Repeat Business Customers	TBD	TBD				
Business Penetration Rate	TBD	TBD				

New or revised operational policies during Program Year 2018:

- Adult/Dislocated Worker Follow-up Policy 9/2018
- WIOA Budget Preparation Policy 9/2018
- On-The-Job Training Policy update 9/2018
- DEOP (NYS Division of Equal Opportunity Development) Policy update 9/2018
- ITA Policy update 9/2018
- Compliance/Grievance Procedure 9/2018
- ETPL Policy update 9/2018
- WDB Bylaws update 9/2018

Agreements/Memorandum of Understanding (MOU):

- LWDA Infrastructure Funding MOU
- Career & Training Services Agreement
- Youth Services Agreements/MOU's
- Provider of Career and Training Services Agreement
- WDB & SUNY Oswego Agreement Renewal
- WDB & Oswego County Agreement Renewal
- One-Stop Operator Agreement

- 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. In February 2019, the NYSDOL reviewed and approved the WDB submission. Local Partner signatures were gathered in March 2019 and NYSDOL signatures were received in August 2019.

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

During this program year, work continued on the following previously awarded grants:

“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 an additional \$25,000 provided by the Oswego County Legislature. Implementation this project began in April 2017 and continued through Program Year 2018. Project achievements during this program year include:

- 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. The new website can be accessed at: www.ocwny.org.
- As part of the new website development, nine videos were created, six highlighting the culture and needed skills for employment with local industries representing hospitality, healthcare, and manufacturing- Huhtamaki, Oswego Health, Novelis, Morningstar Residential Care, Tailwater Lodge and Helio Health. Two highlighted the Summer Youth Employment Program, one highlighted the services of the One Stop Career Center.
- 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 and incumbent workers to enhance soft skills on topics such as Communication, Teamwork, Business Etiquette, Problem-solving, and other professional development topics.
- Radio advertising with local stations 95X and 93Q to highlight the services of the One Stop Center and the new One Stop website. Online exposure was coordinated with IheartOswego.

The project experienced some delays in regard to the website development and classroom soft skills training. These issues were shared with the Richard S. Shineman Foundation in January 2019 and a request to extend the period of the grant through December 2019 was approved in order to achieve these deliverables.

Trade and Economic Transition National Dislocated Worker (TET-NDWG) Grant

On September 26, 2018, NYSDOL was awarded TET- NDWG funding by the USDOL ETA. The Oswego County local Workforce Development Area received \$123,640 to provide employment and training assistance to workers affected by major economic dislocations, such as business closures, downsizing, etc. During the period from 10/11/2018 through June 30, 2019, several individuals affected by local business

closures received retraining and supportive services. One individual completed On-the-Job training on 8/2/19 and transitioned to unsubsidized employment as a Marketing Administrator with a local credit union. This individual is working full time and earning approximately \$45,000. Additional individuals will be able to be served through this grant during PY 2019.

Working Parent’s Initiative (NCPEP Grant)

This program is a collaboration between Employment and Training, Family Court and Child Support. The fourth program year began on 10/1/2018 and ran through 9/30/2019. The goal was 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.

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 period 10/2/18 – 6/30/19:

Total Child Support received:	\$16,469
Total Individuals served:	70
Entered new employment:	14
Attended Child Support Workshop	28
Attended Job Readiness Workshops	8
Enrolled in WIOA Youth Services	3
Placed in Youth Subsidized Employment	1

Career Pathways III Grant

During PY 2018, the WDB applied for a Career Pathways grant, through the Office of Temporary and Disability Assistance (OTDA), to assist targeted TANF recipients to acquire the skills, training and credentials needed to secure employment in positions paying more than minimum wage and offering career advancement potential, leading to increased economic independence for program participants, and resulting in a stronger workforce with the skills needed by local employers and vital to the local economy. Although the grant was not awarded, the funder said that the application was very strong, but that the proposals received were extremely competitive and only nine out of 30 proposals received funding.

