

# The Workforce Development Board of Oswego County



July 1, 2022 – June 30, 2023

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 think about the program year July 1, 2022 through June 30, 2023, Central New York has been abuzz with many economic initiatives that are ushering in a new era for the region, including the big news of Micron. These investments are going to have a long-lasting effect on the region for decades to come. Although these impacts are largely positive for the greater Central New York economy, they also bring in other challenges we will need to meet. We still have shortages in talent across all industries in Oswego County. It is more critical than ever that we continue current investments in talent pipelines as well as invest in new ones, specifically making larger investments in programs similar to the Advanced

Manufacturing Program at Cayuga Community College in Fulton.

To that end, the Workforce Development Board (WDB) and its partners have been extremely focused on building Advanced Manufacturing pipelines as well as other areas that will support that industry. We expect to see a significant increase in new businesses to support Micron's operation and those businesses will create even more need for skilled workers straining our already tight labor market. For example, we already see a shortage of qualified tractor-trailer operators and the need for these skilled workers will only increase over the next few years. Throughout the last program year, we have been working to increase CDL training opportunities to build those pipelines and support them through the One-Stop Career Center located in Fulton. We also recognized the need to support population growth over the next few years. This is going to require additional training and educational programs at all of our local educational organizations for many different industries, both through development of new ones and expansion of current ones. Development of these programs is well underway.

In addition, the WDB supported several career events in the county, including large hiring events. As in years past, we held our annual hiring event at the Fulton War Memorial. New this year, we added large hiring events in both Oswego and Pulaski. All three events had participation from both employers and county residents and we will continue to grow these opportunities.

Finally, last year we announced the move of day-to-day management of the WDB back to Oswego County. I'm happy to report that Rachel Pierce, Executive Director, along with her team completed a smooth and successful transition. Rachel and her team continue to bring new program ideas to the board and have been instrumental in all of the successes outlined in this report.

As we look forward to the exciting future of CNY, it is vital we continue to build and keep talent right here in Oswego County. These programs create talent pipelines directly impacting the success of our industry partners. 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 don't hesitate to email me at [mdbrown@oswegohealth.org](mailto:mdbrown@oswegohealth.org).

Best,

A handwritten signature in black ink, appearing to read 'Marq Brown'. The signature is fluid and cursive, with a prominent 'M' and 'B'.

Marq Brown

## A Message from our Executive Director – Rachel Pierce



As I reflect on the 2022 program year, I am thankful for all the support I received from our Board Members, WIOA and community partners, OCWNY staff, local employers, elected officials, and many others supporting workforce development. PY2022 was my first year as Executive Director of the Workforce Development Board of Oswego County; and quite an eventful year it has been. Demand for workforce development has remained high since the pandemic and our local One-Stop Career Center has rebounded successfully to continually meet spending obligations and performance measures. Through numerous staffing changes, resulting from retirements, promotions, and resignations,

Oswego County has maintained satisfactory NYS DOL audits for programming and financials. WDB/OCWNY staff revised procedures and policies, learned how to monitor subrecipients, and facilitate all WDB and committee meetings. Through it all, each and every Board member, tenured and new, has been extremely supportive through this year of transition. Thank you for your guidance, advice, and assistance.

On October 4, 2022, our workforce development focus was transformed for the foreseeable future. Micron Technology announced a \$100 billion investment over 20 years to build a megafab in CNY. Advanced manufacturing has taken an even more prominent role in the list of in-demand occupations, the term semiconductor has entered our common vocabulary, and the need for construction tradesmen has heightened. My calendar is filled with new committees, including the Micron Future-Ready Workforce Innovation Consortium and the Oswego County Micron Strategy Steering Committee. I have developed valuable relationships and brought more awareness of OCWNY and the programs and services offered here. Micron has become a catalyst for change for workforce development, education, infrastructure, housing, and everything impacted by economic and societal growth. PY2022 has been for discussion and planning. PY2023 is to start doing!

