

# The Workforce Development Board of Oswego County



July 1, 2021 – June 30, 2022

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 – Marq Brown



As I reflect on this past program year, July 1, 2021 through June 30, 2022, not a lot has changed since the prior program year. We continue to see one of the most challenging times that I have seen throughout my career as a Human Resources Professional on many levels. We continue to be challenged with workforce shortages across all industries in Oswego County. These shortages are expected to continue over the months and years ahead at all skill levels.

Workforce Development Board (WDB) partners, like the One-Stop Career Center, continued to develop new ways to connect with local talent and connect that talent with local businesses in the county, as well as find alternative ways to connect talent to resources to support skill development. Our partners throughout the county came together to support several career events and career programs. As we began to reopen post-pandemic, we were able to start holding career fairs. This included a larger event held at the Fulton War Memorial. There was a great turnout from both employers and job seekers. In addition, we saw the opening of the Advanced Manufacturing Institute at the Cayuga Community College Fulton campus in May of 2022. This facility will provide Oswego County residents with training specific to employer needs in the manufacturing sector. This is a win-win for both Oswego County's residents and employers.

On another note, at the end of the program year, we received notice that SUNY Oswego would no longer be able to provide resources to help manage the WDB and our ongoing programs, as they look to shift their attention towards expanding their talent development offerings to local employers. I want to thank SUNY Oswego for their continued partnership in these areas. In addition, I want to thank Chena Tucker and Chelsea Ginett for all their hard work and dedication over the past few years managing the day-to-day operations of the WDB. As Executive Director for the WDB, Chena worked tirelessly to help develop relationships and programs with our many partners throughout the community. Chelsea, in her administrative role, was instrumental in keeping the WDB organized and compliant. With these changes, we voted to move day-to-day management of the WDB back to Oswego County. Rachel Pierce, Director of Employment & Training at Oswego County Workforce NY will serve as Board Executive Director. Rachel will bring her knowledge and experience of workforce development regulations and compliance while providing insight based on experiences at the career center. Alexis Cummins will take on the administrative responsibilities and has already jumped right in to support those efforts.

As we look to the future, it is vital we continue our programs and develop new ones that will build talent here. These programs create talent pipelines directly impacting the success of industry partners throughout the county. The WDB will remain committed to supporting and developing programs that impact our future workforce and the future of Oswego County's local economy.

I invite you to review this annual report. If you would like to learn more about the programs we support, please do not hesitate to email me at [mdbrown@oswegohealth.org](mailto:mdbrown@oswegohealth.org).

Best,

A handwritten signature in black ink, appearing to read 'Marq Brown', written in a cursive style.

Marq Brown

## A Message from our Executive Director – Chena Tucker



Since 1995, SUNY Oswego has been proud to lead the Oswego County Workforce Development Board. The Office of Business and Community Relations has been a steadfast advocate for Oswego County’s workforce and industries. Over the years, initiatives were collaboratively pursued to better our community, including successful grant applications and the development of the 501c3. These strategic partnerships with industry and local and regional educational partners have built a strong foundation for collaboration and exemplify the college’s deep commitment and connection to our County’s economic development efforts. That commitment has not changed.

With today’s evolving labor market, businesses urgently need skilled talent at all levels within their organizations. Due to the need for more training, shifting leadership of the Workforce Development Board to the County allows SUNY Oswego, via the Office of Business and Community Relations, to take a more active role in addressing the workforce and skill development needs of local and regional industries and organizations.

Therefore, after significant and careful consideration between SUNY Oswego and Oswego County representatives and leadership, the Office of Business and Community Relations will no longer operate the Workforce Development Board of Oswego County. As of July 1, 2022, the Oswego County Workforce Development Board will be overseen by the County of Oswego.

As of June 30, 2022, I will no longer serve as the Executive Director for the Workforce Development Board of Oswego County, and I will be passing the torch to Rachel Pierce. Again, I want to thank the Oswego County Workforce Development Board and committee members for your commitment to serving our community and your dedication to our local job seekers and businesses. Together, we have built solid relationships and partnerships that will benefit our workforce development system for years to come.

