

The Fulton, Montgomery and Schoharie Counties Workforce Development Board, Inc.

PY' 20 Annual Report

July 1, 2020 – June 30, 2021



Gail Breen
Executive Director

Creating Workforce Solutions

Pamela Goldswor
Chairwoman of the Board



Program Year 2020 – A Look Back....

Looking back, PY'20 was the year of the COVID Roller Coaster Ride. In March, 2020, then Governor Cuomo issued a NY Pause order, and all of our Workforce Career Centers closed their doors. Our WIOA staff pivoted to working remotely, providing essential services such as Business and

Employer Services, Workforce Advising, Metrix Learning, Partner Sharing, and Youth services.

In June 2020, staff returned to our Centers on Monday, Wednesday and Friday, providing in-person services on an appointment-only basis, and remote services Monday through Friday.

But the Roller Coaster ride was destined to continue. In December 2020, with an uptick in the COVID cases, we closed our Centers and returned to providing all services remotely. We brought staff back to the Centers in late February 2021 and again opened our doors to customers Monday, Wednesday, and Friday while continuing to provide services remotely Monday through Friday. In May, we opened our doors to customers 5 days a week, initially by appointment only, while continuing to provide services remotely to those customers who preferred that method of service delivery.

Back in the office, staff, who had been in contact by Zoom every day, enjoyed the renewed collegiality of stopping by another staff person's desk just to say "hello" or compare notes on a customer or service. And while many customers found that they did very well with virtual services, others preferred the return to face-to-face contact.

Over the last year, we have learned great things about the flexibility and creativity of hybrid services and the people who provide them, reinforcing what we've always known about our staff – smart, quality, caring people.

I am retiring on October 1 after 21 years as Executive Director of the FMS WDB. I wish our incoming Executive Director Regina Papa, Board staff Beverly and Kim, and FMS WDB Chairwoman Pamela Goldswor and Board Members, and Partners all the best. I will miss you all!

Looking forward.....

This year saw many of us move from improvising through the unknown to developing and evolving ourselves. Whether we were working from home this year, following safety in the office, or working through a hybrid model, we've all gained experience in managing change.

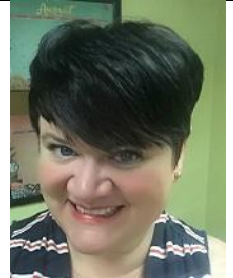
Despite all we have faced in our communities, through unprecedented times our board has been and will continue to be at the forefront of workforce development for our three counties. That is no small feat, and it was done by the care and dedication of all of you. Thank you! Now, to look ahead to our future.

First, we wish congratulations to Gail Breen on her retirement after 21 years as our Executive Director. On behalf of the board, it's been such a pleasure working with you, Gail. You've set such an example to us all with your dedication and hard work. It's been a joy to work with you, and I'm so happy you're taking the time to retire and pursue your dreams.

As we look to the future, we welcome Regina Papa to the role as our new Executive Director. Regina brings with her a talented and experienced view into the workforce. Our board has been, and will continue to be, at the forefront of workforce development. We will look for new opportunities to support our workforce and businesses alike as we move forward together.

I wish to thank the following outgoing members for their services; Amy McCray from CG Roxane, Karen Miller from Jack Miller Truck and Tractor and Mark Mincher from International Union of Operating Engineers. I would also like to take this opportunity to welcome our new members this year; Danielle Hartwig from DHL Supply Chain, Joe Tracy from JT's Cycles, and Chris Manus from the International Union of Operating Engineers and Sandra MacDonald from River Ridge Living Center.

Also a huge thank you to Beverly and Kim for your continued commitment to the FMS Workforce Development Board. The support you provide to the full board as well to each of our board members is greatly appreciated.





Industries Served in Demand Occupations

Advanced Manufacturing

Electro-Metrics Corporation

Mohawk Signs

Saratoga Horseworks

Skiff Made Blades

Thistle Hill Weavers

Professional & Technical Services

CDL Associates

Dunn & Dunn, PLLC

Lamont Engineers

Testimonials

The support and suggestions with training initiatives has resulted in allowing us to accelerate the training programs and hire less experienced individuals. The On-the-Job training grant is very helpful in defraying some of the cost of this training and allowed us to do more than we could have on our own.

M. Libertucci - Saratoga Horseworks, LTD

Without the services provided by Workforce Solutions, my business would be short staffed. My ability to hire from the local workforce and to train individuals is paramount for a small business as mine in rural New York. ***S. Rabbit***
Goody-Thistle Hill Weavers

Their support of businesses and employers is an important part of overall success of the businesses in each county. Their continued support with hiring, educating, and training our employees has helped our business grow and be successful.

H. Colson - CDL Associates Insurance Agency, LLC

In a small, rural town where skilled employees are not abundant, this has been a vital part of our success and ability to afford to pay higher wages to our increasingly skilled employees, it further contributes to a very positive work environment: happy employees and happy employers.

