

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

## PY' 19 Annual Report

July 1, 2019 – June 30, 2020



**Gail Breen**  
Executive Director

**Creating Workforce Solutions**

**Martin Callahan**  
Chairman of the Board



### *Program Year 2019 – A Look Back...*

Our year began with unemployment rates down and employment opportunities up. Traffic through the Centers reached a 6-month high in August, in part because of the On-Site Mini-Job Fairs and Recruitments. All of our Job Fairs and Recruitments are posted in our Resource Rooms, on the FMS Workforce Solutions Website, and on Facebook.

Over the year there was a significant increase in participation for our free Metrix On-Line Learning Programs, especially as we began to offer virtual registration. In the past, participants had to first come to a Center, register for Metrix and attend an informational workshop, before being given a license. Customers who register for our free Metrix On-Line Learning Programs have access to over 5,000 courses in popular industries like IT, Business, and Healthcare.

But how things have changed. COVID-19 was first detected in the State of Washington in late January. By March the virus was present in all 50 states. On March 20 Governor Cuomo issued a NY Pause order and all our Workforce Career Centers closed. But staff did not stop serving customers, instead they worked remotely from home providing essential services such as Business and Employer Services, Metrix learning, Partner Sharing, Technology, Workforce Advising, and Youth Services.

WIOA Subcontractor staff returned to the Amsterdam and Cobleskill Centers on June 1, working Monday, Wednesday, and Friday in the Centers. They continue to work remotely on Tuesday and Thursday. The Centers opened to customers on a limited basis on June 15<sup>th</sup>. The Centers are open on Monday, Wednesday, and Friday on an appointment only basis for job search activities and business services. Numbers of in-house services are ticking up steadily.

### *Looking forward....*

We certainly have been improvising lately, to say the least! Personally, I have been adapting to working from home, alongside my wife who works in health care and our kids who are finishing out the school year on-line. All this, while our car sits quietly in the driveway. Who would have thought any of this could have happened?

I'm hoping each of you, as well as your families, friends, co-workers and neighbors, are staying healthy and safe during this time. We will continue to move forward, get through this, and be even better!

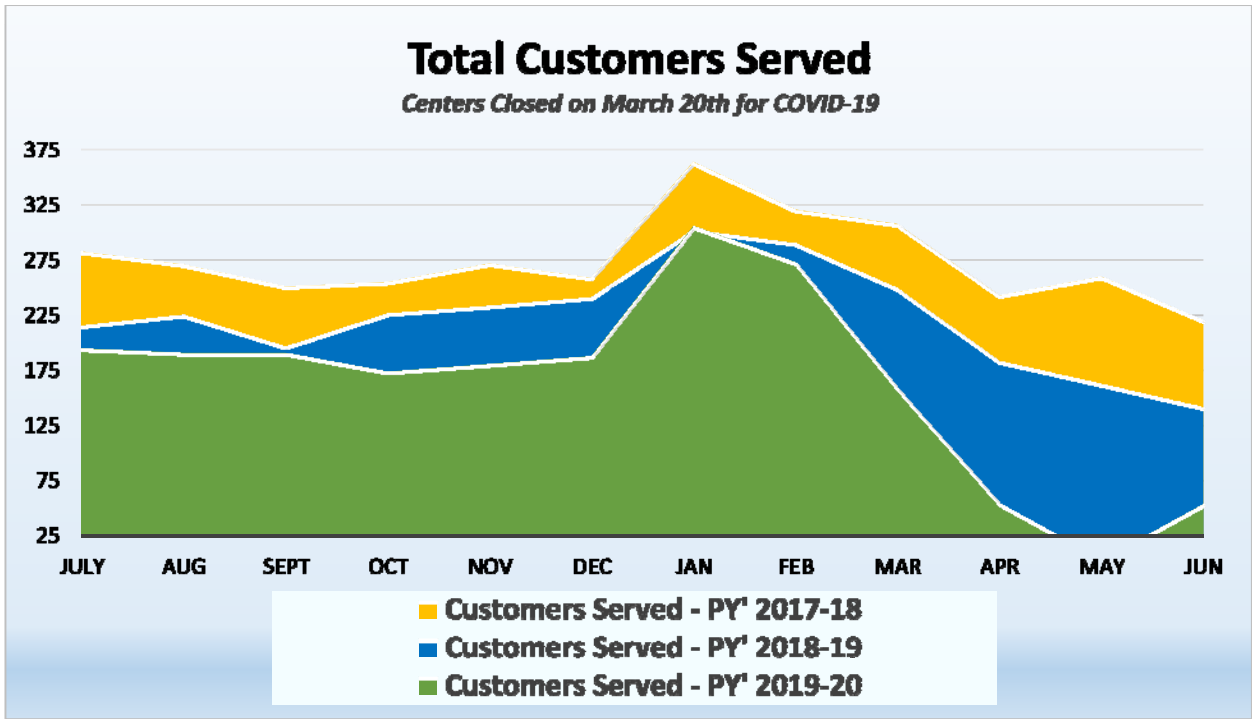
The many stories we have heard from our local businesses and employees are outstanding and a testament to commitment to our 3-county area. Something that may sound simple as a bagged lunch for truckers has caught much interest and lifted the spirits of volunteers as well as on lookers.

