

## 2019~20 ANNUAL REPORT

### Reimagining Workforce Strategies During a Pandemic:

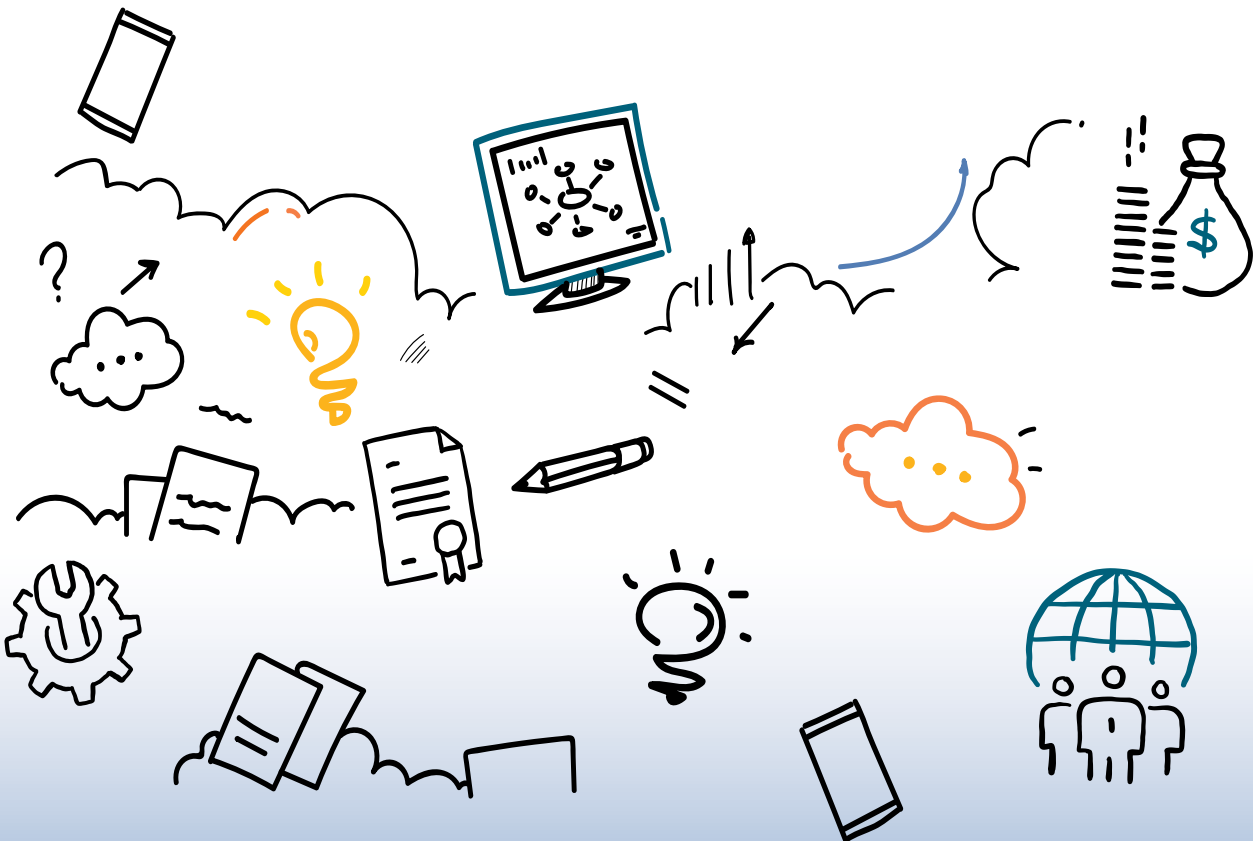
### A Hard Pivot to Virtual Services and Teleworking



Westchester-Putnam  
Workforce Board



A proud partner of the **americanjobcenter** network



# leadership

**George Latimer**  
Westchester County Executive



**MaryEllen Odell**  
Putnam County Executive



**Thom Kleiner**  
Executive Director, Westchester-Putnam  
Workforce Development Board



**David Singer**  
Chair, Westchester-Putnam Workforce  
Development Board



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## Westchester-Putnam Career Center Network Management Team