The Workforce Development Board of Oswego County and Oswego County Workforce New York will continue to offer programs and services, develop existing and new relationships, and convene partners to address local needs for vocational training and supportive services. I, again, want to thank everyone for your continued support and faith in my ability to lead workforce development initiatives in Oswego County. The passion and involvement of WDB members is invaluable and appreciated as we continue to impart change for the work-eager of our community in pursuance of self-sufficiency.

Thank you all and I look forward to continuing partnerships in PY2023!

A handwritten signature in black ink, appearing to read 'Rachel Pierce', with a stylized flourish at the end.

Rachel Pierce  
Executive Director  
Workforce Development Board of Oswego County  
Oswego County Workforce New York Career Center

## New Initiatives

**CDL-B School Bus Training Program** – Oswego County officials reached out to OCWNY and the Oswego County Mobility Manager to replicate the success of the CDL-B public transit training program to help mitigate the lack of licensed school bus drivers. 8 candidates were recruited by the Mobility Manager, assessed by OCWNY staff, and attended an accelerated training at CiTi BOCES. Participants had their training and DMV costs fully funded by OCWNY and 7 obtained employment upon successful completion with Hannibal, Oswego, and Mexico School Districts. There is still a shortage of CDL drivers across Central NY, so OCWNY and Mobility Management will continue to work together and design training programs to fulfill the continuous need.

**Home-Based Day Care Business Program** – OCWNY partnered with Integrated Community Planning of Oswego County, the Small Business Development Center, and Jefferson Community College to offer an intensive In-Home Childcare Provider Bootcamp. The pilot program addresses the need for a Regulated Home Day Care Provider Business Training program. It allows interested participants to become NYS registered in-home childcare providers and receive small business entrepreneurship training at no cost. The pilot program is supported with Oswego County American Rescue Plan funding over three years. The goal is to increase the number of providers across rural areas of Oswego County.

**Emergency Services Training Support** – OCWNY has developed partnerships with Oswego County Emergency Management Office, Donald McFee Memorial Ambulance Service, Brewerton Fire Department, North Shore Volunteer Ambulance Service, and Menter Ambulance Services to support training for Emergency Medical Technicians (EMTs) and Paramedics. This sector of healthcare has suffered in filling the need for a skilled workforce, especially since the pandemic. EMT & Paramedic training support has been approached through Individual Training Accounts (ITAs) through OCWNY funding for course costs and On-the-Job Training (OJT) contracts for wage reimbursement to employers for paid training. EMTs with Menter Ambulance Services also received two uniforms for free. This support from OCWNY WIOA funds invests in career pathways for trainees – promoting from EMT to paramedic – and investing in the safety of community members in need. This initiative has trained 15 EMTs and 5 Paramedics, as this training support continues in accordance with the need.

**Micron** – On October 4, 2022, Micron Technology announced a \$100 billion investment in Clay, NY to build a megafab, forever changing the outlook of economic and workforce development for the future of the entire Central NY region. Micron will offer 9,000 job opportunities at their facility, with an estimated 40,000 additional job opportunities coming to the area across all industries. The Workforce Development Board is involved in many conversations in preparation for the growth that inevitably follows a population influx of this level. There is much focus on STEM education for all levels of students. Advanced Manufacturing and Construction have jumped to the top of in-demand training and occupational needs for the short- and long-term. In preparation for new employment programs and training initiatives, the WDB of Oswego County is a member of the Micron Future-Ready Workforce Innovation Consortium and the Oswego County Micron Strategy Steering Committee. This first year has been spent learning of existing programs and setting goals for investment and implementation of programs in the next year.

## Program Year 2022 Budget

July 1, 2022 – June 30, 2023

**Federal, state, and local dollars totaled \$3,413,511 in PY22**

	\$	%
WIOA Adult	\$ 382,351	11%
WIOA Dislocated Worker	\$ 353,067	10%
WIOA Youth	\$ 431,690	13%
WIOA Admin	\$ 129,679	4%
NY Systems Change and Inclusive Opportunities Network (SCION)	\$ 84,266	2%
NYS Employment Network	\$ 42,477	1%
ER-NDWG (Employment Recovery National DW Grant)	\$ 18,813	1%
American Rescue Plan Act (ARPA)	\$ 50,650	1%
TANF Summer Youth Employment	\$ 390,935	11%
Non-Custodial Parent Employment Program	\$ 5,832	0%
FFFS Grants	\$1,413,751	41%
FSET/SNAP	\$ 110,000	3%