SUNY Oswego and the Office of Business and Community Relations will continue to support our local workforce area, work on the shared mission of business-driven education and training in alignment with industry needs and provide New Yorkers with professional skill development needed to succeed in the workplace.

Thank you for your continued partnership. We look forward to an even more significant and impactful relationship supporting the educational and workforce ecosystem in Oswego County.

Respectfully,

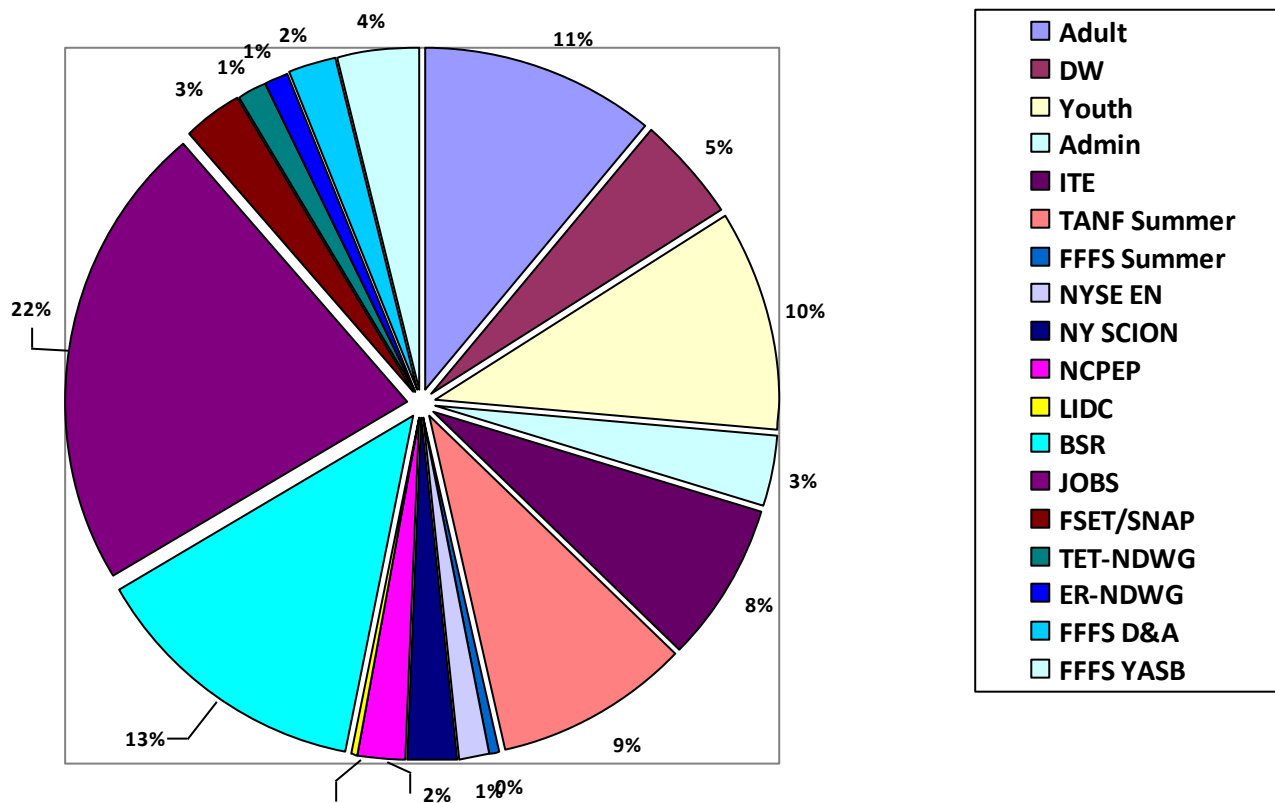
Chena L. Tucker

# Program Year 2021 Budget

July 1, 2021 – June 30, 2022

**Federal, state and local dollars totaled \$3,695,303 in PY '21**

	\$	%
WIOA Adult/Adult Transfer	\$ 409,404	11.1%
WIOA Dislocated Worker	\$ 184,236	5.0%
WIOA Youth	\$ 385,587	10.4%
WIOA Admin	\$ 116,581	3.2%
FFFS ITE (Independence through Employment)	\$ 279,105	7.6%
TANF Summer Youth Employment	\$ 344,989	9.3%
FFFS Summer Youth Employment	\$ 15,000	0.4%
NYS Employment Network	\$ 53,911	1.5%
NY Systems Change and Inclusive Opportunities Network (SCION)	\$ 78,000	2.1%
Non-Custodial Parent Employment Program	\$ 84,060	2.3%
Low Income Day Care	\$ 6,000	0.2%
FFFS BSR (Building Self Reliance)	\$ 491,275	13.3%
JOBS (TANF/SN Employment Programs)	\$ 830,750	22.5%
FSET/SNAP	\$ 104,750	2.8%
TET-NDWG (Trade & Economic Transition National DW Grant)	\$ 42,841	1.2%
ER-NDWG (Employment Recovery National DW Grant)	\$ 46,478	1.3%
FFFS Drug & Alcohol Screening	\$ 77,210	2.1%
FFFS Youth/Adult Skill Builder	\$ 145,126	3.9%



## New Initiatives

- **Workforce Development Board Integration** - The latter part of the program year was spent planning the integration of the Workforce Development Board of Oswego County (WDB) back under the umbrella of the Oswego County Department of Social Services Division of Employment and Training. SUNY Oswego notified Oswego County officials and the Department of Social Services that they decided not to renew their contract to oversee the WDB. Many hours of analysis, discussion, and planning culminated in a proposal approved by the WDB and Oswego County Board of Legislators. Rachel Pierce, Director of Employment and Training since 2020, was appointed as the WDB Executive Director. A Coordinator of Client Services was added to oversee the daily operations of OCWNY as the WIOA service provider. The transition of the WDB took place with the beginning of Program Year 2022 on July 1, 2022. Operations will continue without interruption and seamless oversight will enhance the efficiency of WIOA program and service delivery to local community members.