K. Dunn, Esq. - Dunn & Dunn, PLLC



PY'20-21 Classroom Training Providers

Addiction Care Center of Albany

Capital Region BOCES

Fulton-Montgomery Community College

Herkimer Community College

Paul Mitchell Salon and Barbering

Sage Truck Driving School

Samaritan School of Nursing

Schenectady County Community College

The CDL School

WSWHE BOCES

Customer Comments

*Tuition was getting hard to keep up with while obtaining my LPN license. A friend referred me to the Workforce Career Center that helped local students with tuition payments. With guidance and the program, I was able to focus more on my goals/tasks rather than worrying about finances. This program is great for individuals trying to get to the next step in their lives. **F.S.***

*This program was very helpful in making me successful in getting my High School Equivalency diploma so that I can join the United States Air Force. I wouldn't have been able to do it without it. **J.C.***

*I am a seasoned professional who has been "in between" jobs. The Workforce Career Centers have been an invaluable tool in my pursuit of employment opportunities. They promote free local workshops (in-person and virtual), on-line courses through Metrix Learning, information on job searching and listings and helped troubleshoot any issues that arose. **L.W.***

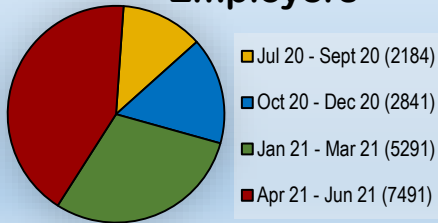
*I find the resource room at the Workforce Career Center a valuable resource. I don't have a computer and it allows me to use the computers and internet for job searching, preparing my resume and accessing my email to follow up on leads. I am grateful I can fax, copy or email at no cost to me. I find this beneficial since I am on a fixed income. **T. M.***

Activity Report

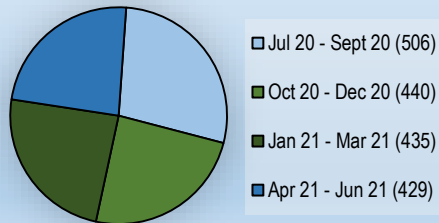
PY'20-21

(Provided by Staff Both Remotely & In-person)