**Marie Daly**—Westchester-Putnam  
Career Center Manager (Carmel)

**Atul Sheffey**—NYS Department of  
Labor (DOL), Career Center Manager  
(Carmel, Mount Vernon, Peekskill, and  
White Plains)

**OJ Yizar**—Westchester-Putnam Career  
Center Manager (White Plains and  
Mount Vernon)

## A Letter from Leadership: Unprecedented Times

In the meetings held to organize the 2019–20 Annual Meeting, our original intent was to focus on how we deliver services to customers with barriers to employment such as transportation, language, disabilities, child care, food insecurity, lack of skills, technology, housing, and more. But on March 20th, Governor Cuomo shut our counties down due to COVID-19 and plans changed, drastically.

Like what so many organizations were doing in the first few months of the pandemic, we rushed to reinvent the Annual Meeting as a virtual event featuring a panel composed of three Workforce Board Directors to discuss their strategies for responding to the urgent needs of their residents and employers. Never before had anyone dealt with this set of circumstances and all were eager to share thoughts and learn from each other. (See page 21 for details on this discussion.)

What became increasingly apparent during the discussion, and these past 6 months, is that access to technology and the internet is no longer a luxury—it is an absolute necessity. With schools and workplaces implementing hybrid models that include a combination of in-person and remote learning and work, many more people will get left behind if they don't have the tools to function in the new "normal."

The Career Center Network itself was not immune to these issues. Staff had to quickly adapt to teleworking from home, setting up appropriate workspaces, getting the right technology tools, and then learning new protocols and procedures. Many of our customers rely on the career center resource room's computers and printers to upload or print a resume and other services. With the career centers closed to the public, staff worked diligently to establish new lines of communication and provide solutions. The NYS Department of Labor staff were all reassigned to unemployment insurance duties to assist the over 9 million people filing for benefits. Some staff were reassigned to the NYS Department of Health to assist with contact tracing.

These are just a few examples of the many day to day challenges the Career Center Network faced, but what you'll see in this report are examples of the incredible creativity and passion of our staff and partners to serve and find solutions for our customers. We are so proud of everyone's hard work and we thank all members of our workforce team for their dedication.

COVID-19 served to accentuate that low-income people, and those with barriers to employment, were the hardest hit by the shutdown. We remain committed to serving and connecting these populations and all who seek our services.

Sincerely, Your Leadership Team

Career Center Partners are primary deliverers of service to local Network customers and in many cases are co-located within the centers themselves. They work in cooperation to provide expanded services with the goal to provide high quality, seamless service to our customers regardless of need.

### Network Partners

- Westchester County Department of Social Services (DSS)
- New York State Department of Labor, Division of Employment and Workforce Solutions (DOL)
- Putnam Department of Social Services
- Adult Education—New York State Education Department
- ACCES-VR—Career and Continuing Education Services
- New York State Commission for the Blind
- Office of Children and Family Services
- Westchester County Senior Community Service Employment Programs
- New York State Office for the Aging
- Westchester Community Opportunity Program, Inc. (WestCOP)
- Westchester Community College
- Urban League of Westchester
- Putnam Northern Westchester BOCES
- Southern Westchester BOCES

# the workforce

The Westchester-Putnam Workforce Development Board (WPWDB) is comprised of leaders and staff of local businesses, state and county government agencies, non-profits, and public education who volunteer their time to work together to strengthen the partnerships between business, education, and service providers within the Career Center Network. The WPWDB provides policy directions and program oversight to the Career Centers and workforce development programs, and is appointed by Westchester County Executive George Latimer and Putnam County Executive MaryEllen Odell.