- **CDL Programs** - The supply chain, education, and public transit systems in the United States have all been negatively affected by the shortage of CDL drivers. Oswego County is no exception to the shortage. Oswego County also suffers from a lack of transportation in rural areas of the county. Transportation availability cannot grow in our county without the presence of qualified drivers. Oswego County Workforce New York (OCWNY) partnered with Oswego County Mobility Management (MM), Oswego County Opportunities (OCO)/Oswego County Public Transit (OPT), and Centro to develop a solution to the bus driver shortage in our local area. MM recruited candidates for a CDL-B bus driver training program. Participants were assessed by OCWNY staff and recommended to OCO/OPT and Centro for employment. Chosen candidates were hired by OCO/OPT or Centro and funded through OCWNY's On-the-Job Training (OJT) program. Permanent employment was contingent on participants completing their training and obtaining their licenses and endorsements through the NYS DMV. 3 candidates were hired by OCO/OPT and 2 by CENTRO and started working right away because they already had a current CDL-B license and the endorsements needed. All training was free to participants. Through OJT, OCWNY was able to reimburse 50% of wages to OCO/OPT for the participants and reimbursed all DMV fees. 6 candidates were put through training, earned a commercial license and endorsements, and maintained employment – all at no cost to them.
- **Business Highlight Week Program** - OCWNY staff spent time creating a Business Highlight Week Program. The program is structured as a takeover of OCWNY social network pages (Facebook, Instagram, LinkedIn, and Twitter) for 1 week. Posts focus on promoting open positions within the company, the growth potential of 1 or 2 different positions, an interview with a current employee, a message from a company executive, and information about the culture of the company. The Business Highlight Week culminates in a recruitment event the following week, drawing in new applicants that may not have known about all of the opportunities available. The project was initiated with Oswego Health and resulted in a successful recruitment. Many more businesses will be highlighted in the upcoming year!
- **Outreach & Marketing** - OCWNY staff continues their outreach efforts to local community members and businesses, promoting the numerous programs and services available free of cost. Along with the cooperation with other institutions and agencies for the CDL-B training program, OCWNY staff has participated and hosted community events, continue to serve on multiple committees, and educate new groups about the opportunities available at the OCWNY Career Center. OCWNY increased its online presence with the implementation of an Instagram page.