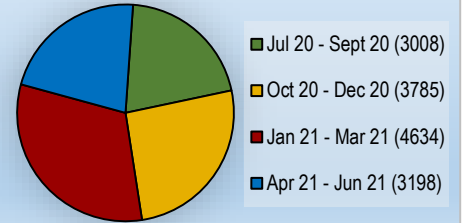
Businesses & Employers



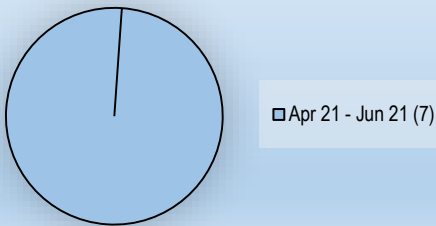
Classroom Training



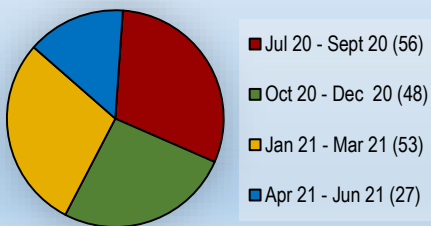
Correspondence



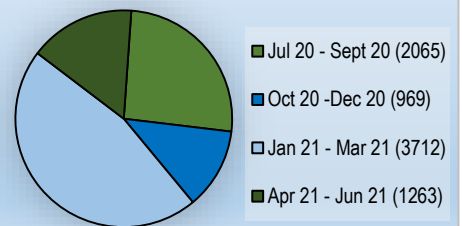
Coursera Certificates



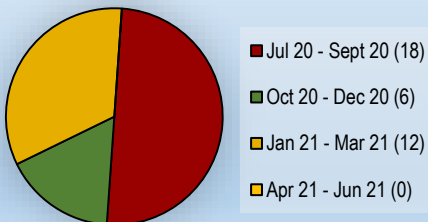
Metrix Courses



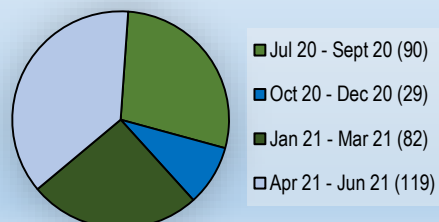
Partner Sharing



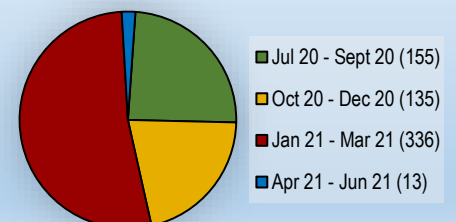
Referrals



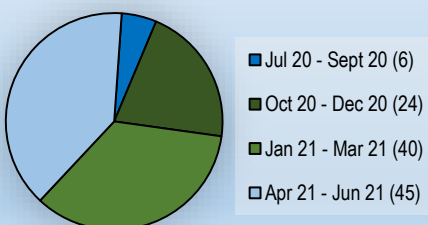
Staff Development



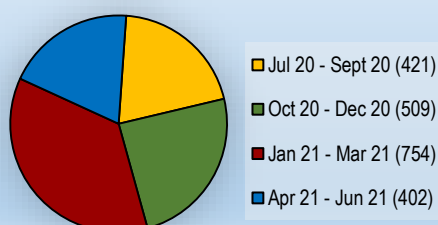
Technology



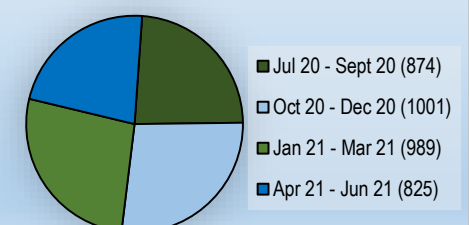
Trade



Workforce Advising



Youth



Top Occupations Advertised in NYSDOL Jobs Express *Fulton & Montgomery Counties* (as of 7/15/21)

Front-Line Supervisors of Retail Sales Workers	161
Retail Salespersons	150
Stock Clerks and Order Filler	133
Cashiers	129
Software Developers, Applications	114
Social and Human Service Assistants	97
Registered Nurses	91
Computer Occupations, All Other	90
Inspectors, Testers, Sorters, Samplers, and Weighers	85
Heavy and Tractor-Trailer Truck Drivers	84

Top Occupations Advertised in NYSDOL Jobs Express in Metropolitan Statistical Area *Including Schoharie County* (as of 7/15/21)

Software Developers, Applications	734
Registered Nurses	608
Computer Occupations, All Other	556
Farmworkers and Laborers, Crop, Nursery and Greenhouse	506
Retail Salespersons	471
First-Line Supervisors of Retail Sales Workers	460
Marketing Managers	346
Social and Human Service Assistants	294
Customer Service Representatives	276
First-Line Supervisors of Office and Administrative Support Workers	266

Unemployment Rates (Not Seasonally Adjusted)

	June 2020	May 2021	June 2021
Fulton Co.	11%	5.6%	5.9%
Montgomery Co.	11.2%	5.8%	6.1%
Schoharie Co.	9.1%	4.4%	4.8%

Current Members of the FMS Workforce Development Board, Inc.

Fulton County	Montgomery County	Schoharie County
ACCES-VR <i>Allene Monaghan</i>	Fulton-Montgomery Community College <i>Andrea Scribner</i>	Argus Acres <i>Arthur Graulich</i>
Community Health Center <i>Kathleen Kilmartin</i>	Gehring Tricot Corp. <i>Martin Callahan</i>	JT's Cycles, LLC <i>Joe Tracy</i>
DHL Supply Chain <i>Danielle Hartwig</i>	IUPAT District Council # 9 <i>Jeffrey Stark</i>	Lamont Engineers, P.C. <i>Wendy Adams</i>
Dollar General Distribution Center <i>Elijah Braemer</i>	Keymark Corporation <i>Amy Rogers</i>	Mittel Cable TV <i>Donald Snoop</i>
Fulton Co. Office for the Aging <i>Andrea Fettingner</i>	Montgomery Co. Economic Planning <i>Kenneth Rose</i>	Operating Engineers, Local 158 <i>Christopher Manus</i>
HFM BOCES <i>Laurie Bargstedt</i>	NYSDOL <i>Melissa Johnston</i>	Schoharie Co. Comm. Action Program <i>Jeannette Spaulding</i>
Laborers Local 157 <i>Peter Stearns</i>	River Ridge Living Center <i>Sandra MacDonald</i>	Schoharie Co. DSS <i>Donna Becker</i>
Richardson Brands Co. <i>Kerry Brunner</i>	St. Mary's Healthcare <i>David Fariello</i>	SUNY Cobleskill <i>Donna Pesta</i>
Spectrum/Charter <i>Lani Pertell</i>	Townsend Leather <i>Pamela Goldswor</i>	Universal Plastics Corp. – Albany Inc. <i>Roger Cusano</i>

Locations of the FMS Career Center Services

43-47 North Main Street, Gloversville
 2620 Riverfront Center, Amsterdam
 795 East Main Street, Suite 4, Cobleskill
Call: 518-842-3676 for Assistance

Creating Workforce Solutions

Staff to the Board

Gail B. Breen, Executive Director
 Beverly Ball, Executive Assistant
 Kim Skiff, Fiscal Manager

Visit us on our website at: www.fmsworkforcesolutions.org

A proud partner of the

AmericanJobCenter®

MISSION STATEMENT

The Fulton, Montgomery & Schoharie Counties Workforce Development System will provide a quality workforce for business and employment opportunities for job seekers.