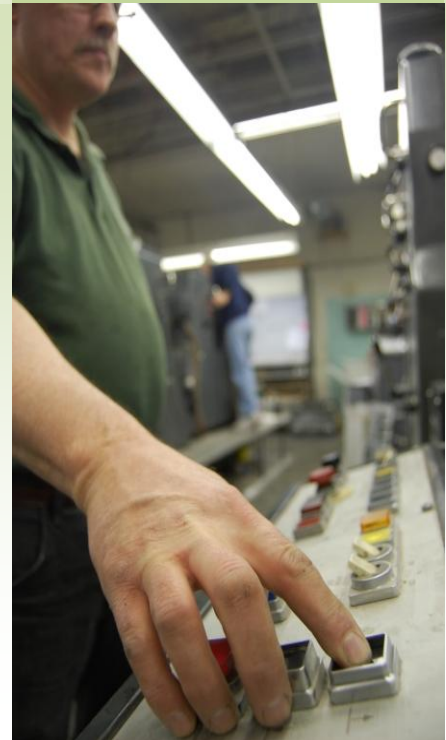


The Workforce Development Board Inc. of Oswego County

Annual Report

July 1, 2009 – June 30, 2010



Mission

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 – David Vickery

Program Year 2009 proved to be both a rewarding and, at times, frustrating year for our local Workforce System. First...the frustrating part.... locally, the Program Year started in July 2009 with an unemployment rate in Oswego County of 9.5%, and ended the year at the same level. In January and February 2010, the unemployment rate peaked at 11.6%. On a national scale...our country continued to suffer through a severe recession.



On the positive side, we continued to serve record numbers of customers, despite continued pressure on our resources. Job seekers utilizing the One-Stop Center increased to over 6,500 (from 6,100) and the number of people we trained nearly doubled. To accomplish this, we utilized Stimulus funding, as well as other grants, to leverage our annual Workforce Investment Act (WIA) allocation.

As a result of these efforts, we are beginning to see some very positive signs as we start the new Program Year. On a personal note, Nancy Bellow our Executive Director for over 20 years retired October 1. We have been fortunate to have Nancy directing the workforce board. We have been one of, if not the most efficiently operated workforce boards in the state. Her vision and guidance have been invaluable in overcoming the hurdles of the past few years, and her ability to the “foresee” what the future holds has keep us ahead of the curve. She will be sorely missed and we wish her the best in retirement.

The Year in Review – Nancy Bellow, Executive Director



The publicly funded Workforce system bore the brunt of the weak economy. Allocations were down and the numbers of customers were up.

Fortunately, we have competent and dedicated people managing our One Stop Career Center in Oswego County. They found new sources of funding - over \$360,000 in a Wage Subsidy Grant and an additional \$300,000 in a Green Grant that assisted in serving the influx of customers seeking services.

The Center was used for a variety of services such as Self Services (8,743), Staff Assisted Services (8,745), Intensive Services (3,551), Training Services (858), and Skill Development Services (1,648). The summer of 2009 program nearly doubled with the receipt of ARRA and TANF funding. 473 youth were placed in summer jobs throughout Oswego County.

On a personal note, this will be my last opportunity to provide a report on the workforce system as a result of my retirement in October 2010. From CETA to JTPA to WIA, Oswego County has had a superb partnership between the public and private sector, excellent leadership from the private sector-lead Private Industry Council or Workforce Board, and award winning programs implemented by dedicated staff. It has been my honor to be associated with all of you for the last 32 years. I wish you continued success. Thank you!