## Program Year 2022 Performance Report

**1,865** Job Seekers utilized the OCWNY Career Center

**2,556** Basic Career Services provided to jobseekers

**1,668** Individualized Career Services provided to jobseekers

**219** Training and Pre-Vocational Services provided to jobseekers

**1,293** Individuals were employed 6 months following program exit (789 Adults, 452 DW, 52 Youth)

**\$40,007** Median Earnings for Adult Program Participants

**\$32,104** Median Earnings for Dislocated Worker Program Participants

**\$20,395** Median Earnings for Youth Program Participants

**96%** Jobseekers surveyed who expressed satisfaction with the services they received

## Program Year 2022 Highlights

- OCWNY continued to assist local businesses with employment and training needs. Job fairs in September 2022, April 2023 and May 2023 were held at the City of Fulton War Memorial, McCrobie Civic Center and Selkirk Landing, respectively, in an effort to connect jobseekers with local employers. **OCWNY would like to thank the local businesses who participated in these events!**
- OCWNY and the Oswego County DSS Division of Mental Hygiene co-hosted a Make a Change Hiring event in October 2022. Participating employers included Oswego Health, Cayuga Centers, Farnham Family Services, Oswego County, Hillside Children's Center, Liberty Resources, Catholic Charities of Oswego County, Oswego Industries/ARC, Oswego County Opportunities, Helio Health and Elmcrest Children's Center.
- Huhtamaki utilized OCWNY services for pre-employment testing throughout the year. Staff provided this testing on-site at Huhtamaki in order to help streamline the hiring process. The Metrix Online Learning System was 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:
  - Oswego Health held a hiring event for numerous positions including certified nursing assistants, EVS technicians and patient sitters.
  - Pathfinder Bank partnered with OCWNY to hold a recruitment at their Fulton branch.
  - OCWNY organized a recruitment fair for the Oswego County Department of Social Services in March 2023 with information regarding openings across all divisions of the agency.
  - Giovanni Foods held a hiring event for positions including production operators, warehouse workers, and sanitation technicians.
  - St. Luke Health Services held a hiring event for a variety of health care positions.
  - Amazon held an in-person hiring event to recruit for their Liverpool facility.
  - MacKenzie-Childs held recruitments for warehouse positions, account associates, and quality control inspectors.
  - The Sterling Renaissance Festival held a recruitment event for a variety of seasonal positions.
  - Done Right Cleaning utilized the services of OCWNY to recruit for full and part-time cleaners.
  - Elite Home Health Care held a recruitment event for PCAs and Home Health Aids.
- CiTi BOCES held recruitment events for their training programs including Healthcare and Trades.
- 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 2022, 292 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 2023. Approximately 150 tax returns were prepared by SUNY Oswego accounting students.
- OCWNY YouthWorks staff hosted two open houses in February 2023 in order to promote services available for 16- to 24-year-olds.
- OCWNY staff continued involvement in community activities to promote available services.
  - Staff were on-site to provide information at the CiTi BOCES Manufacturing Day held on October 7, 2022 as well as a Trades Fair held later that month.
  - Cayuga Community College and OCWNY co-hosted a Celebration of Manufacturing Careers in October 2022 which included a Career Pathways event and a Hiring Expo.
  - In November 2022, staff were available to provide information at a Resource Fair for veterans.
  - Staff took part in the Youth Career Summit on May 17, 2023. Students had the opportunity to attend workshops and gain advice from experienced professionals.
  - Staff were on hand at OCPC's Mental Health and Wellness Fair held on June 3, 2023.
  - Staff attended the Oswego Pride Festival and provided information regarding available services.
  - Staff also attended multiple Healthy Family Events and Community Events hosted by various school districts within the county.



