

The Workforce Development Board Inc. of Oswego County



July 1, 2019 – June 30, 2020

Annual Report



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

A Message from our Chair – Edward A. Mervine



It is my pleasure to highlight several of the accomplishments of the Oswego County Workforce Development partners during the July 1, 2019-June 30, 2020 program year. During the first part of the year, the Workforce Development Board and staff successfully fulfilled all obligations required by the Skill-Up Oswego County 2.0 grant, funded by the Richard S. Shineman Foundation and Oswego County. The increased public awareness of career center services through the redesigned website, www.ocwny.org, and other marketing efforts will serve job seekers and businesses for years to come.

In addition, through our partnership with Cayuga Community College and Oswego County Opportunities, nearly 200 Oswego County residents participated in soft skills training between May 2019 and January 2020. These sessions provided valuable information on how to act professionally in the workplace, be a productive employee and how to reach life goals through positive personal change. These workshops benefitted not only the participants, but the employers who now have a better prepared pool of candidates from which to fill their open positions.

Unfortunately, as we entered the new calendar year the momentum we had built came to halt as the coronavirus pandemic became a real threat to the way we lived and worked. By March 2020, the Fulton One-Stop Career Center and Workforce Development Board offices were closed, and staff began to work virtually. As the months passed, WDB and career center staff showed tremendous resiliency by redesigning the way they interacted with customers and partners to provide the same level of service remotely as they had in person.

One-Stop staff began conducting business by telephone and video chats, all Workforce Development Board (WDB) meetings were conducted remotely, and free Metrix Online Learning licenses were made available to the public. This allowed people who had lost their job or were quarantined due to the pandemic to take online classes from home to improve their skills and increase their marketability.

Overcoming the challenges brought about during this time of crisis is clear evidence that Oswego County has a passionate group of workforce development professionals who are committed to the economic health and vitality of our county. Christine Weaver at the Fulton Career Center and Chena Tucker at the Workforce Development Board provided the strong leadership that guaranteed the quality of the important services these agencies provide never suffered. Many hours of hard work were invested by their staff to ensure the job seekers and businesses of our area received the care and attention they are entitled to, despite the challenges presented by COVID-19. I want to congratulate them for their efforts.

On a personal note, I will be retiring from the Workforce Development Board in December 2020. It has been my pleasure to have served as WDB Chairman for the past five years, as well as on the Business Development and Executive committees for many years. After witnessing the amazing job that our WDB and One-Stop staff and other partners have done this past year, I know the future of Workforce Development is in good hands.

A Message from our Executive Director – Chena Tucker



The COVID-19 pandemic of 2020 will forever be remembered as one of the most disruptive and pivotal events of our lifetimes. The changes to how we interact with one another and conduct ourselves in order to combat and control this deadly virus fundamentally changed the way we live as a society. COVID-19 has tested all modern systems of government, healthcare, education, business, the workforce and the economy. The costs to human life and our sense of security have been immense and the aftershocks will be felt for years to come.

The Oswego County Workforce Development Board began its new fiscal year in July 2019 with positivity and a spirit of achievement. We were in the midst of developing innovative NYS Consolidated Funding Applications in collaboration with employers and training providers for programs that would offer advanced training for those in the healthcare and manufacturing sectors. Both industries are essential to the vitality of our economy and included in our strategic planning goals.

In addition, by December of 2019, we had successfully completed our series of soft skill training classes as part of the Skill-Up grant, funded by the Richard S. Shineman Foundation and the County of Oswego. However, as we entered the new year, whispers of an insidious new virus began to be heard. In March 2020, which marks the end of our third quarter, concerns about COVID-19 began to take shape within the country. By the end of that month hundreds of thousands of businesses, organizations, schools, colleges, and government agencies sent their students and workers home to quarantine in an effort to stop the spread of the virus.

When the board's fiscal year ended in June 2020, U.S. unemployment rates had shot from all-time lows around 5% up to 17% and even higher. Hardest hit were the hospitality and service industries that rely on a constant flow of customers to maintain sales and revenue.

The challenge in the days ahead will be immense as we re-evaluate our priorities as a workforce board to make sure Oswego County workers who have been displaced receive the supports they need to be successful in the workplace. As industries and organizations pivot to address the ever-changing demands in a world of COVID-19, we too must be ready to alter our service delivery models to keep up with the ever evolving and rapidly shifting world. Technology resources are going to be critical as we address jobseekers' needs and many professional development and training programs begin to deliver their courses online.