## Oswego County Workforce New York (OCWNY)

The OCWNY 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 Division of 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).

### 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
- 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
- Referral to ACT National Career Readiness Credential (NCRC)

### 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 employees
- 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
- Rapid Response services



## Program Year 2021 Highlights

- OCWNY continued to assist local businesses with employment and training needs. Job fairs in September 2021 and May 2022 were held at the City of Fulton War Memorial building in an effort to connect jobseekers with local employers. **OCWNY would like to thank the local businesses who participated in these events and Oswego Health for donating refreshments!**
- OCWNY hosted a Make a Change Hiring event in April 2022. Participating employers included Oswego Health, Cayuga Centers, Farnham Family Services, Oswego County DSS, Hillside Children's Center, Huntington Family Centers, Liberty Resources, Catholic Charities of Oswego County, Oswego Industries/ARC, ConnexCare, Oswego County Opportunities, and Elmcrest Children's Center.
- Huhtamaki utilized OCWNY services for pre-employment testing numerous times throughout the year. Staff provided this testing on-site at Huhtamaki in order to help streamline the hiring process. The Metrix Online Learning System is utilized to test Mechanical Reasoning, Industrial Math, and Reading Comprehension.
- Novelis continued to use the Career Center for recruitment, including pre-employment testing sessions and interviewing.
- Other employers used the Career Center for recruitment purposes:
  - Amazon held multiple hiring events to recruit for the new Fulfillment Center in Liverpool.
  - Oswego Health held hiring events for certified nursing assistants.
  - CPS held open interviews for a variety of positions including machine operators, warehouse associates and welders.
  - Page Trucking – recruitments for CDL-A drivers and laborers.
  - All Seasons Inn - recruitments for housekeepers and front desk clerks.
  - Oswego County Opportunities held a hiring event for direct support professionals.
  - Oswego Industries and The ARC of Oswego County - recruitments for direct support professionals, community habilitation staff, and respite aides.
  - Rite Aid held a hiring event for various warehouse positions.
  - MacKenzie-Childs – recruitments for warehouse positions, billing associate, and process improvement manager
  - SUNY Oswego Auxiliary Services – recruitment for dining service positions
  - Human Technologies held recruitment events for temporary custodians.
- CiTi BOCES held a recruitment event for Licensed Practical Nurse students in June 2022.
- Job Corps staff utilized the Career Center to recruit young adults for their programs.
- OCWNY continued use of the Metrix Online Learning System to provide job seekers with the opportunity to develop technical and soft skills at their own pace. In PY 2021, 355 licenses were issued to jobseekers who completed approximately 1,400 courses.
- The Career Center was again selected as a Volunteer Income Tax Assistance (VITA) site for 2022. Over 150 tax returns were prepared by SUNY Oswego accounting students.
- OCWNY YouthWorks staff hosted an open house in December 2021 in order to promote services available for 16- to 24-year-olds.
- OCWNY staff continued involvement in community activities to promote available services.
  - Staff continued to participate in the Literacy Coalition of Oswego County's planning activities. While there were no reading events scheduled during this timeframe due to the pandemic, staff support the work of this group and remain involved in their efforts to promote literacy.
  - Staff took part in the Youth Career Summit on May 18, 2022. Students had the opportunity to attend workshops and gain advice from experienced professionals.
  - G. Ray Bodley High School held a Job Opportunities Fair in March 2022. OCWNY staff attended to promote our services.
  - The Oswego Public Library hosted a Job & Career Fair and invited OCWNY staff to attend.
  - Staff attended the City of Fulton Employee Wellness Fair in August 2021.
  - Staff also attended multiple Healthy Family Events hosted by the Fulton City School District, Hannibal School District and Oswego City School District.

## Program Year 2021 by the numbers

- 1,865** Job Seekers utilized the OCWNY Career Center
- 1,582** Informational Services (use of resource room, labor market information) provided to jobseekers
- 2,306** Basic Career Services (workshops, resumes, and job search assistance) provided to jobseekers
- 1,759** Individualized Career Services (development of an employment plan, employment counseling, case management) provided to jobseekers
- 129** Training and Pre-Vocational Services (on-the-job training, vocational training, and skill development training) provided to jobseekers
- 567** Individuals were employed 6 months following program exit (425 Adults, 111 DW, 31 Youth)
- \$35,764** Median Earnings for Adult Program Participants
- \$37,164** Median Earnings for Dislocated Worker Program Participants
- \$21,964** Median Earnings for Youth Program Participants
- 63** Customer satisfaction surveys were returned by jobseekers. 92% of jobseekers expressed satisfaction with the services they received.

## Business Services

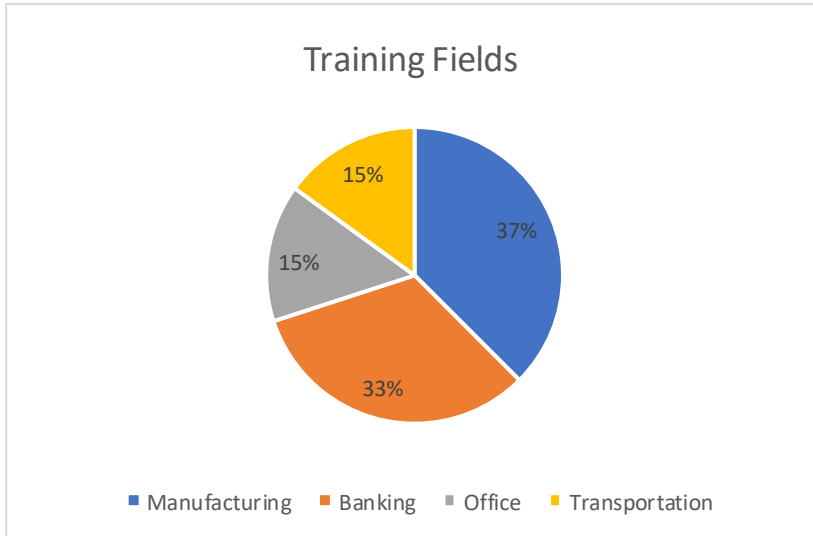
Program Year 2021 statistics:

- 112** Businesses were served
- 63** Businesses posted jobs
- 191** Jobs posted on the NYS Job Bank
- 37** Onsite recruitments were held at the OCWNY Career Center
- 154** Participants for September 2021 & May 2022 Job fairs
- 9** Businesses participated in subsidized employment programs, which trained 40 participants
- 269** Customer satisfaction surveys were issued to businesses. 52 responses (19%) were returned with 94% of the businesses expressing satisfaction with service(s) received.
- 309** Huhtamaki testing attendees
- 167** Novelis testing attendees



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

40 individuals were active in the OJT program during Program Year 2021 with 9 different employers. Returning employers utilized the program, including Pathfinder Bank, Felix Schoeller NA and Keith Titus Corporation. Training spanned a variety of in-demand occupational areas, including manufacturing, transportation 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.



### Active during PY'21


40 Trainees  
 30 Adults  
 5 Youth  
 4 TANF 200% Program (FFFS)  
 1 Dislocated Worker

### Training Fields

Manufacturing – 15  
 Banking – 13  
 Office – 6  
 Transportation - 6


### Outcomes

OJT Completed/Entered Unsubsidized Employed – 20 (50%)  
 Quit – 5 (12.5%)  
 Termed – 5 (12.5%)  
 Still Active (as of 6/30/22) – 10 (25%)



**Oswego County Workforce New York Career Center**  
A proud partner of the New York State workforce.

Let us help you with your hiring needs!



**All Free Services!**  
 Take advantage of our free services and let us help you with your search for the best employees.

**OUR SERVICES**

- Job Postings
- Resume screening
- Organizing on-site recruitments
- New hire and incumbent worker wage reimbursement training program (eligibility criteria apply)

Contact **Jamie Jenks** at (315) 591-9077 or [jamie.jenks@oswegocounty.com](mailto:jamie.jenks@oswegocounty.com)

Oswego County Workforce NY Career Center  
 (315) 591-9000  
 ocwfy@oswegocounty.com  
 200 North 2<sup>nd</sup> Street, Fulton, NY 13069  
[www.ocwfy.org](http://www.ocwfy.org)

## Vocational Training and Short-Term Pre-Vocational Skills

71 (53 new and 18 carry in) vocational training services were provided to job seekers during PY 2021. Customers were enrolled in certificate- and degree-bearing training programs with CiTi BOCES, National Tractor Trailer School (NTTS), SUNY Oswego, Cayuga Community College, Onondaga Community College, SUNY Upstate, and proprietary schools. Courses of study included practical nursing, welding, dental assisting, software engineering, and commercial driver training.

In addition, 38 supportive services were provided to both recipients of training scholarships and job seeking customers. Supportive services included CPR certification training, textbooks, work clothes, and mileage reimbursements.

Customers also took part in on-site, contracted computer classes, such as QuickBooks and Microsoft Word and Microsoft Excel. During PY 2021, OCWNY customers were enrolled in 59 computer classes (pre-vocational services).

### Fields of Training

- 17 Licensed Practical Nurse
- 11 Welding
- 10 CDL-A
- 9 Registered Nurse
- 7 Medical Assistant
- 4 Nursing Assistant
- 3 CDL-B
- 2 BSN
- 2 Dental Assistant
- 1 Business Administration
- 1 Pharmacy Technician
- 1 Asbestos Removal
- 1 Accounting
- 1 Software Engineering
- 1 Paramedic

### Active during Program Year 2021

- 71 Trainees in Vocational Programs
- 59 Computer Class Attendees



### A Customer Success Story.....

*I attended Dental Assistant training through Citi BOCES from November 2021 through July 2022. I worked with Workforce NY to get a scholarship that helped cover a large portion of my training. I graduated as the valedictorian of my Dental Assistant class and was immediately offered a position with ConnexCare in Fulton, NY upon completing the program.*

*Thank you, Workforce.*

*A.W*

## Young Adult (Youth) Services

Young adult programs are designed to provide access and referrals to the wide array of services available with OCWNY and throughout Oswego County. These services help young adults achieve academic, vocational, and employment success. OCWNY 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 PY 2021, 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. OCWNY continued to provide work readiness workshops for young adults, including online job search, 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.

This year, OCWNY staff held several recruitment events for youth to make them aware of our programs and services. Events were held at the Oswego Public Library & OCWNY Career Center.

OCWNY 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, work readiness skills, and local references to improve prospects in pursuance of permanent employment.

Several young adults were also funded for vocational trainings. These trainings were all in demand occupations for Oswego County. Those who successfully completed their training programs gained employment in the fields they were trained in.

### Fields of Training

- 4 Healthcare
- 6 Transportation
- 1 Construction



The Summer Youth Employment Program (SYEP) is an effective program to engage young people in work readiness services. 140 youth, ages 14-24, were placed throughout Oswego County during the summer of 2022. The program targets county residents living in cash assistance households, those in foster care, individuals with disabilities, and others from low-income households. Participants are given opportunities to work in a wide variety of positions. Oswego County Conservation Corps (OC3) Crews maintained nature trails at Independence Trail and Granby Elementary School.

Independence Trail, located in Scriba, was a new OC3 site this year. This trail had been underutilized for years and, with the help of one crew leader and ten youth, a portion of the trail is now cleaned up and ready for the community to enjoy. We hope to return to

Independence Trail in 2023 to continue to improve the site for the local community.

With the increase in the minimum wage to \$13.20 per hour, young workers earned wages totaling over \$200,000 this summer. This money is typically spent immediately and directly into the local economy.

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 retention skills, and professional workplace behavior.

## Services for Individuals with Disabilities

OCWNY is proud to offer services to individuals with disabilities. A Disability Resource Coordinator (DRC) works with the Social Security Administration's Ticket-to-Work program to help beneficiaries by providing information about how employment affects Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits. Outreach is provided through Ticket to Work overviews. The goal of these overviews is to encourage those receiving disability benefits to explore their 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 has generated a total of \$371,000 during its partnership with the NYESS Network. 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.

OCWNY was also awarded funding in January 2022 through the New York Systems Change and Inclusive Opportunities Network (NY SCION) 3-year Pilot Program. OCWNY will receive up to \$100,000 annually through December 2024 to fund the DRC position and expand the local network to support employment opportunities for individuals with disabilities. The NY SCION grant expands services to all individuals who disclose a disability regardless of benefit status.

Outlined below are services provided:

- Ticket to Work – Services are available to serve customers between the ages of 18 to 64 who receive either SSI or SSDI benefits. The DRC offers advisement about how work will affect benefits and the work incentives offered by SSA. Individual Employment Plans (IEPs) are developed to support the success of Ticket to Work participants while seeking and after securing employment.
- Integrated Resource Team (IRT) – OCWNY coordinates with other agencies to streamline services to help customers reach and maintain employment goals. To better coordinate this effort, the IRT focuses on the needs of individual jobseekers using the experience, skills, and resources of this collaborative approach.
- Partnerships and Collaboration – Partnership Plus continues between the DRC and ACCES-VR to coordinate services for Ticket to Work participants who close with or are ineligible for ACCES-VR. After VR services end, the participant can reassess their Ticket and receive continued long-term support.
- Business Engagement – Education and outreach will be used to promote the value of recruiting, hiring, training, and retaining people with disabilities to local businesses. The DRC will work with employers to expand opportunities for job shadowing, work-based learning, on-the-job training (OJT), and job attainment. Informational sessions will be hosted to increase awareness of disability-related topics and available services.

The Oswego County Placement Network (OCPN) is a team comprised of staff from local agencies. The group assists customers who could benefit from the resources of multiple agencies. OCPN leverages opportunities for individuals to participate in education, training, and employment opportunities. They also organize two events per year: Disability Mentoring Day (DMD) and Tools of the Trade (TOT). Due to the pandemic, these events have not been held since 2019, but OCPN intends to resume planning the events in 2023.

## Working Parent's Initiative (NCPEP Grant)

The Working Parent's Initiative (WPI) program is a collaboration between the Oswego County Employment and Training, Family Court, and the Department of Social Services Child Support Division. The funding for our 7th and final program year ran from October 1, 2021 to September 30, 2022. We received notification from New York State that funding was not being renewed for this program statewide. The main goal of the program 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 when they appear on a violation, modification, or petition.

Participants are given an initial assessment by staff at OCWNY. 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 vary and can range from substance abuse, no driver's license or transportation, no high school diploma, lack of basic skills, physical/developmental disabilities, and childcare. Each WPI customer is registered to use the OCWNY Career Center and is encouraged to access all services provided. At subsequent bi-weekly meetings, staff develop or review resumes, participants are given job referrals, assigned job readiness workshops, and informed of community job fairs and hiring events at OCWNY. Meetings continue bi-weekly until participants are employed, and then are provided follow-up services for another 180 days. Also, all participants are scheduled for a mandatory Child Support Overview Workshop where they receive general information about support, payments, and license suspensions. The structured WPI program successfully assisted many non-custodial parents in acquiring the job readiness skills and consistency in job searching to gain community employment. This in turn resulted in them paying on their child support cases, achieving self-sufficiency, and a higher standard of living for their dependents. The success of this program in Oswego County continued to be a model for other participating counties in New York State.

The COVID-19 pandemic has greatly influenced the overall achievements of the WPI programs in terms of referrals, enrolled participants, and utilization of community programs. Court capacity limits and community restrictions continued to have an impact, and despite the fluidity of changes to keep referrals plentiful, there was an influence on the overall program successes. However, the continual high-level of effort to get non-custodial parents into employment or vocational programs was unwavering. Ultimately, the sheer number of non-custodial parents that are now aware of OCWNY programs and services from their participation in this program over its 7-year run is a stand-alone success, for them and the community.