## Business Services

Program Year 2022 statistics:

- 241** Businesses were served
- 117** Businesses posted jobs
- 29** Onsite recruitments were held at the OCWNY Career Center
- 132** Participants for September 2022, April 2023 & May 2023 job fairs
- 6** Businesses participated in subsidized employment programs, which trained 41 participants
- 88%** Businesses surveyed expressed satisfaction with service(s) received.
- 19** Huhtamaki pre-employment testing attendees
- 64** Novelis pre-employment testing attendees
- 141** First Choice Staffing pre-employment testing attendees

## On-the-Job Training (OJT) and Paid Work Experience (PWE)

41 individuals were active in the OJT program during Program Year 2022 with 5 different employers. Returning employers utilized the program, including Pathfinder Bank, Felix Schoeller NA, and Oswego County Ambulance and Hearse. Training spanned a variety of in-demand occupational areas, including manufacturing, emergency services, 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.

OCWNY also contracted with local employers and small business owners to provide young adults with short-term wage subsidized employment. 47 individuals were active in the PWE program during Program Year 2022 with 28 different employers. This opportunity allowed our emerging workforce to gain valuable work experience, work readiness skills, and local references to improve prospects in pursuance of permanent employment.

## Vocational Training and Supportive Services

113 job seekers received financial support for vocational training services during PY 2022. 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, St. Joseph's School of Nursing, Pomeroy School of Nursing, SUNY Upstate, and proprietary schools. Courses of study included practical nursing, welding, and commercial driver training.

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

## 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 expanding opportunities for young adults by offering programs aimed at building a supportive foundation for successful employment.

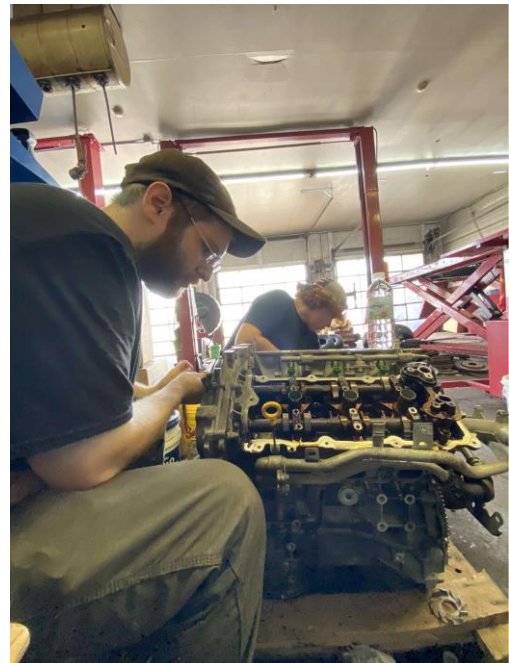
During PY 2022, young adults had access to workshops, NYSDOL's Career Zone/JobZone, Metrix Online Learning, driver's education, financial literacy, occupational skills training, high school equivalency remediation, vocational training, and paid work experiences. Recruitment efforts for OCWNY youth services has expanded to presentations within the high schools of the nine school districts throughout the county. OCWNY developed a stronger partnership with CITI BOCES High School CTE programs, offering paid internships in their fields of study. These students gain experience in their desired profession and are often hired by their internship placements upon successful graduation.

OCWNY supports other local career pathways educational programs for Oswego County students through P-TECH at CITI BOCES and the Early College High School Information Technology & Healthcare programs through Fulton City School District and Cayuga Community College. These programs produce graduates with associate degrees that enter the workforce in professions with self-sufficiency wages or continue their education to further their career pathway. These programs support our emerging workforce in Oswego County and continue to spawn future programs and initiatives to provide workforce training opportunities and increase our local population.

The Summer Youth Employment Program (SYEP) is an effective program to engage young people in work readiness services. 80 youth, ages 14-21, were placed throughout Oswego County during the summer of 2023. 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 across municipalities, schools, community agencies, and private businesses. 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. With the increase in the minimum wage to \$14.20 per hour, young workers earned wages totaling over \$200,000 this summer. This money is typically spent immediately and directly into the local economy.