Our board has been, and will be, at the forefront of workforce development. New ideas will be generated and will strengthen our mission. Our workforce will become even stronger as we move through this time, and new opportunities will arise for both businesses and workers alike.

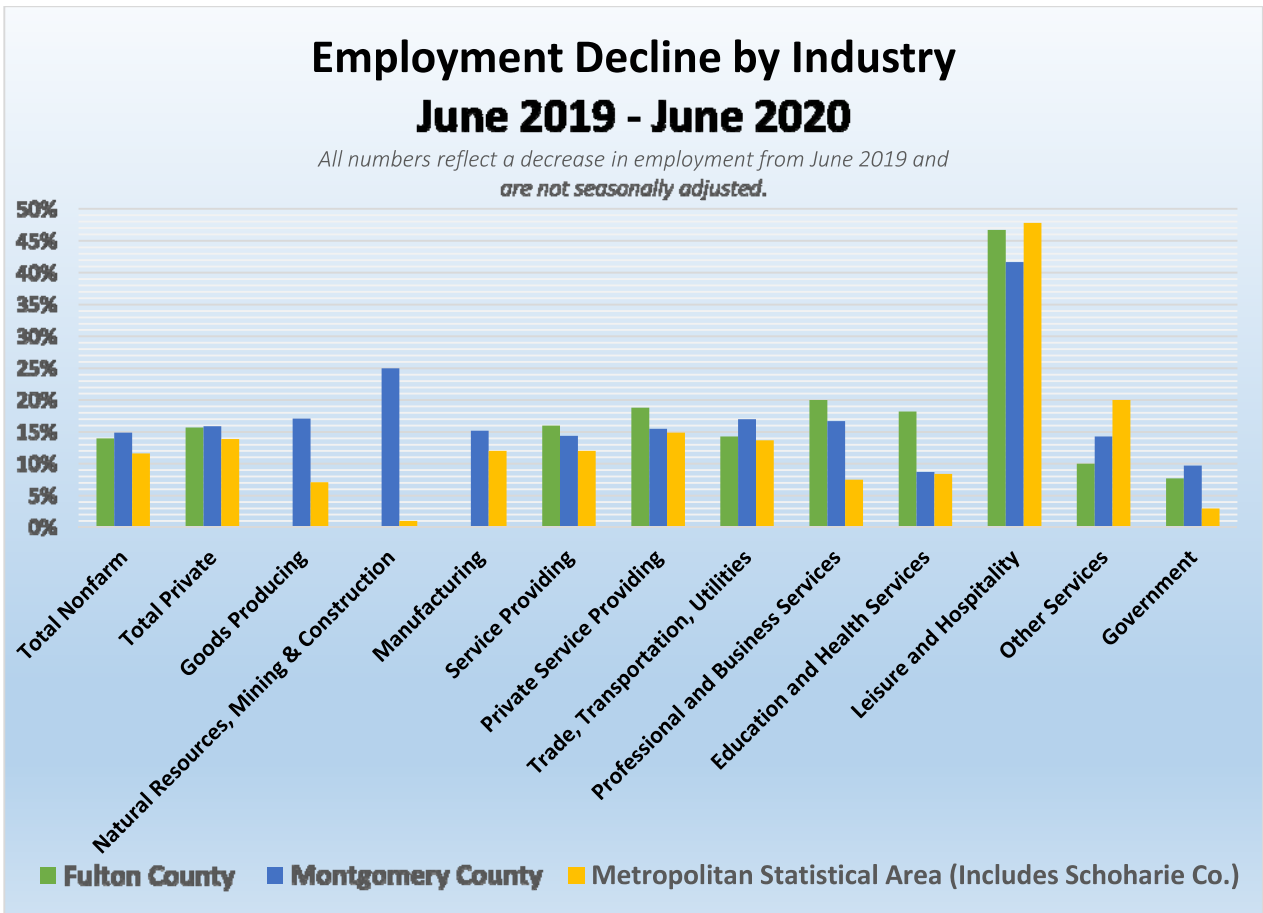
I wish to thank outgoing members for their services: Jim Law, Christopher Darling, Kaleena Castiglione, David Morrow and Judy Petroski. Also I would like to welcome again our new members this year: Elijah Braemer, Erin Clemens, Lani Pertell, Andrea Scribner, and Allene Monaghan.

Thank you Gail, Beverly and Kim for the support you provide to the full Board as well as to each of our Board members for your continued commitment to the FMS Workforce Development Board. Again, thank you!