Staff at Oswego County Workforce NY have done a tremendous job over the last several months transitioning to remote service delivery in order to serve our customers. We also welcomed Rachel Pierce as the new Director of Employment and Training. Rachel has an incredible background having worked for both the Department of Labor and SUNY Oswego. This is the work that Rachel is aptly qualified for and we are happy to have her aboard! This change in leadership was brought about by the retirement of Christine Weaver after 30 years of impeccable service to businesses and job seekers. She laid a tremendous foundation for Rachel and will be greatly missed by all the people who had the pleasure to work with her.

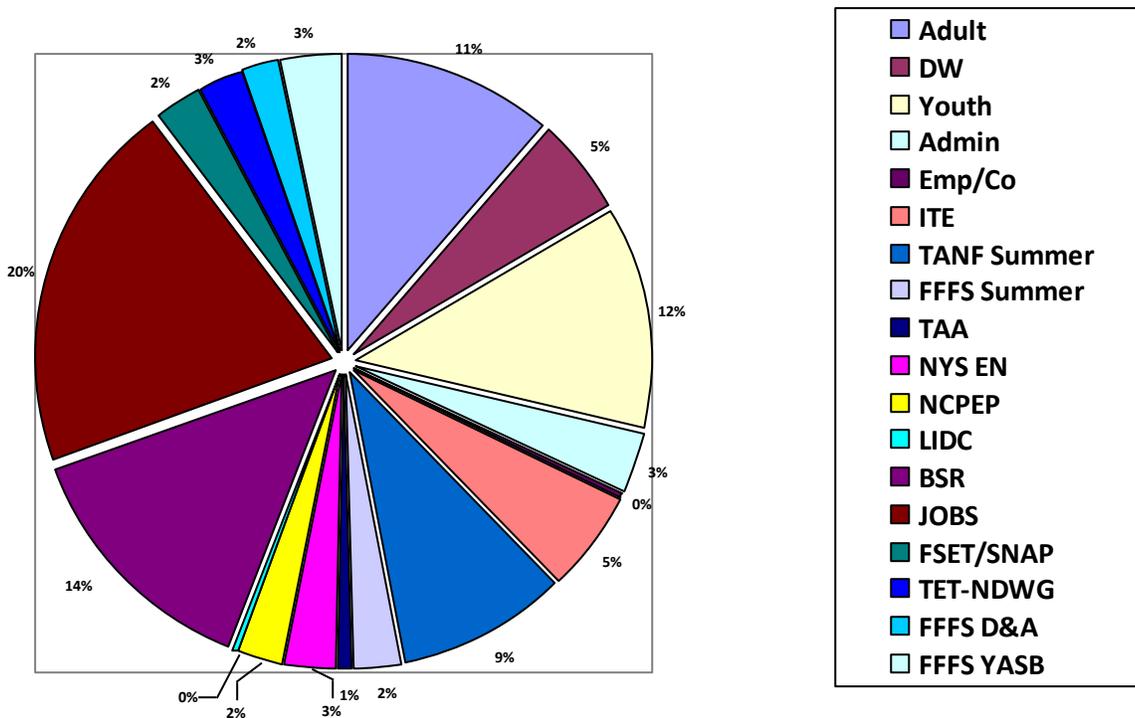
Finally, as Executive Director of the Oswego County Workforce Development Board, I commit to advocating for additional funding from federal, state and philanthropic sources to guarantee that the citizens of this county receive every advantage possible to recover from the negative effects COVID-19 has wrought on our local economy.

Program Year 2019 Budget

July 1, 2019 – June 30, 2020

Federal, state and local dollars totaled \$4,134,792 in PY '19

WIOA Adult/Adult Transfer	\$ 465,272	11.3%
WIOA Dislocated Worker	\$ 219,315	5.3%
WIOA Youth	\$ 500,215	12.1%
WIOA Admin	\$ 131,665	3.2%
Employer/County Contributions	\$ 17,330	0.4%
FFFS ITE (Independence through Employment)	\$ 222,500	5.4%
TANF Summer Youth Employment	\$ 390,428	9.4%
FFFS Summer Youth Employment	\$ 100,000	2.4%
Trade Act	\$ 28,131	0.7%
NYS Employment Network	\$ 118,609	2.9%
Non-Custodial Parent Employment Program	\$ 97,491	2.4%
Low Income Day Care	\$ 12,950	0.3%
FFFS BSR (Building Self Reliance)	\$ 570,893	13.8%
JOBS (TANF/SN Employment Programs)	\$ 837,800	20.3%
FSET/SNAP	\$ 95,750	2.3%
TET-NDWG (Trade & Economic Transition National DW Grant)	\$ 111,593	2.7%
FFFS Drug & Alcohol Screening	\$ 81,350	2.0%
FFFS Youth Adult Skill Builder	\$ 133,500	3.2%