## Youth Success Story

*Pictured: Two CITI BOCES students participating in a paid work experience at Northstar Auto applying their auto mechanic education. Both students participated in paid work experience at the mechanic garage, resulting in employment upon graduation. Keith Dimura expressed his appreciation, "The Oswego County Workforce NY program has taught me ways to search for jobs, to develop my skills, and help me pursue my career choices".*





## 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 (TTW) 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 TTW overviews. The goal of the 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 close to \$400,000 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; and promotes business engagement to educate on opportunities to expand employment to individuals with disabilities through feasible accommodations.

## Working Parent's Initiative (NCPEP Grant)

The Working Parent's Initiative (WPI) program is a collaboration between OCWNY, 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 NYS that funding was not being renewed for this program statewide. The main goal of the program is to assist un- 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.

### Highlights of the final 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>

## **Oswego County Workforce New York Partners**

**Oswego County Employment and Training Division**

**New York State Department of Labor**

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

**Cayuga Community College**

**CiTi BOCES**

**Compass Federal Credit Union**

**Farnham Family Services**

**Native American Community Services**

**NYS Commission of The Blind**

**Oswego City-County Youth Bureau**

**Oswego County Department of Social Services**

**Oswego County Opportunities**

**Small Business Development Center (SBDC)**

*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

## Workforce Development Board Members

**Tania Anderson**  
ARISE

**Eric Behling**  
Behling's Orchards

**Marq Brown**  
Oswego Health

**Pamela Caraccioli**  
Fulton Savings Bank

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

**Diane Cooper-Currier**  
Oswego County Opportunities

**Dan Dorsey Jr**  
Eagle Beverage Company

**Stephanie Earle**  
ConnexCare

**Kristi Eck**  
SUNY Oswego

**Dave Goodness**  
Workforce Development Institute

**Louise Hand**  
Constellation Energy

**Patrick Harrington**  
IBEW 43 Local

**Greg Hilton**  
Huhtamaki

**Igor Kasovski**  
Oswego Industries

**Keiko Kimura**  
Cayuga Community College

**Zach Menter**  
Oswego County Ambulance & Hearse Services

**Joe Murabito**  
Morningstar

**Peter Naughton**  
NYS DOL

**Bruce Phelps**  
Fulton Tool Company

**Andrew Quinn**  
Novelis

**Eric Saunders**  
Local 81 Plumbers & Steamfitters

**Patrick Sheppard**  
NYSED ACCES-VR

**Piper Titus**  
Page Trucking

**Christopher Todd**  
CiTi BOCES

**Chena Tucker**  
Richard S. Shineman Foundation

**Heather Vashaw**  
Pathfinder Bank

**Garrette Weiss**  
CiTi BOCES

**Mike Treadwell/Austin Wheelock**  
Operation Oswego County

## In Memory of Bruce Phelps: A Champion in Workforce Development

In the heart of Fulton, NY, we come together to recognize and celebrate the extraordinary life of Bruce Phelps, the visionary President and CEO of Fulton Tool Company. With a legacy spanning decades, Bruce's journey was not just about leading a company; it was about uplifting communities, inspiring individuals, and leaving an indelible mark on the workforce development landscape. Bruce Phelps served on numerous boards and committees, including the Oswego Industries Board and the Oswego County Workforce Development Board where he served as chair for many years. Bruce's involvement with local community-based and civic organizations also included the City of Fulton Downtown Revitalization, the American Red Cross, Cornell Cooperative Extension, and Catholic Charities of Oswego County.

As the President and CEO of Fulton Tool Company, Bruce's legacy of leadership extended far beyond the factory walls. For decades, he stood as a beacon in workforce and community development, shaping the local landscape and influencing the lives of countless individuals. He believed in the transformative power of empowering individuals through skill development and mentorship. His legacy is etched in the programs he championed, creating pathways for countless dreams to flourish.

As we reflect on Bruce's life, let's celebrate the legacy of a man who dedicated himself to the betterment of others. His memory will forever live on in the countless lives he touched, the careers he nurtured, and the community he helped thrive.

The Workforce Development Board of Oswego County, along with the staff and leadership of Oswego County Workforce New York, would like to thank the business leaders, community organizations and elected officials who partnered with us to make PY22 a success!

Follow us on social media as Oswego County Workforce New York:

