

The Workforce Development Board Inc. of Oswego County



July 1, 2016 – June 30, 2017

Annual Report



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

A proud partner of the American Job Center network

A Message from our Chair – Edward A. Mervine

As the Workforce Development Board of Oswego County celebrates its new location in the heart of downtown Oswego, it also welcomes its new Executive Director, Chena L. Tucker. Chena brings valuable workforce development experience to the position, having served the board in a variety of roles over the past several years. With the passion she brings to the work she does we can expect great things from her over the coming years.



The board's new home, at 121 E. First Street in Oswego, is part of the SUNY Oswego Business Resource Center and shares space with the Small Business Development Center and The Greater Oswego-Fulton Chamber of Commerce. The synergies and possibilities for collaboration make this a truly dynamic partnering.

Although some things may have changed this year, our commitment to the businesses and job seekers in Oswego County never changes. More than 50 percent of the WDB's members come from the business community. In addition, WDB's are required to have representation from local community colleges and other training providers, as well as elected officials and workforce program leaders. This ensures that current skill needs of local businesses are communicated to relevant training programs.

With this knowledge, our talented One Stop Career Center staff works tirelessly to prepare job seekers for training and employment in the occupations where our local employers have needs.

We have also reorganized the board and are completing the implementation of the Workforce Innovation and Opportunity Act (WIOA).

Finally, I believe the Workforce Development Board of Oswego County is uniquely situated and primed for great things. We're excited about the possibilities to come and are honored to serve the businesses and job seekers in the years to come.

A Message from our Executive Director – Chena Tucker



Our goal at the Workforce Development Board is to ensure that the current and future Oswego County workforce is prepared with the skills necessary to be successful in the jobs available within our local & regional in-demand occupations - Healthcare, Advanced Manufacturing, the Skilled Trades and Hospitality. Our strong partnerships with local businesses and community leaders, area educators and training providers, the committed staff of the One Stop center and local elected officials give us the experience, resources and the determination needed to collaboratively make this goal a reality.

As we remain responsive to the employment needs of our local businesses, we must be sure our regional training and educational support systems are strategic and effective. Clearly articulated employment career ladders - which outline advancements in responsibility and earnings as certain training milestones are achieved - and a no wrong door philosophy are strategies designed to maximize training and supportive services to ensure workers acquire the specific skills needed for our region's in-demand jobs. We will continue to work toward the development and refinement of these career ladders, that are based on a clear educational and training pathway; including certificate programs, credit-bearing degree programs and/or apprenticeship training.

We currently have a great number of employment opportunities within Oswego County and recent economic and community development initiatives have the potential to attract new and dynamic businesses to our area. Therefore, we must maintain a strong vision of today and be mindful of the future in order to realize sustainable growth and measurable success.

I am confident that we have all the necessary elements to accomplish the goals we've set. If we, as a community, continue to communicate these goals in a spirit of transparency and focus, remain engaged and work together they are within our reach.

I look forward to continuing to serve the Workforce Development Board of Oswego County as your Executive Director.

A New Initiative – SkillUp Oswego County

Oswego County residents were offered an opportunity to access free online learning courses through "Skill Up Oswego County," an initiative sponsored by Oswego County Workforce New York (OCWNY), the Oswego County Workforce Development Board, the Oswego County Poverty Reduction Task Force and NY Wired for Education.

Skill Up Oswego County!
 Sign Up for Online Learning Today - <http://oswego.skillupamerica.org>

Are you looking for a job?
 Do you need to update your skills for a new job?
 Looking for training that you can do on your own time?
 If you answered YES to any of these questions, Metrix Learning may be right for you!

It is a flexible, self-directed web-based e-learning service that offers online courses to allow jobseekers to manage their own online training program and improve their marketability to prospective employers. Best of all, it's FREE for Oswego County residents for a limited time!

You can take as many courses as you would like, to prepare you for many of the jobs in demand in Oswego County:

• Clerical	• Human Resources	• Retail
• Communications	• Information Technology	• Sales
• Customer service	• Management	• Warehouse
• Financial	• Microsoft Office	• AND MANY MORE!
• Hospitality	• Project Management	

6 Month Unlimited Access!

WHY E-LEARNING?

- Convenient - Accessible 24/7 from any location with high speed internet access
- Flexible - Matches your skill level and learning pace
- No cost - No tuition or travel costs

WHO CAN SIGN UP?