New Initiatives

- The Oswego County Workforce York (OCWNY) Career Center has applied for funding through the Consolidated Funding Application (CFA) for a CNA/MA to LPN Upgrade program. The application submitted is in the second round and is in partnership with Oswego Health (including Seneca Hill and local physician's offices), Morningstar Residential Care Center and The Gardens by Morningstar, St. Luke's Health Services and CiTi. This initiative will provide approximately 22 Certified Nursing Assistants and Medical Assistants the opportunity to attend training to upgrade to a Licensed Practical Nurse position upon earning the credential. There are funds in the application to support a part time staff position. We would plan to use that funding in partnership with funding from CenterstateCEO to support a Healthcare Liaison position and seek additional funding over the next year.
- A Richard S. Shineman Foundation grant application was submitted and awarded for an electronic sign in front of the OCWNY Career Center to promote employer recruitments and events, as well as 25 laptops. The laptops will establish a mobile computer lab in the Mexico Career Center for jobseekers to be able to access services, such as computer classes, online learning opportunities, and/or employment credentials through the Metrix Learning System and the National Career Readiness Credential.
- OCWNY is partnering with local organizations on educational initiatives related to industries seeking to fill a skill gap with future applicants. OCWNY is utilizing the Healthcare Liaison to implement the HealthTrain program, in partnership with CenterstateCEO, to provide jobseekers with the opportunity to explore entry level positions in the healthcare field.
- The Workforce Development Board and OCWNY staff continued to work on the Skill-Up Oswego County 2.0 Project in the 2019-2020 year. To address these issues, the WDB proposed two strategies. The first was to establish increased awareness of OCWNY services through a comprehensive marketing plan, using multiple communication methods. The second was to offer a variety of learning opportunities to local workers that would expose them to soft skills needed by local employers. The project achieved its goals in the following ways: Since May 2019, 179 individuals registered for 15 six-hour Soft Skills workshops. Oswego County Opportunities provided training to customers of OCWNY, while Cayuga Community College conducted training to employees of local businesses and organizations. The development of a new Career Center website presented a more sophisticated user interface. To enhance the user experience on the website and other outlets, nine videos were created to showcase available services. Radio and internet advertising were produced via local radio stations (93Q and 95X) and iHeart Oswego. Radio spots promoting the new website and the services at the One-Stop were aired during 2019 and reached a total of 171,000-182,000 listeners over the six weeks the ads were run. Television monitors were placed in lobbies of OCWNY in Fulton and the Department of Social Services in Mexico to advertise employment-based services and job postings to a wider population of job seekers. A yearly license for the Metrix Online Learning System was obtained.

Oswego County Workforce New York

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

OCWNY Career Center has staff from the Oswego County Employment and Training Division, 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).

Services to Jobseekers:

- Access to NY Job Bank/job listings
- Job referrals
- Access to computers, printers, Internet, fax, copier, and phones
- Labor Market Information
- Resume, cover letter and interviewing assistance
- Referrals to NYS Healthcare Marketplace
- Career assessment, career exploration, career planning services and employment counseling
- Employment plan development
- Referral to High School Equivalency and Basic Skills 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 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 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 Human Resources procedures and interviewing
- Use of career center for recruitment purposes
- On-the-Job Training (OJT) subsidies to offset the cost of training new workers
- Customized Training to upgrade the skills of incumbent 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's
- Rapid Response services

Program Year 2019 Highlights

- OCWNY continued to assist local businesses with employment and training needs.
 - Novelis continued to use the Career Center for recruitment, including pre-employment testing sessions and interviewing. Staff proctored testing for approximately 65 applicants.
 - Huhtamaki utilized the Career Center for recruitment services including pre-employment testing. Staff proctored testing for approximately 200 applicants. Huhtamaki utilizes the Metrix Learning System to test Mechanical Reasoning, Industrial Math and Reading Comprehension to gauge the aptitude of potential candidates.
 - Other employers using the Career Center for recruitment purposes included:
 - Davis Cleaning Services held a hiring event for cleaners and floor technicians.
 - Contemporary Personnel Staffing used the Career Center for 8 open recruitment events.
 - Over the Top Roofing used the Career Center twice to recruit for roofers, ground crew team members, safety inspectors and sales project managers.
 - All Seasons Inn used the Career Center 3 times to recruit for housekeepers and front desk clerks.
 - RGIS held an informational session for Part-Time Retail Inventory Associates.
 - Page Transportation utilized OCWNY for 9 hiring events seeking CDL-A drivers, diesel mechanics and warehouse laborers.
 - The NYS Dept of Corrections hosted 4 informational sessions on civil service exams for Correction Officer Trainees.
 - OneTeam held 5 hiring events for sanitation workers and sanitation supervisors.
 - Allen Chase Enterprises recruited for commercial equipment mechanics and trainees.
 - The US Census Bureau used OCWNY for 4 recruitments to fill positions including enumerator, office operations supervisor, recruiting assistant, and clerk.
 - VisionWorks held a hiring event for optical assistants and retail supervisors.
 - Agrana Fruit hosted a recruitment for material handlers, production workers and more.
 - Cleantec used the Career Center 3 times to recruit for account managers, team leaders and custodial specialists.
 - Self-Direct hosted a hiring event to recruit for PCA's, HHA's and CNA's.
 - Oswego Industries held a recruitment for positions including direct support professionals, group day habilitation plan coordinators and transportation aides.
 - McLane Northeast used the Career Center to recruit for warehouse positions.
 - Staffworks held 2 hiring events for production positions.
 - Nutrition Bar Confectioners held a recruitment for various positions.
- A Bellevue University representative was on site regularly to discuss educational programs.
- NYSDOL Business Services staff held 2 mini job fairs at the Career Center involving a total of 9 employers.
- The Career Center continued its initiative with Child Support and Family Court to provide absent parents behind in child support payments with assistance in finding employment. Between October 2019 and September 2020, 18 participants entered new employment and over \$57,000 was collected in child support payments.
- OCWNY continued use of the Metrix Online Learning System to provide job seekers with the opportunity to develop technical and soft skills online at their own pace. In Program Year 2019, 112 licenses were issued to jobseekers who completed approximately 2,700 courses and assessments.

- The Career Center was again a Volunteer Income Tax Assistance (VITA) site with SUNY Oswego students.
- OCWNY staff continued involvement in community activities to expand and promote services available through the system:
 - Staff participated in the Literacy Coalition of Oswego County's 9th Annual READ Event on September 18, 2019.
 - CiTi hosted Manufacturing Day on October 4, 2019. OCWNY staff were on site to promote our services. (See cover photo.)
 - Staff also participated in a Trades Fair hosted at CiTi on October 16, 2019. The event promoted internships and career opportunities with local trade unions.
 - Staff attended G. Ray Bodley High School's first annual Job Opportunities Fair on November 14, 2019. The event was open to all high school students, their parents and members of the community. Staff promoted services available for youth through the OCWNY Career Center.
 - Staff helped organize and participated in the annual Community Services Forum held at the Oswego Elks Lodge on November 21, 2019. The event brings together a variety of organizations to share information on services available to youth throughout Oswego County.
 - Staff worked with the Job Placement Network to organize the 13th Annual Disability Mentoring Day which was held on October 9, 2019 at the Oswego Foundry. Twenty-one individuals and thirteen businesses participated in this event.
- For the second time, OCWNY staff received the Veterans' Program Office Incentive Award for their demonstrated Priority of Service to Veterans during PY2019. A package including an office award (see photo below) as well as complimentary items for each staff member was delivered to the Career Center.



Program Year 2019 by the numbers

- 1,513** Job Seekers utilized the OCWNY Career Center
- 7,831** Services were provided by staff
- 2,093** Informational Services (use of resource room, labor market information) provided to jobseekers
- 3,054** Basic Career Services (workshops, resumes, and job search assistance) provided to jobseekers
- 2,684** Individualized Career Services (development of an employment plan, employment counseling, case management) provided to jobseekers
- 178** Training and Pre-Vocational Services (on-the-job training, vocational training, and skill development training) provided to jobseekers
- 1,671** Individuals were employed 6 months following program exit (1,144 Adults, 485 DW, 42 Youth)
- \$28,004** Median Earnings for Adult Program Participants
- \$29,364** Median Earnings for Dislocated Worker Program Participants
- \$12,324** Median Earnings for Youth Program Participants
- 325** Customer satisfaction surveys were returned by jobseekers. 92% of jobseekers expressed satisfaction with the services they received.

Business Services

Program Year 2019 statistics:

- 104 Businesses were served
- 98 Businesses posted jobs
- 153 Jobs posted on the NYS Job Bank
- 129 Onsite recruitments were held at the OCWNY Career Center
- 10 Businesses participated in subsidized employment programs, which trained 21 participants
- 121 Customer satisfaction surveys were issued to businesses. 36 responses (30%) were returned with 100% of the businesses expressing satisfaction with service(s) received.
- 200 Huhtamaki testing attendees
- 65 Novelis testing attendees

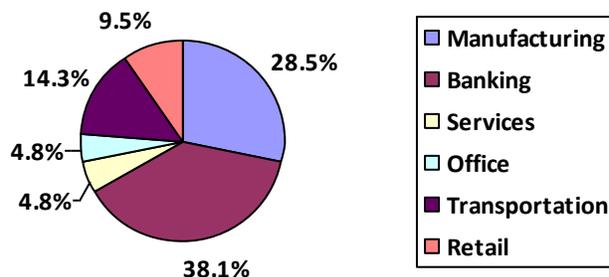
On-the-Job Training (OJT) and Incumbent Workers

21 individuals were active in OJT training during Program Year 2019 with 10 different employers. Both new and returning employers utilized the program, including Compass Federal Credit Union, Pathfinder Bank, Felix Schoeller NA, Harbor Lights, Keith Titus Corp and Mitchell Printing. Training spanned a variety of in-demand occupational areas including manufacturing and financial/banking. All training occurred at the employers' workplaces where trainees learned occupational skills in a new field or upgraded skills in their current field.

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

Active during PY'19

- 21 Trainees
- 18 Adults
- 3 TANF 200% Program



Training Fields

- Banking – 8
- Manufacturing – 6
- Transportation – 3
- Retail - 2
- Office - 1
- Services – 1

Outcomes

- OJT completed/Entered Unsubsidized Employed – 15 (71%)
- Quit – 0
- Termed – 0
- Still Active (as of 6/30/20) – 6 (29%)

Vocational Training and Short-Term Pre-Vocational Skills

75 (50 new and 25 carry in) vocational training services were provided to job seekers during Program Year 2019. Customers were enrolled in certificate- and degree-bearing training programs with community and four-year colleges, BOCES, and proprietary schools. Courses of study included various healthcare occupations, welding, electrical apprentice, and office technology.

Participants also took part in on-site, contracted computer classes, such as QuickBooks and Microsoft Office Word, PowerPoint, and Excel. During Program Year 2019, OCWNY customers were enrolled in 59 of these pre-vocational services.

Several of the vocational and pre-vocational classes were delayed or cancelled starting in March 2020, due to the COVID-19 pandemic. However, some programs were able to transition to remote learning or a hybrid model of both in-person and remote learning.

Fields of Training

- 29 LPN
- 12 RN
- 5 Medical Assistant
- 5 Dental Assistant
- 1 CNA
- 1 Paramedic
- 2 CDL-A
- 5 CDL-B
- 3 Welding
- 2 HVAC
- 1 Auto Tech
- 2 Electrical Maintenance
- 1 Humanities & Social Science
- 2 Accounting
- 1 Business Management
- 1 Early Childhood Development
- 1 CASAC
- 1 Recovery Peer Advocate

Active during Program Year 2019

- 75 Trainees in Vocational Programs
- 59 Computer Class Attendees



Youth (Young Adult) Services

Youth programs are designed to provide access and referrals to the wide array of services available through OCWNY and throughout Oswego County. These services help young adults achieve academic, vocational, and employment success. Oswego County is committed to expand opportunities for young adults by offering programs operated with grants from the Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance to Needy Families (TANF) and Independence Through Employment (ITE).

During Program Year 2019, young adults had access to services, including labor market workshops, NYSDOL's Career Zone/JobZone, Metrix Online Learning, driver's education, financial literacy, occupational skills training, and high school equivalency remediation. Oswego County also contracted with local employers and small business owners to provide young adults with short-term wage subsidized employment. This opportunity allowed them to gain valuable work experience, job readiness skills, and local references to improve prospects or pursuance of permanent employment. Oswego County provided work readiness workshops for young adults, including online job search, work readiness, interview skills, resume development, social networking, and soft skills training. These workshops are designed to help young adults gain the skills necessary to obtain and maintain employment.

The **Summer Youth Employment Program (SYEP)** continues to be a popular and effective program to engage young people in work readiness services. The COVID-19 pandemic posed challenges for SYEP with delayed funding allocations and limited worksite options. Despite these challenges, 100 youth ages 14-24 were placed throughout the county, all while keeping the safety of our youth, staff, and worksites as top priority. The program targets young adults living in cash assistance households, those in foster care, individuals with disabilities, and others from low income households throughout the county. Trainees are given opportunities to work in a wide variety of positions. Oswego County Conservation Corps (OC3) crews, maintained nature trails at Camp Hollis, Camp Zerbe, Granby Elementary School and the Hannibal Woodsy Walk. With the increase in the minimum wage to \$11.80 per hour, young workers earned wages totaling over \$170,000. This money is typically spent immediately and directly into the local economy.

For SYEP participants, OCWNY staff conducted the Money Smart financial literacy presentation and Sexual Harassment training (required per County policy) at orientation sessions. Seasonal staff provided trainees with work readiness sessions at their job sites covering topics like job searching, completing job applications, interview skills, customer service, job-keeping skills, and professional workplace behavior.

The **Oswego County Community Services Forum** brings together a variety of organizations to share what programs and services are offered for youth in our county. The forum was held at Oswego Elks Lodge on November 21, 2019. The event was free of charge and open to the public. This annual event is an opportunity for young adults to network and expand their knowledge of available services. The Oswego County Youth Bureau organized this event with the help of other participating agencies.

Services for Individuals with Disabilities

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

As a partner in the New York Employment Services System (NYESS) - Administrative Employment Network, Oswego County generates revenue for assisting beneficiaries to obtain and retain employment. Oswego County generated an additional \$65,010 in Program Year 2019, bringing the total revenue to \$117,797. 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 for customers between the ages of 18 to 64 who receive either SSI or SSDI benefits. The WIP offers advisement about how work will affect benefits and the work incentives offered by SSA. Individual employment plans are developed to support the success of Ticket to Work participants while seeking and after securing employment. The WIP also helps with reporting and tracking wages after a customer obtains employment.
- Partnerships and Collaboration – Partnership Plus continues between the WIP and ACCES-VR to coordinate services for Ticket to Work participants who close successfully with ACCES-VR. After VR services end, the participant can assign their Ticket to the NYESS Employment Network and receive continued long-term support.

The Oswego County Placement Network (OCPN) is a collaboration of volunteers from local Oswego County agencies, including: ACCES-VR, ARISE, CiTi BOCES, COCOAA, Liberty Resources, LifePlan CCO NY and Oswego County Workforce NY. The group is dedicated to assisting customers who could benefit from the resources of multiple agencies. OCPN leverages opportunities for individuals with disabilities to participate in education, training, and employment opportunities. OCPN also organizes two events per year: Disability Mentoring Day and Tools of the Trade.

- The WIP coordinated Oswego County's 13th annual Disability Mentoring Day on October 9, 2019 in conjunction with the Oswego County Placement Network. The event was attended by over 60 guests, including several Oswego County agencies who work with individuals with disabilities and 21 mentees who were mentored by 13 Oswego County businesses. The ceremony was held at The American Foundry and included a breakfast sponsored by Oswego Price Chopper and Cam's Pizzeria. The event included a guest speaker and presentation of certificates to the mentees and mentors prior to job shadowing.
- The 12th annual Tools of the Trade event was canceled this year due to COVID-19. OCPN hopes to continue the event next year. The event is typically attended by service providers who work with individuals with disabilities, offering training sessions regarding disability awareness and overcoming the current and ongoing challenges found in achieving viable employment.

Working Parent's Initiative (NCPEP Grant)

The Working Parent's Initiative (WPI) program is a collaboration between the Oswego County Employment and Training Division, Family Court and the Department of Social Services Child Support Division. Program Year 5 began on October 1, 2019 and will run through September 30, 2020. The goal is to assist unemployed or under employed non-custodial parents find legitimate employment so they can pay their child support obligations and reduce their arrears. Individuals are court ordered to participate in this program by the Support Magistrate in Family Court.

Participants are given an initial assessment by Employment and Training staff at Oswego County Workforce NY (OCWNY) and attend a Child Support Overview Workshop. At the initial assessment, their program eligibility is determined, and a plan of service is established to assist them in achieving their employment goals. OCWNY staff identifies and begins to address any barriers that may be preventing them from successfully securing or retaining employment. These barriers can include issues like substance abuse, lack of driver's license or transportation, no high school diploma or lack of basic skills, physical or developmental disabilities, and childcare. Each WPI customer is registered to use the OCWNY Career Center and access to all services provided. At subsequent bi-weekly meetings, the participant is given active job referrals to follow up on, assigned workshops to increase job readiness, and informed of job fairs and hiring events at OCWNY and in the community. Participants are also referred to appropriate community resources to assist them in meeting other needs that may be blocking their success. Meetings continue bi-weekly until participants are employed, and then are provided follow up services for another 180 days.

The WPI program has assisted many non-custodial parents in acquiring job readiness skills and to gain legitimate community employment, which ultimately results in them paying on their child support cases and achieving self-sufficiency. The success of the program in Oswego County has become a model for other counties throughout the state.

COVID-19 greatly impacted the overall number of program referrals and participants. All New York Courts were closed on March 17, 2020 and remained so for several months. On July 17, 2020, Support Court resumed hearing cases one day per week, which consequently reflects in the continued low referral numbers, assessments, enrollments, and overall program successes.

Highlights of the Program Year (October 1, 2019 to September 30, 2020)

\$57,962.26	Total child support received this program year
50	Total participants served
40	Referrals received from Family Court
27	New enrollments into WPI
18	Entered new employment
29	Attended Child Support Overview Workshop
9	Attended job readiness workshops or various employer recruitments at OCWNY
4	Referred, 1 enrolled in WIOA Youth Services
10	Referred participants to various community agencies for assistance
22	Resumes developed and completed
\$287,286.90	Cumulative amount of child support collected since August 2015

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 as a result of free trade agreements between the United States and other countries. TAA seeks to provide trade-affected workers with the opportunity to obtain the skills, resources and support they need to become reemployed. TAA offers a variety of benefits and services to support workers seeking reemployment, including assistance in establishing a training/employment plan, job training, income support, job search and relocation allowance. The TAA program was first authorized by the Trade Act of 1974 and then amended in 2002, 2009 and 2011. The Trade Adjustment Assistance Reauthorization Act of 2015 reauthorized the Act and restored numerous provisions from the 2011 amendments.

Trade Act in Oswego County

In Program Year 2019, 7 Oswego County residents were certified eligible for Trade Act services. These residents had been employed at Stream NY, Sutherland Global Services, and Associated Spring, a Business of Barnes Group, Inc.

3 individuals enrolled in training programs during Program Year 2019. 1 completed Medical Coding and Billing program at OCM BOCES and the other 2 are on track to continue their training into Program Year 2020: Practical Nurse Certificate program at CiTi BOCES and Chemical Dependency AAS program at Jefferson Community College.

Rapid Response

Oswego County works in collaboration with the NYS Department of Labor's CNY Regional Rapid Response Team 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 cannot be avoided, services for impacted employees are put in place. NYS saw an immense increase in Worker Adjustment and Retraining Notification (WARN) notices in late Quarter 3 and Quarter 4 of Program Year 2019 due to temporary layoffs/closures in response to the Governor's PAUSE NY initiative beginning in March 2020 in response to the COVID-19 Pandemic. Most of the businesses in the Central NY Region that issued WARN notices in response to COVID-19 regulations, have since reopened to partial or full capacity and hired back some, if not all, employees. Some of the approximately 30 companies and facilities that issued WARN notices during Program Year 2019 affected Oswego County residents, either with a temporary or permanent layoff.

Oswego County Workforce New York Partners

Oswego County Employment and Training Division

New York State Department of Labor

Oswego County Department of Social Services

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

CiTi (formerly Oswego County BOCES)

Cayuga Community College

Oswego County Opportunities

Career Employment Services (CES) of Oswego Industries

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

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

Oswego County Workforce New York Welcomes New Staff

Due to retirements, promotions and caseload changes, Oswego County Workforce New York has some new faces this year. Please join us in welcoming Micki Hughes, Linda MacDougall and Rachel Pierce to our team. Congratulations to Elizabeth Barone-Kapuscinski and MaryBeth Pollock on their promotions!



Linda MacDougall – Employment Specialist
(Youth Programs)



Micki Hughes – Employment Specialist
(Youth Programs)



Elizabeth Barone-Kapuscinski – Senior Employment
Specialist (Youth Programs)



MaryBeth Pollock – Senior Employment Specialist
(Adult/Dislocated Worker Programs)



Rachel Pierce - Director of Employment and Training

Workforce Development Board Members

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ARISE

Eric Behling
Behling's Orchards

Marq Brown
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Brian Chetney
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Diane Cooper-Currier
Oswego County Opportunities Inc.

Carla DeShaw
Cayuga Community College

Wagner Dotto
Oswego County Business Magazine

Valerie England
New York State Department of Labor

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Workforce Development Institute

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

L. Michael Treadwell
Operation Oswego County Inc.

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

In Thanks and Appreciation



When she retired on June 26, 2020 as Director of Employment & Training at the Oswego County Workforce New York Career Center, Christine Weaver had been a selfless champion for workers and businesses for over 30 years. She built a legacy of honorable stewardship of the people and programs she oversaw. Her depth of experience in workforce issues revealed itself through innovative programming that kept at its center her dedication to those she served. Christine distinguished herself as a calm, steady captain on the changing sea of workforce programming. During her tenure, she mastered the intricacies of the JTPA, WIA and WIOA and creatively administered them to better serve the community. Christine skillfully managed a staff of 30 between two offices and juggled multiple funding streams. She was also a member of the program advisory committees for both the local BOCES and community college.

In 2015, she accepted The Ally Award from the local economic development agency in recognition of the department's contribution to economic development in Oswego County. Additionally, she was featured in the June/July 2015 issue of the Oswego County Business magazine, in an article entitled: "Why Everybody Loves Christine". The article highlighted her accomplishments as the leader of the One-Stop Career Center, adding that she gained the greatest job satisfaction from making a difference in people's lives.

At the center of her philosophy was a deep understanding that workforce development must be employer driven and useful to jobseekers. To that end, she created strong relationships with local employers and training providers to develop programs that generated opportunities and benefited local businesses.

Christine worked with Cayuga Community College when it began developing a Certified Occupational Therapy Assistant (COTA) program and connected them with a local employer with a need for those professionals. Her ability to cultivate partnerships supported the program's successful start in 2017. The program continues to be popular and offers a way for graduates to build a career.

She and her staff also helped launch the CenterState CEO sponsored Health Train initiative in Oswego County. The work enabled low-income individuals to train to become Certified Nursing Assistants. In collaboration with CiTi BOCES, this training helped provide workers to local healthcare facilities.

Additionally, she initiated a welding program for a local manufacturer that incorporated a pre-hire commitment and specialized training with the local BOCES that resulted in job offers for successful completers.

**"I DON'T KNOW A STRONGER ADVOCATE FOR OUR LOCAL EMPLOYERS AND THE WORKFORCE IN OSWEGO COUNTY THAN CHRIS. SHE LISTENS TO THE NEEDS OF OUR EMPLOYERS AND WORKS IN PARTNERSHIP WITH THEM TO DEVELOP PROGRAMS AND SUPPORTS FOR THEIR WORKFORCE. CHRIS IS MISSION DRIVEN WITH A STRONG AND STEADY LEADERSHIP STYLE THAT EMPOWERS HER OWN TEAM IN OUR ONE-STOP CENTER. SHE HAS BEEN AT THE CUTTING EDGE OF WORKFORCE DEVELOPMENT STRATEGIES AND MAXIMIZING THE RESOURCES PROVIDED BY OUR FEDERAL AND STATE WORKFORCE DEVELOPMENT PARTNERS. WITH OVER THIRTY YEARS OF PUBLIC SERVICE AND HER IMPENDING RETIREMENT IN JUNE OF 2020, SHE WILL BE INCREDIBLY MISSED BY ALL WHO HAVE HAD THE HONOR OF WORKING WITH AND FOR HER."
STACY ALVORD, COMMISSIONER
OSWEGO COUNTY DSS**

Christine’s passion for the work she did made her known as a tireless supporter of those who lacked the skills to be successful in the workplace. She was quoted with saying “When you help someone obtain training and find a job, it changes the outcome for that individual as well as their children and the next generation.”

Understanding that basic needs such as housing, literacy and transportation can impact employment retention, Christine volunteered her time to the Oswego County Fair Housing Council and the Literacy Coalition of Oswego County.

If you ask anyone who is worked with her, they will say that Christine was one of the most resourceful managers they know. Throughout her leadership, she consistently leveraged resources to ensure that the quality of One-Stop center services did not suffer. Over the years, she played an integral part in the successful completion of many grants that helped support the financial status of her office.

When she retired in June of 2020, Christine left a legacy of exemplary leadership. She embodied the spirit of workforce development in the way she went above and beyond to provide innovative service to the businesses of Oswego County, while helping job seekers prepare for family-sustaining careers.

Although she never sought the spotlight, Christine became well-known as a creative collaborator who sees opportunities where others see challenges. She was recognized as a highly respected workforce professional devoted to improving the economic vitality of Oswego County and its residents. With 30+ years of front-line workforce development experience, Christine was viewed as a valued resource to her staff, the WDB, and other partners within the local, regional and statewide workforce system. The number of individuals she helped to become successful, productive citizens of the world is impossible to count. Through her dedicated efforts over the years, many lives have been changed for the better and she is most deserving of our appreciation and thanks.