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 2018:

**Business Services Customer Satisfaction Survey Report*
(PY 2018 - July 1, 2018 – June 30, 2019)**

*53 out of 145 surveys returned (37%)

How satisfied are you with the following?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Your overall experiences	37	7	1	0	0
Timely provision of services	42	3	0	0	0
The business representative maintained appropriate level of contact	41	4	0	0	0
Our customer service/interactions with your staff	42	3	0	0	0

	Very Likely	Likely	Neutral	Not Likely	Very Unlikely
How likely are you to use the One Stop again?	40	2	2	0	0
How likely are you to refer others?	39	2	2	0	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 2018:

**Customer Satisfaction Survey Report
Oswego County Workforce New York One-Stop Career Center
(PY 2018 - July 1, 2018 – June 30, 2019)**

QUESTION	TOTAL RESPONSES	EXCELLENT	% OF RESPONSES	GOOD	% OF RESPONSES	FAIR	% OF RESPONSES	POOR	% OF RESPONSES
1. I was satisfied with my visit.	414	336	81%	67	16%	5	1.2%	6	1.4%
2. The staff made me feel welcome.	414	364	88 %	41	10%	5	1.2%	4	.9%
3. The Center was clean and well maintained.	414	366	88%	43	10%	2	.04%	3	.07%
4. The Center staff was competent and helpful.	414	365	88%	42	10%	2	.04%	5	1.2%

QUESTION	TOTAL RESPONSES	EXCELLENT	% OF RESPONSES	GOOD	% OF RESPONSES	FAIR	% OF RESPONSES	POOR	% OF RESPONSES
5. The Center's hours were convenient for me.	414	353	84 %	50	11%	7	1.6%	4	.9%
6. The time it took to receive services was reasonable.	418	356	86%	55	13%	4	.09%	3	.7%
7. The information I received was useful.	418	360	86 %	46	11%	6	1.4%	6	1.4%

It appears that greater than 81% of respondents were satisfied with the services they received at the One-Stop Center.

**Customer Satisfaction Survey Report
Mexico Career Center
(PY 2018 - July 1, 2018 – June 30, 2019)**

QUESTION	TOTAL RESPONSES	EXCELLENT	% OF RESPONSES	GOOD	% OF RESPONSES	FAIR	% OF RESPONSES	POOR	% OF RESPONSES
1. I was satisfied with my visit.	8	6	75%	1	12.5%	1	12.5%	0	0%
2. The staff made me feel welcome.	8	7	87.5%	1	12.5%	0	0%	0	0%
3. The Center was clean and well maintained.	8	6	75%	2	25%	0	00%	0	0%
4. The Center staff was competent and helpful.	8	6	75%	2	25%	0	0%	0	0%
5. The Center's hours were convenient for me.	8	5	62.5%	2	25%	1	12.5%	0	0%
6. The time it took to receive services was reasonable.	8	5	62.5%	3	37.5%	0	0%	0	0%
7. The information I received was useful.	8	5	62.5%	3	37.5%	0	0%	0	0%

- e) **Work with partners to identify service needs and expand/enhance the services available to customers. Especially youth and individuals with barriers to employment.**

See Workforce Initiatives – Page 11-22.

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.

This portion further illustrates the fulfillment of the Oswego County Workforce Development System's mission in human terms. Additional benefiting factors of the Workforce Development System are listed here in more general terms:

- Sales tax revenues are generated from customers earning training based payments while enrolled in Work Experience programs
- Sales, real estate, and school tax revenues are generated from exiters who enter employment
- Dollars are returned by participants in both of the above categories into the local economy
- Increased opportunities for existing businesses to expand and for new ones to open in the local area are created due to a highly skilled, competitive workforce
- Recruitment costs for employers are lowered as a results of the job matching services
- High school dropout rates decrease and college entrance rates increase due to year-round Young Adult Worker and Summer Youth programs
- More youth and adults return to school and achieve GEDs
- Vocational rehabilitation, substance abuse recovery and displaced homemaker programs experience high success rates as a results of sequential or concurrent programming with WIOA
- Costs for outplacement services are reduced through rapid and expeditious response activities conducted for employers that are downsizing
- Local workforce development activities are more efficient as a results of these initiatives
- The welfare-to-work rate increases
- The period of unemployment for dislocated worked 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
- Collaboration among local educational agencies, community based organizations, businesses, commerce organizations, and local governments to create opportunities for job seekers and entrepreneurs

5. Overall Assessment:

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

- Measuring results & continuously managing quality improvement.
- Maintains 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.
- Decreased the amount of redundancies by reporting non-essential reports via email instead of during meeting times.
- Reduced the number of board members from 32 to 25

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

- Tours of partner's facility may make it easier to make appropriate employer/employee matches.
- Modifying services and delivery strategies based on market needs and customer demands.
- Building clear brand identity.
- Seek a wider variety of industry for remaining seats. (i.e. seek hospitality and health care partners)

This understanding is based on PY 2018 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.