Total Customers Served During PY'2019 - 2020: 1,258





# Industries Served in Demand Occupations

## Advanced Manufacturing

*Helmont Mills, Inc.*

*Power & Composite Technologies, LLC*

*Electro-Metrics Corporation*

*Thistle Hill Weavers*

## Health Care and Social Assistance

*Home Helpers & Direct Link of Amsterdam*

## Human Services

*The Arc Lexington*

## Professional & Technical Services

*First Choice Professional Services*

*Dunn & Dunn, PLLC*

*Lamont Engineers*

*The Law Office of Michael J. Poulin*

## Retail Trades

*Culligan of the Mohawk Valley*

# Industries Served in Non-Demand Occupations

## Professional & Technical Services

*Electro-Metrics Corporation*

*Home Helpers & Direct Link of Amsterdam*



## **Congratulations to our 2019 Business Partners of the Year**

**Fulton County:** *CG Roxane LLC* opened in the summer of 2013 and began bottling and shipping “Crystal Geysers® Alpine Spring Water®” in a 176,757 square foot bottling plant located in Johnstown, NY. CG Roxane’s state-of-the-art bottling operation is a welcome addition to the economic development of the Montgomery and Fulton County region.

San Francisco-based CG Roxane was founded in 1990 and exclusively markets and sells “spring water” bottled at the source under the Crystal Geysers Natural Alpine Spring Water brand. CG Roxane is majority owned and controlled by a family that has been bottling water and other beverages in Europe for over 50 years. In addition to the Johnstown bottling plant, CG Roxane owns and operates eight other water bottling plants. Additionally, CG Roxane was the first U.S. beverage company to open a recycled PET (rPET) plant in San Bernardino, CA. CG Roxane’s new bottles will now be a minimum of 50% rPET, and will be 100% rPET soon.

CG Roxane, LLC, Northeast Regional Human Resources Manager, Amy McCray, has been working with the Workforce Career Center staff in placing job seekers. Amy posts her facility’s job openings with the Centers and has actively attended both recruitments and job fairs.

**Montgomery County:** The newly constructed *Dollar General Distribution Center* is located on Rt. 5S in Amsterdam. The new state-of-the-art and highly-efficient DG Center was built to support their growing store network in New York and throughout the northeast.

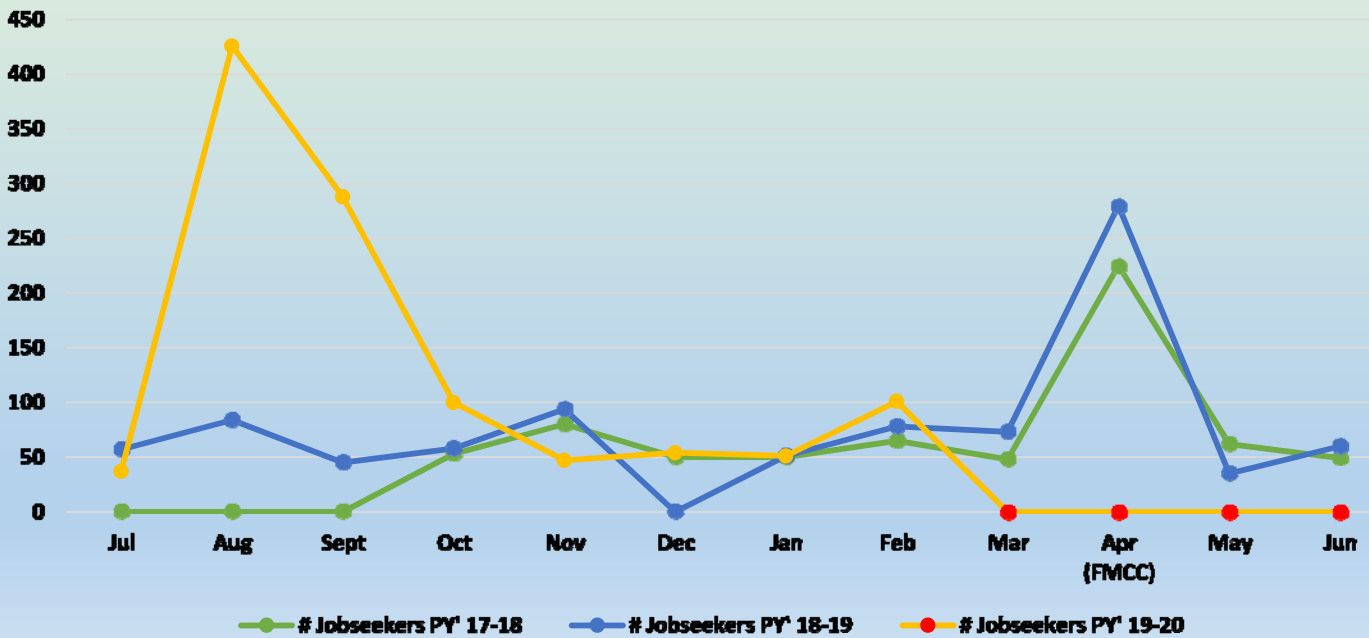
Dollar General DC is “committed to conducting business in a way that promotes healthy families, thriving communities and a cleaner environment. At Dollar General, corporate responsibility is built into our mission of Serving Others.” Dollar General has made donations to community organizations. They donated \$5000 to the Workforce Career Center for use in updating the computers in the Resource Rooms for job seekers’ use. They also made a donation to the United Way in Amsterdam supporting their mission. The partnership with Dollar General DC is a new one but has been extremely successful to date.

**Schoharie County:** *Lamont Engineers*, located on 197 Elm Street in Cobleskill, is a consulting engineering firm specializing in civil engineering for communities in upstate New York. The firm is a highly competent and well-trained group of engineers, planners, and technicians who are dedicated to the highest professional standards. The business was formed in 1980 as BDT Associates, incorporated as Brewer & Lamont Engineers, PC in July of 1985, and reorganized as Lamont, VanDeValk Engineers, PC in 1988. In October 1997, the firm of Lamont, VanDeValk Engineers, PC merged with the firm of Buckman & Whitbeck, Professional Engineers and Land Surveying to form the present firm, Lamont Engineers.

Lamont Engineers has been taking advantage of the services of the Workforce Solutions System including posting their job openings, job matching, recruiting assistance, skills assessment, and pre-screening candidates in an effort to ensure that they receive qualified candidates, minimizing the time they need to spend on interviewing. They have utilized the Customized Training Program to prepare/train workers to become Project Engineers. Lamont Engineers is committed to ensuring that their employees are professional, customer-oriented and well-trained in all aspects of their job so that exceptional service is provided.

## Number of Jobseekers Attending Recruitments & Job Fairs

*Centers Closed on March 20th due to COVID-19*



## Local Businesses Participating in PY'19-20 Recruitments & Job Fairs

AccuStaff	Hannaford Supermarket	Nathan Littauer Hospital
Beech-nut Nutrition Company	The Home Depot	NTI Global
Broadway Home Care	Home Helpers & Direct Link of Amsterdam	Nurse Connection Staffing
Brown Transportation, Inc.	Integrated Staffing Corporation	NYS Dept. of Corrections
Century Linen & Uniform Services	JJ Young Company	NYS Dept. of Transportation
CG Roxane, LLC	Kasson & Keller, Inc.	Speedway
Crossroads Services	Keymark Corporation	St. Mary's Healthcare
Dollar General	Liberty Arc of Montgomery County	US Census Bureau
Dunkin'	Marshalls	WalMart Store
Euphrates, Inc.	Mohawk Resources, Ltd.	



## TESTIMONIALS

### Businesses:

"Our company has had the good fortune of partnering with Workforce Solutions on a number of occasions. Whether we are going into a contract for On-the-Job training or having an employee take a refresher class offered onsite, the benefits to us as the employer are tremendous. All staff at Workforce Solutions are very helpful and it has been a pleasure working together throughout the years."

*~Wendy Adams Rosa, Lamont Engineers, P.C.*

"In the short amount of time that I have worked with Workforce Career Centers, I have been able to seamlessly introduce our current workforce to upgrade job specifics, providing our already talented employees with motivation and more responsibility. It has allowed us to provide countless promotions which has enabled us to provide our community with retention. When you learn all services and systems that the Workforce Careers Centers offers in our area, you and your company will not be disappointed. You do not know what you don't know! Reach out to a team member - you will be happy that you did."

*~Jaclyn M. Buchanan, Electro-Metrics Corporation*

"Using Workforce Career Center services to utilize Metrix Courses enabled us to hire a 'green' employee who had some basic skills but who needed to improve in certain areas. Because Metrix offers so many different types of courses, our employee was able to capitalize on what benefitted her the most. During the COVID stay at home period of time, our new employee was able to learn and work from home because of all that Metrix had to offer. She received the certification for the courses she took, and we were able to verify the work that she accomplished."

*~Kirsten Dunn, Dunn & Dunn, PLLC*

### Jobseekers:

"I wanted to express my gratitude for all of your help while I was unemployed. Making me feel very comfortable throughout the job seeking process and always being there for me when I needed help was key in the success of my new employment. The unemployment period I faced was a tough time for me personally, and I can't thank you and your team enough for your professionalism in helping me through that period. All the best to you in the future!!"

*~ Robert F.*

In August of 2019 I had been laid off and was receiving UI. A Workforce Advisor gave me leads on jobs and job fairs and assistance with updating my resume to showcase my work experience, as well as words of encouragement. The interview of interviews came after a job fair posting featured a company I was very interested in working for. An advisor let the company know that I had already given my resume to their HR. I received an interview. I have now been employed by this company for eight months. When I went in to let Workforce know that I had gotten the job, their happiness was just as much as mine was!! I am very grateful for the help that I was given and for the friendliness of the Workforce Team. They are caring and committed to their jobs. And for that I say THANK YOU!"

*~Laurie A.*

# TESTIMONIALS

## Trainees:

"I moved to Amsterdam late last year without a job. I was introduced to the Amsterdam Workforce Solutions where everyone was extremely nice and helpful. Maria helped me with my resume, job searching, and signing up for Metrix Learning. Maria and Nancy kept in contact with me even during the pandemic. One morning I received an email from Nancy to see if I was interested in a position with Home Helpers. I called the company, got an interview the next day, and began working the following week. I cannot thank Maria and Nancy and everyone else at the Workforce Solutions enough. I am working at a great place with great people."

*~Steven R.*

"My experience at Bryant and Stratton College was amazing thanks to assistance from Workforce Solutions. I went for the Technology Program which included Clinical Foundations to help me gain knowledge of the medical field and EKG Tech and Phlebotomy Tech. The classrooms during the day were small and not long hours, and I had the attention and help from my instructor throughout the whole time I attended. The classrooms are set up almost like a doctor's office, and they have all the equipment needed to help you be knowledgeable and successful for when you go out in the field. All the internships are set up by the instructor in hopes that they will hire you upon successful completion of the program. I couldn't have done any of this without the help of Workforce Solutions, and for that I am completely grateful."

*~Viviana A.*

"I am writing this letter on the behalf of my Workforce Advisor and the Workforce Career Center. While attending Maria College to obtain my LPN license; tuition was getting hard to keep up with. Thankfully a friend of mine had information about the Workforce Center's program that help local students with assistance in tuition payment! Once I became connected with my Workforce Advisor, she's been nothing but understanding, persistent and informative. I felt she really cared about my personal goals. I was able to focus more on my goals/task rather than worrying about finances. This program really is a great opportunity for individuals just trying to get to the next step in their lives."

*~Faith S.*

## Youth:

"In 2016 I dropped out of High School, with my life on a downward spiral. I attended classes in hopes to obtain my GED, but still slacked off here and there. With the help of Workforce Solutions, and their staff, I went back and completed my TASC in 2017. Since then, they have still been a reliable resource numerous times. I'm still in contact with them to this day, 4 years later. From receiving my equivalency diploma, to finding a job, to now enrolling in college, Workforce Solutions staff have been by my side, like little success cheerleaders! Thank you for all that you have done and all that you do! I don't know where I would be without you!"

*~Amber H.*

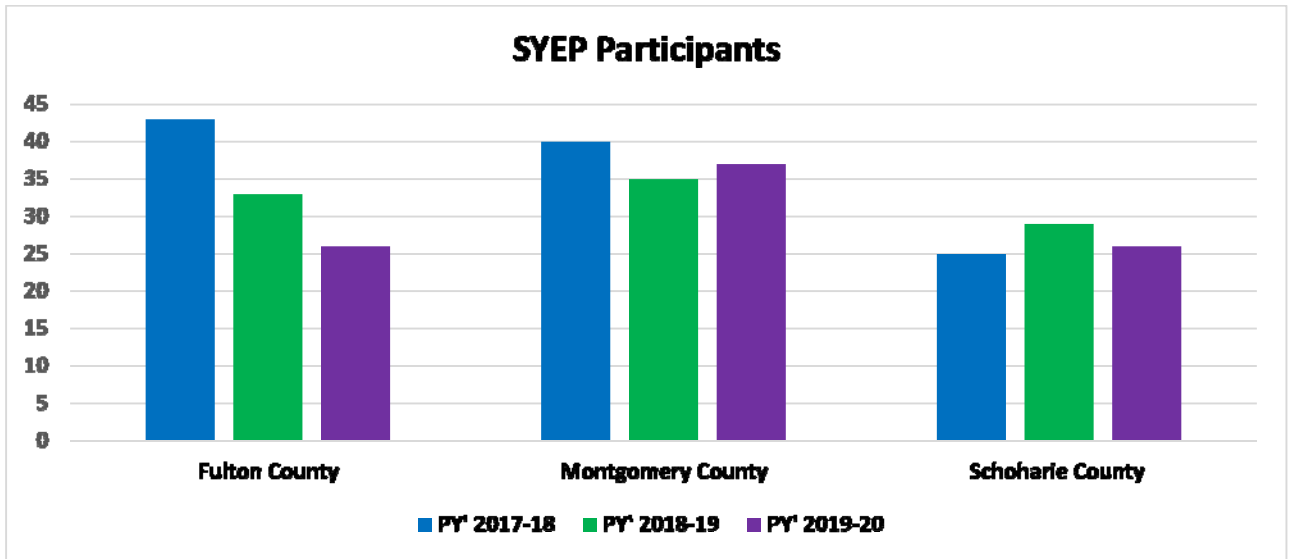
"My time with the Workforce has been amazing. My teacher has helped me learn new things and is always there when I have a question. When I am stuck she breaks things down with me and it helps. She is very patient with me."

*~Katrina S.*

"I've been in the Workforce Solutions program since I was 14 years old. I've been working at Centro Civico since I started, and I love everything about it. This program has helped me obtain work skills and overall experience. Looking back to when I first started, I wasn't really as confident with work because I didn't have the experience. I have about 5 or 6 years under my belt so now any task I'm given I crush it. I'm 19 now and I'm currently going to Fulton Montgomery Community College to get an Associate's degree in Physical Education. After I get my Associate's, I plan on transferring to SUNY Cobleskill to pursue a Bachelor's degree in Canine Training and Management to accomplish my goal of being a dog handler. I've always loved working with animals since I was kid but specifically dogs. But yeah, that's me and that's where I'm currently at with myself."

*~Devin V.*

# Summer Youth Employment Program (SYEP)



## Participating Worksites

### Fulton County

CDL Associates Insurance Agency  
 Frozen Parts, Inc.  
 Fulton County Barbershop  
 Fulton County YMCA  
 Gloversville Housing Authority  
 Gloversville Salvation Army  
 Gloversville Senior Center  
 Handy Ups & Downs  
 Johnstown Animal Clinic  
 Kingsboro Golf Course  
 L T's Enterprises  
 Meals on Wheels  
 Mohawk Harvest Cooperative Market  
 Nathan Littauer Building & Grounds  
 Nathan Littauer Nursing Home  
 Studio Herbage, LLC  
 TJ's Beverage Discount  
 Wildlife Sports & Education Museum  
 Willing Helpers' Home

### Montgomery County

Amsterdam Housing Authority  
 Catholic Charities  
 Centro Civico of Amsterdam  
 Amsterdam Recreation/Daycare  
 Amsterdam Transportation Dept.  
 Creative Connection Club House  
 First Choice Financial Services, Inc.  
 Fort Plain School District  
 Goodwill  
 Handy Ups & Downs  
 Law Office of Fabrizia Rodriguez  
 Montgomery County SPCA  
 NYS Children's Foundation  
 Rivercrest Development Corporation  
 The Walk-in Closet  
 Walter Elwood Museum  
 Woodrow Wilson Townhomes  
 Workforce Career Centers

### Schoharie County

Backstreet Music Shop  
 Catholic Charities  
 Catnap Books  
 Cobleskill Campus Childcare  
 Cobleskill-Richmondville Bus Garage  
 Cobleskill-Richmondville School Dist.  
 Community Library  
 Donna M. Lavigne Agency  
 Games-A-Plunder  
 Harva Company, Inc.  
 Joshua Project (3 locations)  
 JT's Cycles, LLC  
 Kintz Plastics, Inc.  
 Label Shopper  
 Middleburgh Library  
 Mona's Café 314  
 Race Printing  
 Schoharie Home Center  
 Schoharie Community Pool  
 Schoharie School Dist.  
 Schoharie Transportation  
 Super 8 by Wyndham  
 The Broom Closet  
 The Everything Shoppe  
 The Furniture Boutique  
 The Studio for Arts & Crafts  
 The Wellington Inn  
 Wellington Herbs & Spices  
 Zion Lutheran Church



# Metrix

## July 1, 2019 – June 30, 2020

This past program year, there have been 142 new clients, and 253 licenses issued, 311 Course Completions and 2352 Training Hours logged. There were 9 Medcom/Trainex, 29 ProvelIT, and 273 SkillSoft course completions. The cost per license was \$19.76. We attribute the higher number of registrations to adding the virtual registration option. Based on total course completions, customers show interest in workplace/soft skills courses. These are valuable skills that many employers look for in job candidates today. There are \$4,000 of unused certification funds set to expire on 08/31/2021. We would recommend offering Word and Excel for entry-level certifications. For higher level certifications, we recommend PMP or CompTIA certifications.

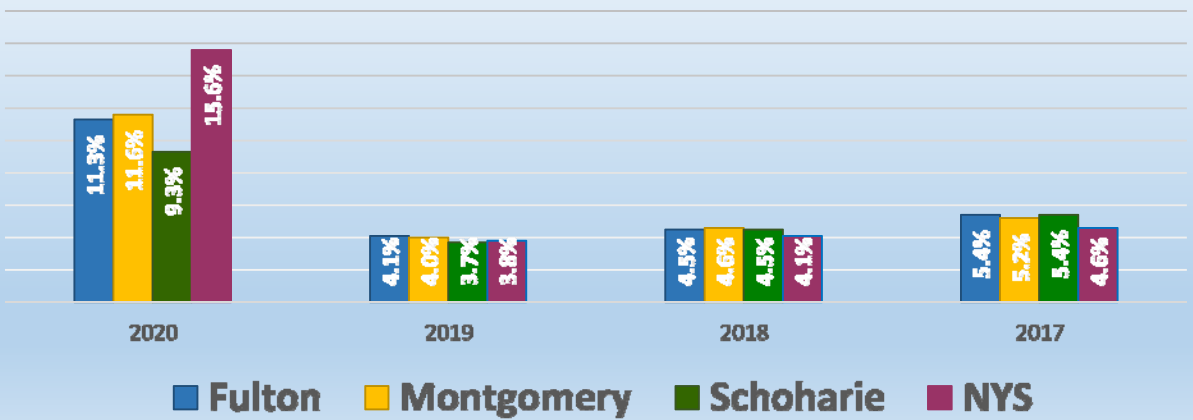
### Most Popular Course Completions

Course Name	Course Completions
Active Listening Skills for Professionals	14
Being an Effective Team Member	12
Time Management: Ready, Set, FOCUS!	11
Becoming More Professional through Business Etiquette	7
Establishing Self-confidence for Life	6
The Art and Science of Communication	5
Abbreviating, Capitalizing, and Using Numbers	4
Getting Started with QuickBooks Pro 2017	4
Using Punctuation Marks	4
Administrative Support: Interacting Effectively with Colleagues	3
Basic Business Math: Averages and Equations	3
Employees, Banking, and Reports	3
Getting the Details Right: Spelling Basics	3
Roadblocks to Excellent Listening	3
Writing Effective E-mails and Instant Messages	3
A Manager's Guide to Diversity, Inclusion, and Accommodation	2
Accounts Payable	2
Achieving Goals through Perseverance and Resilience	2
Addressing and Redistributing E-mail	2
Administrative Support: Developing Your Essential Skills	2

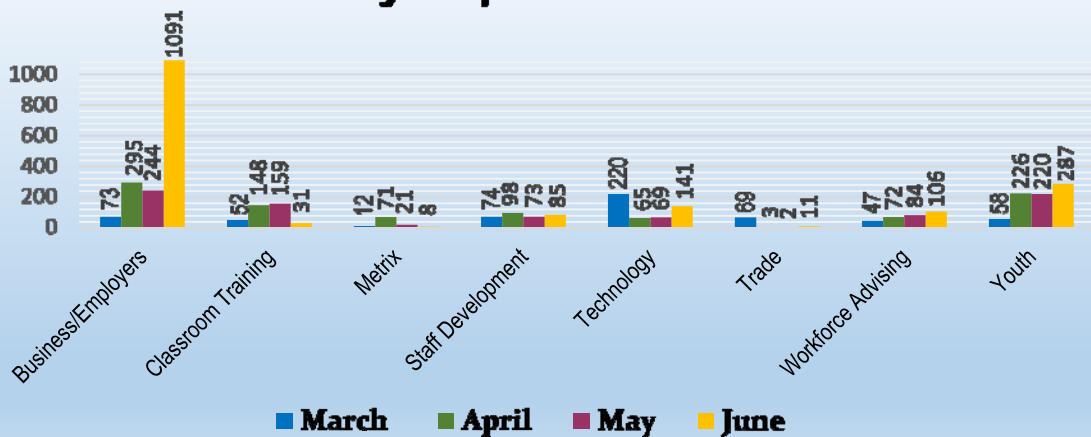
Here are relevant job openings and recommended certifications:

Keyword	Job Openings	Relevant Certifications	Practice Labs Available
Microsoft Office	119	Microsoft Office	MOS Word & Excel
Windows Server	15	Windows Server Windows 7, 10	Windows Server Windows 7, 10
Cisco	77	CCNA CCENT CCNP	CCNA CCENT CCNP
Oracle	7	Oracle Database 12c	Oracle Database 12c
Computer Technician	83	CompTIA A+ Windows Server	CompTIA A+ Windows Server
IT Security	559	CompTIA Network+, Security+, Linux+ CISA, CISSP	CompTIA Network+, Security+, Linux+ CISSP
Network Engineer	42	CompTIA Network+, Server+, Linux+ Cisco CCNA, CCENT, CCNP Microsoft Windows Server Amazon Web Services	CompTIA Network+, Server+, Linux+ Cisco CCNA, CCENT, CCNP Microsoft Windows Server
Project Manager	166	CAPM, PMP	N/A
<b>TOTAL</b>	<b>1068</b>		