### Highlights of the Program Year (October 1, 2021 to September 30, 2022)

<b>\$26,705.01</b>	<b>Total child support received this program year from enrolled participants</b>
<b>\$4,484.99</b>	<b>Additional child support collected from relieved participants still employed</b>
<b>38</b>	<b>Total participants served</b>
<b>33</b>	<b>Referrals received from Family Court</b>
<b>27</b>	<b>New enrollments into WPI</b>
<b>22</b>	<b>Entered new employment</b>
<b>20</b>	<b>Attended Child Support Overview Workshop</b>
<b>14</b>	<b>Attended job readiness workshops or various employer recruitments at OCWNY</b>
<b>2</b>	<b>Referred, enrolled in WIOA Youth Services</b>
<b>11</b>	<b>Referred participants to various community agencies for assistance</b>
<b>23</b>	<b>Resumes developed and completed</b>
<b>\$326,674.88</b>	<b>Cumulative amount of child support collected since program inception in 8/2015</b>

## 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 US 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; then amended in 2002, 2009, and 2011. The Trade Adjustment Assistance Reauthorization Act of 2015 (TAA-RA) reauthorized the Act and restored numerous provisions from the 2011 amendments. The TAA-RA expired June 30, 2022. It has yet to be reauthorized. Those already certified for services under TAA will continue to receive the benefits, but no future certifications will be processed.

### Trade Act in Oswego County

OCWNY did not serve any customers under TAA during Program Year 2021.

### 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. Oswego County participated in one Rapid Response program in Program Year 2021. Multi-Color Global Label Solutions in Fulton announced its closure effective January 2022. In Fall 2021, Rapid Response orientations were presented by the CNY Regional Rapid Response Team and OCWNY to Multi-Color Global Label Solutions staff in preparation of company closure in pursuance of reemployment.



## **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**

**Native American Community Services**

*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

## OCWNY Welcomes New & Promotional Staff

Due to retirements, promotions and caseload changes, Oswego County Workforce New York has some new faces. Please join us in welcoming Lori Harrington, Andre Nichols, Katelind Petro, Rachael Shelanskey, Tien Truong and Evan Vega to our team. Congratulations also to Alexis Cummins on her promotion!



Lori Harrington – Senior Typist



Andre Nichols – Employment Specialist  
(Adult/Dislocated Worker Programs)



Katelind Petro – Employment Specialist  
(Young Adult Programs)



Rachael Shelanskey – Employment Specialist  
(Adult/Dislocated Worker Programs)



Tien Truong – Senior Accountant



Evan Vega – Employment Specialist  
(Young Adult Programs)

## Workforce Development Board Members

**Tania Anderson**  
ARISE

**Eric Behling**  
Behling's Orchards

**Marq Brown**  
Oswego Health

**Brian Chetney**  
Oswego City-County Youth Bureau

**Diane Cooper-Currier**  
Oswego County Opportunities

**Aaron DeBolt**  
Plumbers & Steamfitters Local 81

**Wagner Dotto**  
Oswego County Business Magazine

**Stephanie Earle**  
Connex Care

**Dave Goodness**  
Workforce Development Institute

**Louise Hand**  
Constellation Energy

**Patrick Harrington**  
IBEW 43

**Greg Hilton**  
Huhtamaki

**Brian Hotaling**  
NYS Department of Labor

**Keiko Kimura**  
Cayuga Community College

**Joseph Murabito**  
Morningstar

**Bruce Phelps**  
Fulton Tool Company, Inc.

**Andrew Quinn**  
Novelis

**Patrick Sheppard**  
NYSED ACCES-VR

**Piper Titus**  
Page Trucking

**Christopher Todd**  
CiTi

**L. Michael Treadwell**  
Operation Oswego County

**Garrette Weiss**  
CiTi

**Heather Vashaw**  
Pathfinder Bank