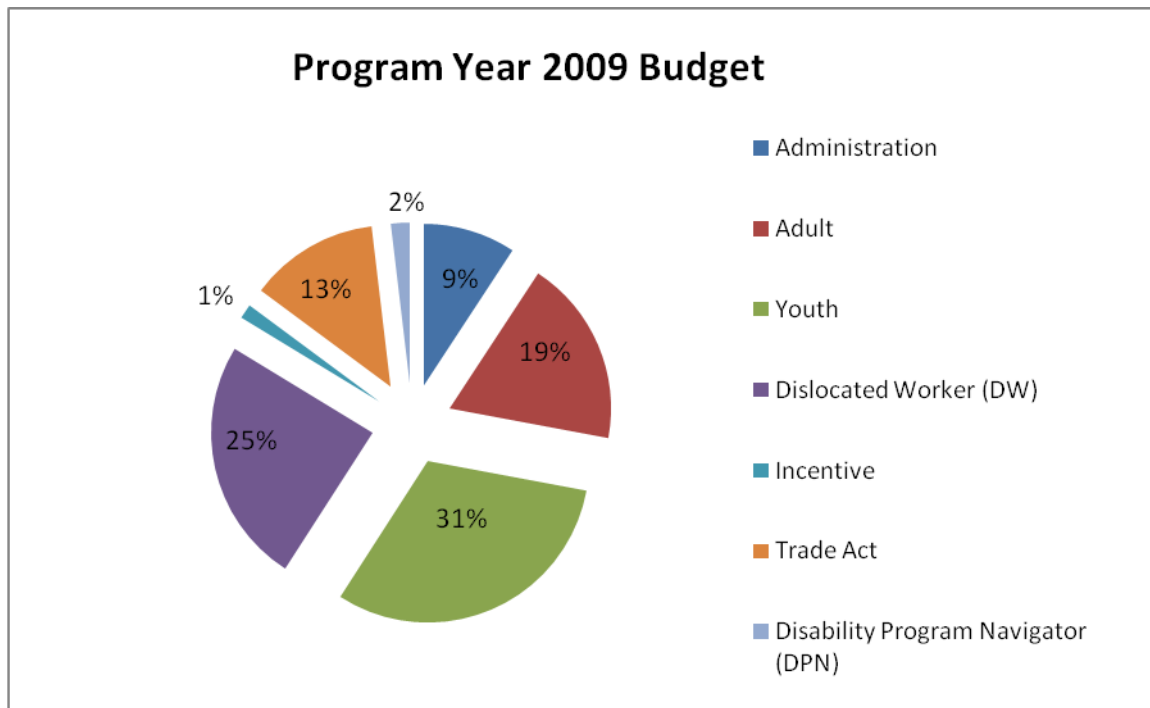
Program Year 2009 Budget

July 1, 2009 – June 30, 2010

Allocation of Dollars

Federal and state dollars totaled \$3,225,105 in PY '09

Administration	\$ 297,871	9.2%
Adult	\$ 602,936	18.7%
Youth	\$1,005,683	31.2%
Dislocated Worker (DW)	\$ 792,957	24.6%
Incentive	\$ 46,845	1.5%
Trade Act	\$ 417,911	13.0%
Disability Program Navigator	\$ 60,902	1.8%



Program Year 2009 Highlights

- The Workforce Board and the One-Stop were awarded a Wage Subsidy grant of approximately \$367,000. The funding provided subsidies to employers willing to hire and train TANF/TANF 200% eligible individuals.
- The One-Stop was awarded \$300,000 in grant funding to operate a Green Grant in Oswego County.
- The One-Stop hosted training fairs in July and August of 2009 to make customers aware of the training options available in Oswego County.
- The One-Stop developed a Transitional Employment Program with Oswego County Opportunities. The Transitional Employment Program was designed to assist OCO with training needs. Eight individuals participated in transitional employment. Fifty percent of these individuals transitioned to unsubsidized employment following successful completion of their training.
- The One-Stop assisted Sunoco with recruitment and training needs as they prepared to reopen the former Northeast Biofuels plant. Recruitment sessions were held on site at the One-Stop Center in January, 2010. Sunoco employees then participated in training on-site at the Center in March, 2010.
- The One-Stop assisted the United States Census Bureau with recruitment needs. Recruitment and testing sessions for census workers were held on site at the One-Stop Center in January, February and March of 2010.
- The One-Stop assisted Huhtamaki with summer hiring needs. On-site recruitment and testing was conducted in April and May of 2010. Fifty-two applicants were screened and referred.
- The One-Stop and the New York State Department of Labor partnered with Microsoft on an Elevate America program. The One-Stop served as a distribution site for Microsoft vouchers for training and select certification exams. The vouchers were available to business and job-seekers free of charge.

Program Year 2009 by the numbers:

- 6,547** Job Seekers utilized the One-Stop Center.
- 1,835** Individuals entered employment.
- 8,743** Informational/Self-Services (use of resource room, labor market information) were provided to job-seekers.



- 8,745** Staff Assisted Services (workshop activities, assistance with resumes and job search) were provided to job-seekers.

- 3,551** Intensive Services (development of an employment plan, employment counseling, case management) were provided to job-seekers.

- 858** Training Services (on-the-job training, customized and incumbent worker training, vocational training and skill development training) were provided to job-seekers

- 1,648** Skill Development Services (Metrix online learning and skill development workshops) were provided to job-seekers.





One-Stop Center

The Oswego County Workforce NY One Stop Career Center is located at 200 North Second Street in Fulton. The Center's goal is to offer employment related services to both job seekers and employers.

The Center has staff members from several agencies. Most point of contact services are provided by staff from Oswego County Employment and Training and the NYS Department of Labor. Specialized services are provided to veterans by the LVER (Local Veterans' Employment Representative), to low income seniors through Experience Works, and to those with special needs through VESID (Vocational and Educational Services to Individuals with Disabilities) and Oswego Industries Career Employment Services.

Every month, the Center publishes a newsletter. The newsletter gives tips about job searching, coping with unemployment, interviewing, etc. Even more importantly, the newsletter has a calendar of workshops to be held during the month.

The workshops include a full schedule of computer classes. These range from basics such as Introduction to the Computer, Keyboarding, and Computer Skill Building to more advanced classes such as Moving to Word 2007, Advanced Excel and Quickbooks.

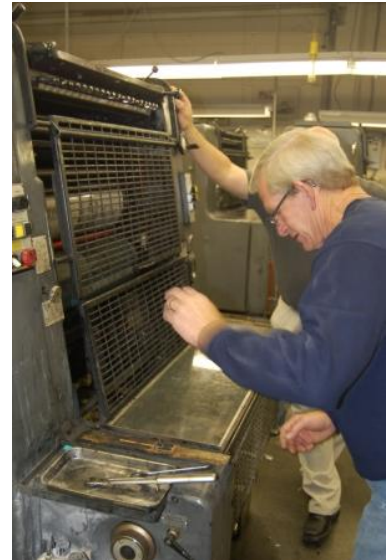
New workshops have recently been added to the calendar. Furthering Your Education helps customers explore financial aid and other ways to fund training as adults. The Mature Worker Job Search discusses the positive contributions made by older workers, reviews the hiring process and makes suggestions on how to market yourself to employers. Personality and Careers will give you a better understanding of yourself and how you act/ behave in the workplace. Understanding yourself will give you a better understanding of your bosses and co-workers. The newest addition to the calendar is called Moving Forward. This workshop contains information on entering or reentering the workforce for ex-offenders or those with criminal records.

These workshops are open to all customers of the Career Center and seats can be reserved by calling 591-9000.

Trade Act and Rapid Response

Trade Act

The Trade Act is a federally funded program that offers intensive services to workers who have lost their jobs due to foreign competition. In 2009, the Trade Act legislation was revised and is now the Trade and Globalization Act of 2009. TGAA offers expanded services to workers and also covers threatened workers, service industry workers and public agency workers who have lost their jobs due to foreign competition. All petitions certified after May 18, 2009 are covered under TGAA; Syracuse China, a local company, was the first company certified under TGAA. The main focus of TAA and TGAA is to train workers in occupational skills that will enhance their employability. Trade Act will pay up to \$8250 for a skill program lasting up to 52 weeks and \$15,000 for a program lasting up to 2 years. Participants may attend additional weeks for remedial or prerequisite training.



Although Oswego County did not have any Trade Act eligible companies close in Program Year 2009, we did have county residents affected by closings in other areas. Syracuse China and Crucible Industries had most impacted county residents. Companies with fewer local employees were Will & Baumer, Bank of NY Mellon, Matthews International, CWR Manufacturing, Parker-Hannifan and Killian Manufacturing. We also provided services to 2 out-of-state Trade Act customers who moved into the Oswego County area and continued to assess and serve customers from Magna (New Process Gear).



In Program Year 2009, Oswego County requested over \$250,000 in funding for TAA customers to attend training. Short term training programs include medical billing and coding, truck driving, HVAC, electrical maintenance, welding and other trade related programs. Degree programs approved included homeland security, business administration, accounting, electrical and mechanical technology and nursing. Training providers included local BOCES, proprietary schools and community colleges.

Rapid Response

During Program Year 2009, NYS Department of Labor set up regional Rapid Response teams. Oswego County is part of the Central NY region and the team is located in Syracuse. The team meets with employers who are anticipating either closure or major layoffs and sets up services for impacted employees. The only major closings in the county during Program Year 2009 were the Loretto Nursing Home located in Oswego and the P&C store in Pulaski.

Vocational Training

390 job seekers were active in vocational training during the PY'09 timeframe. This represented a 56% increase over the previous year. People were enrolled in certificate and degree-bearing training in community and four-year colleges, BOCES, and proprietary schools.

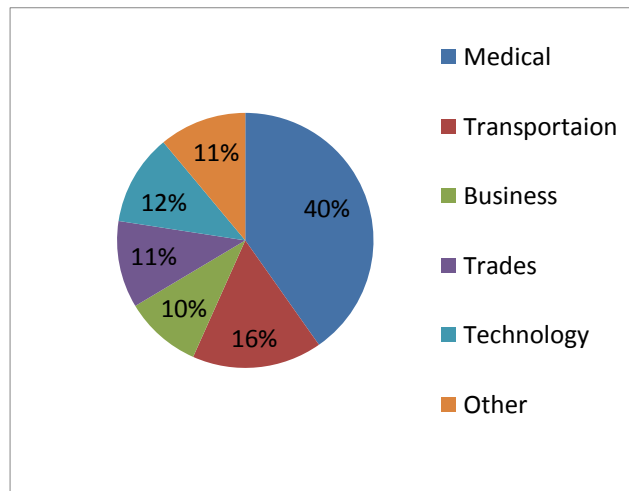
Active during PY'09

390 Trainees
197 Adults
193 Dislocated Workers

Fields of Training

Medical – 157
Transportation – 64
Business – 38
Trades – 43
Technology – 45

Other includes: Criminal/Public Justice – 18, Early Childhood – 6, Cosmetology – 4, Liberal Arts -3, Education – 2, Homeland Security/Disaster Preparation – 2, and Library Science, Environmental Professions, Central Service Tech, Lean Six Sigma, Professional Cooking, Security Guard, Taxidermy, Web Design – 1 each



Summary

Active Trainees – 383
Completed by June 30, 2010 – 224

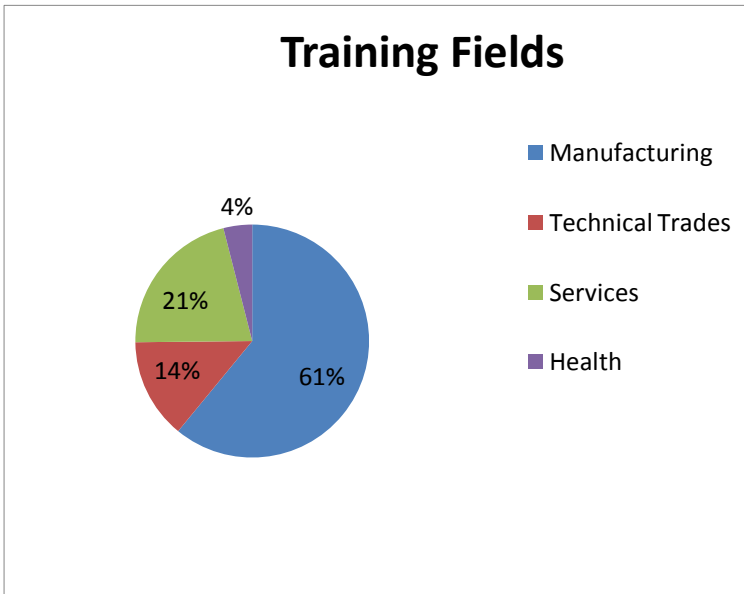
Business Services

Program Year 2009 statistics:

- 351 Businesses were served
- 51 New businesses registered with the One-Stop
- 6 On-site recruitments were held at the One-Stop Center
- 3 Businesses participated in the customized and incumbent worker training program.
- 17 Businesses participated in the on-the-job training program.
- 104 Customer satisfaction surveys were issued to businesses. 57 responses were received with 94% of the businesses expressing satisfaction with the services they received.

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

65 people were active in OJT or Incumbent Worker training during Program Year 2009. This is a 45% decrease from the previous year, indicative of the economic climate of the time. These trainings occurred at the employers' workplaces where the employees learned occupational skills in a new field or upgraded their skills in their current fields.



OJT Training

Active during PY'09

65 trainees
49 Adults
16 Dislocated Workers

Training Fields

Manufacturing – 31
Services – 28
Health - 6

Incumbent/Customized Worker Training

Active during PY'09

86 trainees
86 Adults

Training Fields

Manufacturing - 61
Technical Trades - 21
Services - 4

Summary

Active Trainees – 151
Completed by June 30, 2010 - 114

Youth Services

Oswego County youth participated in programs operated with Workforce investment Act Youth and Temporary Assistance to Needy Families (TANF) summer funding. Youth programs are designed to encourage youth to improve education and skill competencies; to develop employment and education goals; to build the connection between school and work; and to provide effective links to the labor market.

Oswego County contracts with local community-based organizations to provide the required program elements (services) for WIA youth. Through this involvement with Oswego County Opportunities (OCO), the Youth Advocacy Program (YAP) and Oswego Industries' Career Employment Services, youth have benefited from enhanced services that include tutoring, life skills training, job coaching, and leadership skills development.



The lack of a license was seen as a hardship for youth involved in the youth programs. Youth in need of a driver's license were given the opportunity to learn through a certified instructor and then take the road test.

The summer component, always a popular activity for youth and the community, was greatly expanded through the federal American Recovery and Reinvestment Act. The total number of youth who worked in 2009 was nearly double the number from the previous year. 477 youth participated in the program during the summer of 2009. They worked at 150 sites throughout the county as daycare aides, custodial assistants, clerical helpers, lock attendants, park aides, conservation crew members and more.



In addition to earning their paychecks, youth participated in work readiness sessions covering topics like: career readiness, work ethic and professionalism, and communication and interpersonal skills. Older youth were invited to a training fair at the end of the summer where training providers showcased their class offerings.

The 5th annual Youth Summit was held in October 2009 at the State University of New York at Oswego to build the connection between school and work. The featured speaker was Ed DeJesus who is known for his motivation techniques with youth. Youth who participated in the Summit learned about future employment and education opportunities after high school. The Youth Summit included educational workshops such as how to create a resume, use of current technology, and what to expect at college.

Success Stories

“Brittany”

“Brittany” successfully completed the Summer Youth Employment Program in August 2009 and applied for WIA year-round services in November 2009. At that time she stated she was homeless and was attending a self-contained GED prep class. She had a history of attendance problems in regular high school.