- Any Oswego County resident looking to update their skills
- Customers must have internet access, a valid e-mail address and basic computer skills
- Anyone who is self-motivated and is eager to enhance and learn new skills
- To register, go to: <http://oswego.skillupamerica.org>

For additional training and certification resources, or to attend an information session, please contact Oswego County Workforce New York at (315)991-9000 or email mcsmith@oswegocounty.com.

Brought to you by a partnership between the Oswego County Anti-Poverty Task Force, Oswego County Workforce Development Board, Oswego County Workforce New York and NY Wired for Education.

From March 1 through June 30, 2017, any Oswego County resident could join the Metrix E- Learning System which provides courses that teach skills employers are looking for. The initiative provided a free license to the SkillSoft program for six-months or 180 days. This program has a catalog of over 4,000 courses that includes IT and software lessons, as well as those for project management, human resources, banking, retail, hospitality, and communication skills.

The Metrix online learning system was made available to help county residents learn new skills earn certificates and/or prepare for certifications. The system was accessible around the clock to anyone with high speed internet access allowing participants to work from home at their own pace, and providing access to a variety of courses that teach both technical and soft skills.

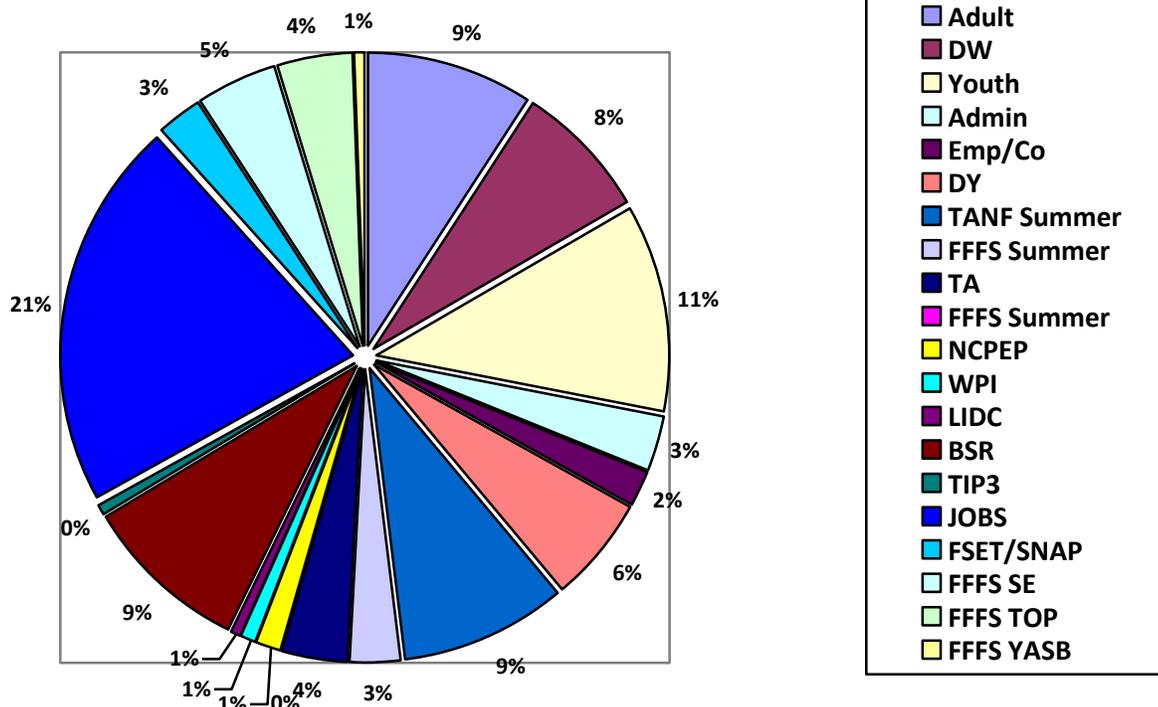
Through this on-line system, participants could learn about the skills required for in-demand careers and receive a personalized training plan from a catalog of over 4,000 courses, providing a cost-effective opportunity for people to develop certificate-based job skills and upgrade their existing skill levels without additional expenses for travel, childcare and program fees. Participants could receive digital badges or certificates as they complete each training session and were able to link directly to Indeed.com to search current local job openings.

Program Year 2016 Budget

July 1, 2016 – June 30, 2017

Federal and state dollars totaled \$3,702,138 in PY '16

WIOA Adult/Adult Transfer	\$ 330,532	8.9%
WIOA Dislocated Worker	\$ 277,007	7.5%
WIOA Youth	\$ 409,591	11.1%
WIOA Admin	\$ 113,015	3.1%
Employer/County Contributions	\$ 66,197	1.8%
FFFS DY (Disconnected Youth)	\$ 211,144	5.7%
TANF Summer Youth Employment	\$ 332,303	9.0%
FFFS Summer Youth Employment	\$ 100,000	2.7%
Trade Act	\$ 0	0.0%
NYS Employment Network	\$ 211,246	5.7%
Non-Custodial Parent Employment Program	\$ 43,690	1.2%
Working Parents Initiative	\$ 33,932	0.9%
Low Income Day Care	\$ 18,100	0.5%
FFFS BSR (Building Self Reliance)	\$ 337,970	9.1%
Transportation Initiative Program 3	\$ 15,298	0.4%
JOBS (TANF/SN Employment Programs)	\$ 775,500	20.9%
FSET/SNAP	\$ 93,000	2.5%
FFFS Subsidized Employment	\$ 161,784	4.4%
FFFS TOP (Transitional Opportunity Program)	\$ 147,969	4.0%
FFFS Youth Adult Skill Builder	\$ 23,860	0.6%



Oswego County Workforce New York

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

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

Services to Jobseekers:

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

Services to Businesses:

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



Customers attended a Metrix Online Learning orientation.

Program Year 2016 Highlights

- Oswego County welcomed over 25 local employers and training agencies to its third annual Training and Career Expo on March 22, 2017 at Oswego County CiTi's Mexico campus. Employers spoke with area high school students about good paying job opportunities in Oswego County and the training required for these jobs. Over 125 students from the 9 school districts met with employers from a variety of industries including Energy, Manufacturing, Skilled Trades, Healthcare, and many others.
- The One Stop continued to assist local business with employment and training needs.
 - Novelis continued to utilize the One Stop for recruitment services including pre-employment testing and interviewing. One Stop staff proctored testing for approximately 280 applicants in PY16.
 - Huhtamaki utilized the One Stop for recruitment services including pre-employment testing and to train new employees. One Stop staff proctored testing for approximately 170 applicants in PY16.
 - Penske Logistics continued to use the One Stop to recruit for new, over-the-road driving positions to transport aluminum from the Oswego Novelis plant to Ontario, Canada.
 - GDI continued to recruit at the One Stop in support of operations at the Novelis plant.
 - Pathfinder Bank conducted open interviews for customer service representatives at the One-Stop.
 - K&N Foods hosted a job fair at the One-Stop to recruit for various positions including machine operators, production laborers and maintenance mechanics.
 - Morningstar Residential Care Center hosted an informational session at the One-Stop.
 - Fastenal used the One Stop to recruit for sales associates.
 - Aspen Dental used the One Stop to recruit for Call Center Representatives.
 - DOT Foods used the One Stop to recruit for CDL-A drivers, administrative clerks, warehouse order selectors and spotters.
 - Rapid Response Monitoring recruited for Control Center Specialists on site at the One Stop.
 - VNA Homecare used the One Stop to recruit for Home Health Aides.
 - Self-Direct Inc used the One Stop to recruit for Personal Care Aides.
 - FedEx Ground use the One Stop to recruit for Package Handlers.
 - Home Aides of CNY used the One Stop to recruit for Home Health Aides.
 - Bellvue University and Columbia College recruited on site at the One Stop.
 - CXTec, DriveLine, StaffWorks, JC Penney, Stanley Steamer and ARC of Onondaga County held recruitments on site at the One Stop.
 - A Youth Services Specialist from the Oswego City-County Youth Bureau hosted an informational session to recruit for the AmeriCorps program.
 - 15 employers used the On-the-Job training program to hire and train 15 employees.
- Program Year 2016 and the implementation of the Workforce Innovation and Opportunity Act (WIOA) brought many changes. Among these, were changes to improve the public workforce system in its delivery of services to jobseekers, workers and employers by ensuring that federal investment in employment and training programs are evidence-based, data-driven and accountable to participants and taxpayers through a common performance accountability system across the four core programs. Performance indicators will measure employment and earnings of program participant. In addition, WIOA requires the establishment of primary indicators on credential attainment and skills gain, and on the effectiveness of services to employers. The Secretaries of Labor and Education will develop a statistical adjustment model taking into account the economic conditions and characteristics of participants serviced when negotiating and determining the levels

of performance applicable to the primary indicators. Program Year 2016 was a data collection so actual performance data has not yet been reported.

- The One Stop continued its initiative with Child Support and Family Court to provide absent parents behind in child support payments with assistance in finding employment. Between July 2016 and June 2017, 28 individuals entered new employment.
- The One Stop worked with local employers on the development of a basic assessment tool for the manufacturing sector. A tool was developed using the Kenexa Prove It! system and was piloted in June of 2017.
- The One Stop continues to host employer recruitments at the Career Center. 117 on site employer recruitments were held in program year 2016.
- The One Stop continued use of the Metrix Online Learning System to provide job seekers with the opportunity to develop technical and soft skills online at their own pace. The system includes over 7,600 Provelt, SkillsSoft, MedCom and Amatrol courses. In Program Year 2016, over 200 licenses were issued to jobseekers who spent approximately 1,200 hours online, earning nearly 600 certificates and 170 digital badges to enhance their employability. Certificates included: Quality Assurance Inspection, Distribution Associate, Conflict & Time Management, Human Resources, Bank Teller, Electrical Safety, Business Law, Call Center Representative, Accounting, Six Sigma & Lean Foundations, and Management Essentials.
- The One Stop was awarded \$15,298 in Transportation Initiative Program (TIP) funding to provide low-income families with assistance for transportation expenses to enable them to accept or retain employment.
- The One Stop earned an additional \$96,389 for assisting SSI/SSDI recipients to obtain or upgrade employment in program year 2016, bringing total earnings since joining the Administrative Employment Network to \$225,547.
- One Stop staff continued involvement in community activities to expand and promote services available through the system:
 - Staff participated in the Substitute Recruitment Day/Job Fair held at the CiTi on October 25, 2016.
 - Staff helped organize and participated in a Meet 'n Greet with representatives from CCCE and local manufacturers on October 4, 2016.
 - Staff worked with the Literacy Coalition of Oswego County (LCOC) to organize the *On Your Mark, Get Set, Read!* Event held at APW Elementary School in Parish on October 22, 2016.
 - Staff helped organize the Youth Program Forum held at Elim Grace Church on October 24, 2016. The event provided information on services available to youth throughout Oswego County.
 - Staff helped organize the Youth Summit held at SUNY Oswego on May 17, 2017. More than 600 eighth graders from eight school districts explored career interests and learned about community resources.
 - Staff worked with the Job Placement Network to organize the 10th Annual Disability Mentoring Day on October 27, 2016. Over 80 people attended the event followed by 19 mentees participating in a mentoring experience at 15 worksites.
 - Staff also worked with the Job Placement Network to organize the 9th Annual Tools-of-the-Trade Event held on June 15, 2017. The event provided information and best practices for agencies who serve individuals with disabilities. Over 75 job placement professionals attended.

Program Year 2016 by the numbers

- 2,790** Job Seekers utilized the One Stop Center
- 27,774** Services were provided by staff
- 1,297** Individuals entered employment (Note: estimate based on wage record data)
- 502** Informational Services (use of resource room, labor market information) provided to jobseekers
- 3,739** Basic Career Services (workshops, resumes and job search assistance) provided to jobseekers
- 2,350** Individualized Career Services (development of an employment plan, employment counseling, case management) provided to jobseekers
- 217** Training Services (on-the-job training, training, vocational training and skill development training) provided to jobseekers
- 359** Customer satisfaction surveys were returned by jobseekers. Approximately 98% of jobseekers expressed satisfaction with the services they received.

Trade Act and Rapid Response

Trade Act

The Trade Adjustment Assistance (TAA) Act is a federally funded program that assists US workers who have lost their jobs resulting from the free trade agreements between the United States and other countries. TAA seeks to provide trade-affected workers with the opportunity to obtain the skills, resources and support they need to become reemployed. TAA offers a variety of benefits and services to support workers seeking reemployment including job training, income support, job search and relocation allowance. The Trade Adjustment Assistance (TAA) program was first authorized by the Trade Act of 1974 and then amended in 2002, 2009, and 2011. The 2002 amendment created the Trade Adjustment Assistance Reform (TAA) program. The 2009 amendment created the Trade and Globalization Adjustment Assistance (TGAA) program as part of the American Recovery and Reinvestment Act of 2009, and the 2011 amendment created the Trade Adjustment Assistance Extension (TAAEA) program which ended on 12/31/13. Effective 1/1/14 the TAA Reversion 2014 went into effect and on September 28, 2015, the Trade Adjustment Assistance (TAA) Reauthorization Act of 2015, went into effect continuing the TAA program for six years, and changing the group eligibility requirements and individual benefits and services available under the Trade Adjustment Assistance program since January 1, 2014. For more information on the new program established by this law, click here <http://labor.ny.gov/formsdocs/factsheets/pdfs/p827.pdf>.

Trade Act in Oswego County

During program year 2016, we served three customers who were Trade Act certified from Belden Inc and Daiken-McQuay. Individuals certified for Trade Act accessed services such as resume assistance, job search, computer classes, skill upgrading and vocational training through the One Stop Center. One TAA customer completed training in Advanced Manufacturing at Cayuga Community College and a second TAA customer completed training in HVAC/R training at OCM BOCES. All three individuals entered employment during PY16. In addition, they received A/RTAA wage subsidies statewide payments (income supports).

Rapid Response

Oswego County works in collaboration with the NYS Department of Labor's Central NY Regional Rapid Response Team, located in Syracuse, NY. The team meets with employers who indicate possible layoffs or a closure to discuss strategies and services to prevent this from happening. In the event it can't be avoided, services for impacted employees are put in place. No Oswego County businesses required this service during program year 2016.

Business Services

Program Year 2016 statistics:

- 230 Businesses were served
- 189 Businesses posted jobs
- 117 Onsite recruitments were held at the One Stop Center
- 16 Businesses participated in subsidized employment programs, which trained 23 participants
- 143 Customer satisfaction surveys were issued to businesses. 41 responses (29%) were received with 100% of the businesses expressing satisfaction with service(s) received.
- 169 Huhtamaki testing attendees
- 280 Novelis testing attendees

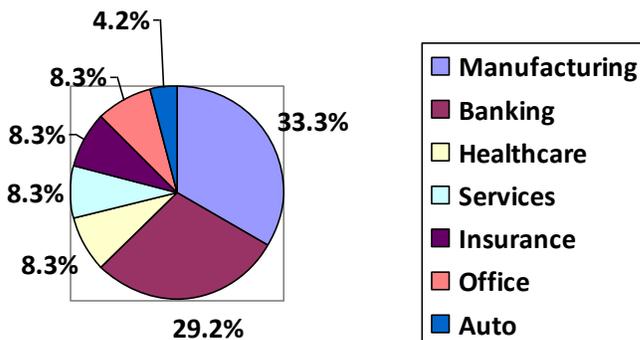
On-the-Job Training (OJT) and Incumbent Workers

Nineteen individuals were active in OJT training during program year 2016. Several new and returning employers utilized the program, including Compass Federal, Pathfinder Bank, Mirabito Holding, ECO-Foam Insulators Inc. and Huhtamaki NA. Training spanned a variety of in-demand occupational areas including manufacturing and financial/banking. All training occurred at the employers' workplaces where trainees learned occupational skills in a new field or upgraded skills in their current field.

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

Active during PY'16

- 24 Trainees
 - 15 Adults
 - 3 Youth
 - 3 Dislocated Workers
 - 3 TANF 200% Program



Training Fields

- Manufacturing – 8
- Banking – 7
- Auto – 1
- Medical/Healthcare – 2
- Insurance -2
- Office - 2
- Services/Other – 2

Outcomes

- OJT completed/Entered Unsubsidized Employment – 21 (88%)
- Quit – 1 (4%)
- Still Active (as of 6/30/17) – 2 (8%)

Vocational Training

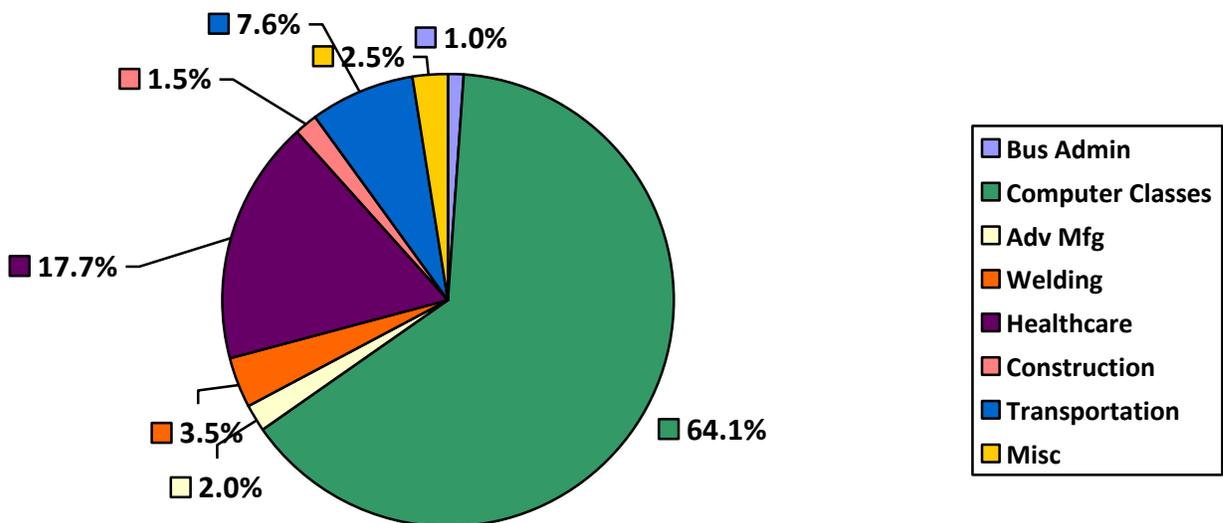
198 vocational training services and/or computer classes were provided to job seekers during the program year 2016 timeframe. Participants were enrolled in certificate and degree-bearing training in community and four-year colleges, CiTi (BOCES), and proprietary schools. Participants also took part in on-site, contracted computer classes such as QuickBooks, Microsoft Word, Microsoft PowerPoint, and Microsoft Excel.