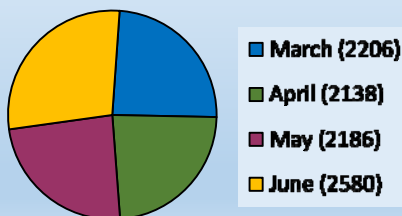
## YEAR END (JUNE) UNEMPLOYMENT RATE



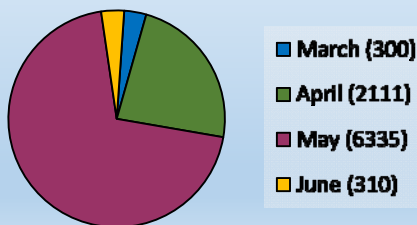
## Activity Report March - June 2020



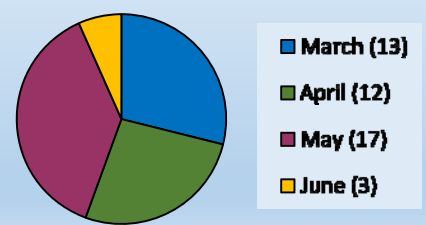
### Correspondence



### Partner Sharing



### Partner Referrals



\* Includes informational distributions of COVID 19, Food Distributions, Metrix, and other beneficial materials to Customers and Employers.

\* Includes informational distributions of COVID 19, Food Distributions, Metrix, Re-opening Plans, and other beneficial information to Partners and Employers.

\* Includes referrals to partner agencies that provide food pantries, clothing, transportation and other customer's needs. Also includes follow up.

# **Fulton, Montgomery and Schoharie Counties Workforce Development Services**

## **Challenges**

- COVID-19
- Reduced Funding
- Higher Unemployment
- Different Types of Customers
- Different Needs of Customers

## **Opportunities**

- COVID-19
- Maximizing Resources
  - Less Bricks and Mortar
  - Increased Virtual and On-Line Services and Training
  - Stronger Partnerships

## **Redesign and Consolidation of Services Under COVID**

**3 Centers open 3 days a week, by appointment only, to assist business and jobseeker customers**

2620 Riverfront Center, Amsterdam, NY

795 East Main Street, Cobleskill, NY

43-47 North Main Street, Gloversville, NY

**Staff available to assist customers remotely 5 days a week**

**Metrix On-Line learning available remotely 24/7**

**Other virtual learning available remotely 24/7**

**Virtual Job Fairs/Recruitments/Interviews**

# Current Members of the FMS Workforce Development Board, Inc.

Fulton County	Montgomery County	Schoharie County
<p><b>ACCES-VR</b> <i>Allene Monaghan</i></p>	<p><b>Beech-Nut Nutrition Company</b> <i>Erin Clemens</i></p>	<p><b>Argus Acres</b> <i>Arthur Graulich</i></p>
<p><b>CG Roxane, LLC</b> <i>Amy McCray</i></p>	<p><b>Fulton-Montgomery Community College</b> <i>Andrea Scribner</i></p>	<p><b>Jack Miller's Tractor &amp; Truck Inc.</b> <i>Karen Miller</i></p>
<p><b>Community Health Center</b> <i>Kathleen Kilmartin</i></p>	<p><b>Gehring Tricot Corp.</b> <i>Martin Callahan</i></p>	<p><b>Lamont Engineers, P.C.</b> <i>Wendy Adams</i></p>
<p><b>Dollar General Distribution Center</b> <i>Elijah Braemer</i></p>	<p><b>IUPAT District Council # 9</b> <i>Jeffrey Stark</i></p>	<p><b>Mittel Cable TV</b> <i>Donald Snoop</i></p>
<p><b>Don Brown Bus Sales</b> <i>Lani Pertell</i></p>	<p><b>Keymark Corporation</b> <i>Amy Rogers</i></p>	<p><b>Operating Engineers, Local 158</b> <i>Mark Mincher</i></p>
<p><b>Fulton Co. Office for the Aging</b> <i>Andrea Fettinger</i></p>	<p><b>Montgomery Co. Economic Planning</b> <i>Kenneth Rose</i></p>	<p><b>Schoharie Co. Comm. Action Program</b> <i>Jeannette Spaulding</i></p>
<p><b>HFM BOCES</b> <i>Laurie Bargstedt</i></p>	<p><b>NYS DOL</b> <i>Melissa Johnston</i></p>	<p><b>Schoharie Co. DSS</b> <i>Donna Becker</i></p>
<p><b>Laborers Local 157</b> <i>Peter Stearns</i></p>	<p><b>St. Mary's Healthcare</b> <i>David Fariello</i></p>	<p><b>SUNY Cobleskill</b> <i>Donna Pesta</i></p>
<p><b>Richardson Brands Co.</b> <i>Kerry Brunner</i></p>	<p><b>Townsend Leather</b> <i>Pamela Goldswor</i></p>	<p><b>Universal Plastics Corp. – Albany Inc.</b> <i>Roger Cusano</i></p>

**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](http://www.fmsworkforcesolutions.org)

A proud partner of the



**MISSION STATEMENT**

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