Brittany graduated from high school in June 2010 and was placed in a work experience activity at a local nursing home. Upon the conclusion of her work experience program, she was hired by the nursing home. In addition, Brittany has enrolled in Bryant and Stratton’s Medical Assistant program while she continues to work in the nursing home.

“Jason”

“Jason” was a senior in high school with a visual disability when he enrolled in the YouthWorks program. He graduated from high school and started in a work experience position as a maintenance trainee. Because of his vision issues, Jason is not able to have a driver's license so he faced the challenge of finding work along bus routes or within walking distance of his home. Jason was hired at a local organization as a maintenance worker on the Entry to Employment Experience program. Upon completion of his training period, Jason was retained by the employer and continues to work there.

Throughout his program participation, Jason has overcome many difficult situations. These include: his being a single father, dealing with custody and visitation issues, as well as moving between his father's home and his mother's home.



“Sarah”

“Sarah” was a single mother who had never had a job and was receiving Public Assistance when she applied to the YouthWorks program. She was also Basic Skills Deficient in math as determined by her scores on the Test of Adult Basic Education (TABE).

Sarah enrolled in Certified Nurse Aide training at St. Luke's and worked hard on her schooling. She successfully completed the course and was licensed in that field. She entered employment upon completing her coursework and remains employed today. Sarah also retested for her math deficiency, raised her scores so that she is no longer Basic Skills Deficient.

While a youth’s success depends on many factors such as motivation, interests and abilities, basic needs being met, and education levels, a key factor to success includes the positive influence of an adult. In the past year, several people affiliated with the WIA youth program filled this role.

Worthy of mention are the following: Jerry Schremp, City of Fulton’s Superintendent of Recreation and Maintenance; Ben Driscoll, Senior Custodian at Oswego City High School; Ed McCarty, Superintendent of Building and Grounds for Mexico Academy Central Schools; Ann Clark, Manager of Oswego County Opportunities’ BackStreet Books; Joe Candella of Michaud Residential Health Services; the management team of Dunkin Donuts, and John Schaefer of Branch’s Driving School, Inc.

Oswego County Workforce New York Partners

Oswego County Employment and Training
New York State Department of Labor
Oswego County Department of Social Services
Cayuga Community College
Career Employment Services (CES) of Oswego Industries
Oswego County BOCES
Oswego County Opportunities
Vocational Educational Services for Individuals with Disabilities (VESID)



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

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



Workforce Development Board

Ellen French
Nine Mile Point Nuclear, Constellation

Wagner Dotto
Oswego County Business Magazine

Jamie Persse
Eastern Shore Associates

Nicole Capilli
Entergy Nuclear Northeast

Eric Behling
Behling's Orchards

David Lloyd
Novelis

Daniel Carman
Huhtamaki Packaging

Earnie Pietrykowski
Birds Eye Foods, Inc.

Bruce Phelps
Fulton Tool Company, Inc.

John Henry
Mitchell Speedway Press

Connie Smith
Springbrook Management

Rajesh Modi
Scottish Inns & Suites

Edward Mervine
Pathfinder Bank

Donald Unger
Adecco Employment Services

David Vickery
Vickery Insurance

Joseph Camerino
Oswego County BOCES

Kathleen Fenlon
Oswego City-County Youth Bureau

Dr. Daniel Larson
Cayuga Community College

Paul Kurtzman
Oswego Industries, Inc.

Frances Lanigan
Oswego County Dept. of Social Services

Phil Church
Oswego County

Dennis Donahue
New York State Department of Labor

Donald Morgan
Local 43 IBEW

Patrick Carroll
UW Plumers and Steamfitters

Diane Cooper-Currier
Oswego County Opportunities Inc.

Joseph Fiumara
City of Fulton Community Development Agency

L. Michael Treadwell
Operation Oswego County, Inc.

Donald Watson
VESID

Evelyn LiVoti
By Detail

Kris Smith
Oswego Health