Fields of Training

- 3 Asbestos Removal
- 127 Contracted Computer Classes
- 1 Physical Therapy Assistant
- 11 CDL-A
- 4 CDL-B
- 3 Dental Assistant
- 9 Medical Assistant
- 9 CNA
- 13 LPN
- 2 Business Administration
- 2 Medical Coding
- 7 Welding
- 4 Advanced Manufacturing
- 1 Lineman
- 1 Health Info Technology
- 1 CAD/Drafting

Active during Program Year 2016

- 71 Trainees in Vocational Programs
- 127 Individuals in Computer Classes



Youth Services

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

During the 2016 – 2017 program year Oswego County continued to strengthen its many partnerships with our community-based organizations. These contracted services provide the vital program elements for WIOA youth. Through association with programs, businesses, agencies and organizations like Oswego County Opportunities (OCO), NYS DOL's Career Zone, Metrix Online Learning, Oswego Industries (OI) Career Employment Services (CES) and the Center for Instruction, Technology and Innovation (CiTi), youth have experienced the benefits of services that include tutoring, financial literacy instruction, career/labor market workshops, job coaching, credentialed workforce training, driver's education, occupational skills training and high school equivalency remediation. In addition, Oswego County has contracted with local employers and small business owners to provide youth with short-term wage subsidized employment, allowing them to gain valuable work experience, job readiness skills and local character references to improve job prospects and become productive participants in the local workforce.

Oswego County also provides work readiness workshops for youth including: online job search, work readiness, interview skills, financial literacy, resume development, electronic job applications, healthy relationships, digital footprint/social networking and personality to career matching.

The 2016 Summer Youth Works Program continued to be one of the most effective programs to engage youth in work readiness services. 196 youth were employed throughout the county, 45 of whom were members of cash assistance households. Youth workers were placed throughout the county as daycare aides, custodial assistants, clerical helpers, grounds keepers, library helpers, mechanics helpers, day camp counselors, and park aides. Oswego County Conservation Corps (OC3) crews maintained nature trails at Camp Hollis, Camp Zerbe, Granby and Volney Elementary schools and the Hannibal Woodsy Walk. A total of 196 Youth workers earned wages totaling over \$239,000. This money is typically spent by young wage earners almost immediately and directly in the local economy. Summer counselor staff provided youth with work readiness sessions covering topics like job applications, resume writing, interview skills and professional workplace behavior.



A youth assigned to an Oswego County Conservation Corps (OC3) crew works on maintaining a nature trail.

The youth team continually works to maintain our presence in social networking. Professional staff counsel Youth in the safe and proper use of online networking accounts. We encourage and instruct youth regarding the setup of their own online accounts for professional exposure to businesses and employers. We utilize a professional **Facebook** account with ongoing posts regarding workshops, job openings, job fairs and employer recruitments. We also post community events like food pantry distributions, financial literacy information, public enrichment events, and youth-oriented program updates. Both program youth and local service providers have consistently expressed satisfaction with these social networking communications. We are seeing continued growth in our Facebook following. We plan to continue to utilize this free and effective resource in our Youth employment and training services implementation.

The 12th annual Oswego County Youth Career Summit was held May 17th, 2017 at SUNY Oswego's Lanigan Hall. The format for the day included six activity rotations of twenty-five minutes each beginning at 9 a.m. and ending at 12:30 p.m. The summit was an opportunity for more than 600 eighth graders, their teachers and chaperones from eight school districts across Oswego County to explore career interests, discuss specific educational and training needs, as well as to learn about resources in the community to address those needs. The event was a collaboration between SUNY Oswego Office of Business and Community Relations, the Workforce Development Board of Oswego County, CiTi and the Oswego City-County Youth Bureau. This year's presenters included: STEM Energy P-TECH, Emergency Services NYS Police, Medical Upstate Physical Therapy & Respiratory Care and CiTi Culinary Arts.

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

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

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

A scavenger hunt, based on information gathered by the students from each of the event presenters, was arranged with a grand prize drawing for an iPad Mini. Students and their adult chaperones were also offered the opportunity to share their thoughts regarding their experiences at the end of the event in group sessions led by event organizers. They met and talked in classroom settings while the participants were waiting for their bus to return them to their individual schools. Everyone was encouraged to complete a written survey to evaluate the presentations and to suggest improvements for similar events in the future.

Each year, a variety of organizations come together to share what programs and services they offer for Youth in our county at the **Oswego County Youth Services Forum**. This gives providers an opportunity to network and expand their individual knowledge of what assistance is available in our community. The Forum is free of charge and open to the public as well. Attendance is highly encouraged for anyone looking for more information on Youth Services in our county. As programs and services are always changing, this is a great way to keep updated on the most current information year to year. The 2016 Youth Forum was held at Elim Grace Church in Oswego, NY on October 24, 2016. The Oswego County Youth Bureau organizes this event with the help of other agencies including but not limited to the Department of Social Services, WorkForce NY, Oswego County Opportunities, Catholic Charities, Arise, and Oswego Health. This year, the Forum will be held at the CITI Campus (179 County Route 64, Mexico, NY 13114) on Wednesday, October 18th, 2017 from 8:00 am to 12:00 pm. New this year, there will be a trade show to provide a more hands-on experience and an approachable atmosphere for all attendees.

Services for Individuals with Disabilities

Despite the loss of Disability Employment Initiative grant funding, the One Stop continues to offer services to individuals with disabilities using an Employment Specialist with training as a Disability Resource Coordinator (DRC). The DRC works together with the Social Security Administration to assist Social Security beneficiaries in the return to work process, and provides information on how work affects SSDI/SSI benefits. The DRC also works with the Ticket-to-Work program to provide opportunities for SSDI/SSI beneficiaries to obtain vocational rehabilitation, employment and support services. Outreach is provided to inform beneficiaries about Social Security incentives that support work efforts. The program is designed to help individuals get back to work or to increase their work activity.

Oswego County Workforce New York joined the New York Employment Services System (NYESS) as part of their Administrative Employment Network. As part of the NYESS Employment Network, Oswego County is able to generate revenue for assisting beneficiaries to obtain and retain employment. Oswego County earned an additional \$96,389 in program year 2016. NYESS provides a single point of access to employment supports for Ticket holders, and assists providers of employment-related services in coordinating supports for individuals served by multiple providers.

Outlined below are services provided:

- Ticket to Work — Services are available to serve customers that receive either SSI or SSDI benefits. The DRC gives advisement of how work will affect benefits and informs beneficiaries of various SSA Work Incentive Programs. Individual employment plans are developed and case managed to ensure success of the individual while employed and involved the Ticket to Work Program.
- Integrated Resource Team —Oswego County Workforce New York, along with community partners, is dedicated to assisting customers who could benefit from the resources of multiple agencies. To better coordinate this effort, an Integrated Resource Team (IRT) focuses on the needs of individual jobseekers utilizing the experience, skills and resources of all partners through this collaborative approach.
- The DRC coordinated the 9th annual Tools of the Trade event in conjunction with the Oswego County Placement Network. The event was successfully attended by over 75 job placement professionals and those who work with individuals with disabilities. The event offered useful information and six different training sessions regarding the current and ongoing challenges found in achieving viable job placements for a diverse population. This event also offers networking opportunities among various agencies throughout CNY.
- The DRC coordinated the 10th annual Disability Mentoring Day in Oswego County in conjunction with the Oswego County Placement Network. The event was attended by over 80 people including several Oswego County agencies who work with individuals with disabilities and 19 mentees. 15 Oswego County businesses provided the 19 participants with a mentoring experience. The ceremony included a breakfast with a guest speaker and presentation of certificates to the mentees/mentors prior to the job shadowing that morning. At the event this year the NDEAM (National Disability Employment Awareness Month) awards were presented to three businesses in Oswego County. McDonalds in Fulton was nominated and awarded with the regional NDEAM award for their continued employment of persons with disabilities. The local NDEAM award was also given to LaParilla and Books & Bears, both businesses located in Oswego.