WORKFORCE INITIATIVES – Oswego County

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 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>Completed/ 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. Continuing work to bring other employers on board, and to establish the standards that job candidates need to meet to be prepared for entry level employment across the manufacturing sector.</p> <p>UPDATE: Reading Comprehension Industrial Math and Mechanical Reasoning Assessments are being used to assess candidates for entry-level manufacturing positions.</p> <p>An assessment to assess candidates for an electrical apprenticeship program was put in place. The assessment includes two components; electrical knowledge and electrical documentation.</p>

WORKFORCE INITIATIVES – Oswego County

Soft Skills Training	Oswego County Workforce New York/ WDB/ Oswego County Opportunities/ Cayuga Community College	Ongoing	<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.</p> <p>Update: - Through the series of workshops that was provided, over 100 county residents received beneficial information about work success techniques that will enable them to achieve their personal and career goals.</p>
Direct Support Professional (DSP) Training Program	<p>Oswego County Workforce New York/Workforce Development Board</p> <p>Partners: -New York Wired for Education -Oswego County Opportunities (OCO) -Oswego Industries -Arise</p>	Ongoing	<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.</p> <p>Currently working with local employers to recruit and train candidates for these openings.</p>
CDL-A Training Program	<p>Oswego County Workforce New York/ Workforce Development Board</p> <p>Partners: -Workforce Development Institute (WDI) -Local Employers</p>	In development	<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

<p>Advanced Manufacturing Institute</p>	<p>Cayuga Community College (CCC)</p> <p>Partners: -Local Employers - Oswego County Workforce New York/ WDB</p>	<p>Ongoing</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 process</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

<p>IBEST Certified Nursing Assistant (CNA) Program</p>	<p>Center for Career and Community Education (CCCE) Partners: -Oswego County Workforce New York/WDB</p>	<p>Ongoing</p>	<p>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.</p>
<p>Advanced Manufacturing Pre-Employment Certificate Program (Boot Camp)</p>	<p>CCCE Partners: -Oswego County Workforce New York/WDB -Local Employers</p>	<p>Ongoing</p>	<p>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.</p>
<p>Adult Literacy/ESL/High School Equivalency</p>	<p>CCCE</p>	<p>Ongoing</p>	<p>Adult Literacy programs include adult basic education for individuals with academic skills below the 8th grade, and TASC (formerly the GED) programs for individuals with academic skills 9th 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.</p>

WORKFORCE INITIATIVES – Oswego County

<p>Adult High School Equivalency Preparation</p>	<p>CCCE Partners: - Oswego County DSS - Oswego County Workforce New York</p>	<p>Ongoing</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>Mobile Classroom</p>	<p>CCCE and OCO</p>	<p>Ongoing</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>Electrical Apprenticeship Program</p>	<p>CCC Partners: - Local employers, -- Oswego County Workforce New York</p>	<p>In process</p>	<p>In response to employer identified needs, Cayuga Community College, Oswego County Workforce New York and local employers are working together on an electrical apprenticeship program. .</p>

WORKFORCE INITIATIVES – Oswego County

CASAC and CRPA Training Institute	Farnham Family Services Partners: -Syracuse Behavioral Health -Substance Abuse Treatment Facilities	Implemented/ Ongoing	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. Syracuse Behavioral Health submitted an AEI application which if funded would help to ramp up development as a subcontracted partner.
Literacy Volunteers	Oswego County Opportunities	Ongoing	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.
Worker Professionalism Certificate Training	SUNY Oswego OBCR Oswego County Workforce New York	Ongoing	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. 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
Initiatives for the General Public			
Certificate and Degree Programs	Cayuga Community College	Ongoing	One-year certificate and two-year degree programs in Liberal Arts, Business, Industrial Technician, Arts, Nursing, and other disciplines.

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<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</p> <p>Partners: -Local Service Providers</p>	<p>Implemented/ Ongoing</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> <p>Update: SCORE/Hub program was established in the City of Oswego.</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
		Ongoing	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>	Implemented/ 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>
College and Career Fair	<p>Oswego County Workforce Development Board//SUNY Oswego/Oswego County Counselors Association</p> <p>Partners: - Local employers - School districts - Oswego County Workforce New York</p>	Annual Event	<p>This event, held on April 24, 2019, was a partnership between the Training & Careers EXPO, previously held in March, and the annual OsCCA College Fair. There were several benefits to this partnership:</p> <ul style="list-style-type: none"> • The fair was open to the public. Parents/guardians are encouraged to attend with the student • Students can learn from employers about the good-paying careers available throughout the region, while coordinating with the colleges who can prepare them for those careers.
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>

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Other Initiatives			
Oswego County Youth Services Forum	Oswego County Youth Bureau Partners: -Oswego County Workforce NY/Workforce Development Board -Oswego County DSS -OCO -Catholic Charities -Arise -Oswego Health -Community Based Organizations	Annual Event	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.

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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).