- Partnerships and Collaboration — Leveraging opportunities for individuals with disabilities to participate in education, training and employment opportunities is also a focus of the DRC. Partnership Plus continues between the DRC and ACCES-VR, to collaborate with Ticket to Work participants and those whose cases are successfully closed with ACCES-VR. The participant can assign their Ticket to Oswego County Workforce Employment Network and receive continued long-term support through the DRC.

Working Parent’s Initiative (NCPEP Grant)

The Working Parent’s Initiative (WPI) program is a collaboration between Employment and Training, Family Court and Child Support. This year marks the second year of the program. The goal of the program is to assist unemployed/underemployed non-custodial parents find employment so that they can pay child support. These individuals are court ordered to participate in this program by Family Court on violation, modification, or support petitions.

Once ordered to participate in the WPI program, the non-custodial parent has one week to contact Employment and Training to set up their initial appointment. The initial appointment includes determining eligibility for the program, discussing the person’s work history, education, short and long-term employment goals and barriers to employment. Throughout their time in the program, they are provided with resume assistance, given job referrals and are required to provide a work search at each appointment. Each WPI customer is registered to utilize the Workforce resource center which allows them to access all the services that the center provides.

New to the program this year is the Child Support Overview workshop which began in March. Customers who attend this workshop meet with child support workers who provide them with general information about child support and specific information about their individual child support cases. This workshop helps to answer many questions and concerns that our customers have about child support.

The WPI program has assisted many non-custodial parents learn job readiness skills and gain employment which ultimately results in them paying on their child support cases.

Between July 2016 and June 2017:

\$78,805	Total child support received
103	Total served
28	Entered new employment
8	Child Support Overview Workshop
4	Attended Metrix
1	Placed in Subsidized Employment
3	Placed in Youth Paid Work Experience
1	Completed Training (Advance Manufacturing

Oswego County Workforce New York Welcomes New Staff

Due to retirements, promotions and caseload changes, Oswego County Workforce New York has some new and returning faces this year. Please join us in welcoming Kristan Davis, Mary Ferry, Logan Killian and Kim Sizemoe to our team. Welcome aboard!



Kristan Davis – Employment Specialist – Youth Programs



Mary Ferry – Employment Advisor – Adult and Dislocated Worker Programs



Logan Killian – Employment Specialist – Adult and Dislocated Worker Programs



Kim Sizemore – Employment Specialist – Business Services

Oswego County Workforce New York Partners

Oswego County Employment and Training

New York State Department of Labor

Oswego County Department of Social Services

Cayuga Community College

Career Employment Services (CES) of Oswego Industries

CiTi (formerly Oswego County BOCES)

Oswego County Opportunities

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

A4TD (formerly Experience Works)

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

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

Workforce Development Board Members

Stacy Alvord
Oswego County Department of Social Services

Eric Behling
Behling's Orchards

Jessica Behling
GDI Services Inc.

Shane Broadwell
Broadwell Hospitality Group

Patrick Carroll
UA Plumbers and Steamfitters

Brian Chetney
Oswego City-County Youth Bureau

Phil Church
Oswego County

Paige Cochrane
The Fulton Companies

Diane Cooper-Currier
Oswego County Opportunities Inc.

Carla DeShaw
Cayuga Community College

Wagner Dotto
Oswego County Business Magazine

Tom Fernandez
Tailwater Lodge

Joseph Fiumara
City of Fulton Community Development Agency

Krista Fox
Entergy Nuclear Northeast

Karen Goetz
Shineman Foundation

David Goodness
Workforce Development Institute

Robin Hansen
Penske Logistics

Tim Hardy
Sunoco

Greg Hilton
Huhtamaki Packaging

Sabine Ingerson
ARISE

David Lloyd
Novelis

James Marco
Oswego Health

Edward Mervine
Pathfinder Bank

Donald Morgan
Local 43 IBEW

Joe Murabito
Morningstar

Christopher Nelson
State Farm Insurance

Juanita Perez Williams
New York State Department of Labor

Bruce Phelps
Fulton Tool Company Inc.

Jill Pippin
SUNY Oswego

Patrick Sheppard
ACCES-VR

Kris Smith
Exelon

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

L. Michael Treadwell
Operation Oswego County Inc.

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