**Amy Allen**, Vice President,  
Westchester County Association



**Rosa Barksdale**, Board  
Vice-Chair; CEO, Barksdale Home  
Services



**James Bernardo**, President,  
Candela Systems Corporation



**Thomas Capurso**, Business  
Representative, IBEW Local  
Union 3



**Edward Cooke**, Council  
Representative, Northeast  
Regional Council of Carpenters



**Bridget Gibbons**, Director of  
Economic Development,  
Westchester County



**Dr. Marsha Gordon**, President/  
CEO, The Business Council of  
Westchester (BCW)



**Michele Green**, District Coordi-  
nator for Workforce Development  
Business Relations,



**Richard Greenwald**, President,  
Concorde Personnel Temporary  
Staffing



**Wiley Harrison**, President,  
Business of Your Business, LLC



**Paul Greci**, CEO,  
Red Key Solutions



**Dr. DaMia Harris-Madden**,  
Executive Director, Westchester  
County Youth Bureau

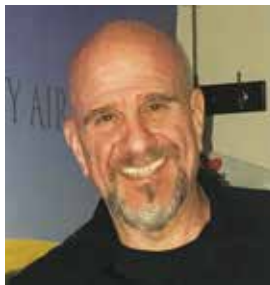
# board



**Allison Madison**, President,  
Madison Approach Staffing



**Daniel Magnus**, President,  
Elevation Burger



**Anthony Marmo**, President,  
Clover Heating & Cooling



**Kevin McGuire**, Commissioner,  
Westchester County Department  
of Social Services



**Dr. Belinda S. Miles**, President,  
Westchester Community College



**Matthew Pepe**, Assistant  
President, Construction Industry  
Council



**Michael Piazza**, Commissioner,  
Putnam County Department of  
Social Services



**Karl Rhode**, Director, Putnam  
County Veterans Service Agency



**Robert O. Sanders**, CEO,  
Hbspitality Resource Group Inc.



**James D. Schutzer**, Vice  
President, J.D. Moschitto &  
Associates, Inc.



**Atul Sheffey**, Career Center  
Manager, Carmel, Mount Vernon,  
Peekskill, and White Plains, NYS  
DOL



**Richard St. Paul**, CEO/President,  
LawOffice of Richard St. Paul,  
Esq. PLLC



**Regina Thomas**, Senior  
Director, Talent Acquisition and  
University Relations, Regeneron

## Current Board Members Not Pictured:

**Claudia Murphy**, Director, Southern Westchester BOCES |

**Len Vallender**, President, Fenbar Precision Machinists, Inc.

# Food Drive 2020



The White Plains Career Center participated in New York State's annual Dr. Martin Luther King, Jr. Food Drive.



System-wide policy and procedure training held in November 2019.



Mt. Vernon Career Center holds annual holiday and team building event.

## Top 5 things to do in a virtual job interview



Posted: May 20, 2020 5:52 PM EDT  
Updated: May 21, 2020 9:20 AM EDT

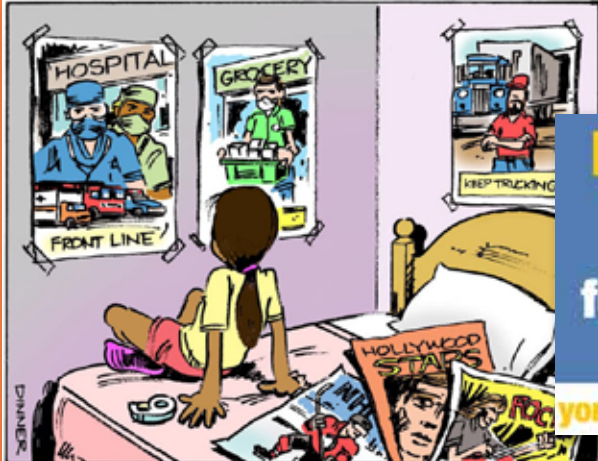
News 12's Diane Caruso spoke with career center experts to find the best tips to make sure virtual job interviews go smoothly.



Carmel staff dress in pink to support Breast Cancer Awareness.



ITA recipient, Alexis Brooks continues her Medical Administrator training online through MedCerts.



**FREE ONLINE COURSES**  
until Oct. 1st  
for Westchester Residents

 **VIRTUAL Workshops**

[westchesteryoungers.skillupamerica.org](http://www.westchesteryoungers.skillupamerica.org)

# The Career Centers

## what is it?

The “Network” foundation is made up of four Career Centers located in **Carmel, Mount Vernon, Peekskill, and White Plains** that are primarily staffed by Westchester County, Putnam County, and New York State Department of Labor employees to provide free state-of-the-art technology, training, resources, and services to youth, adults, and employers.

## recent initiatives:

- The White Plains Career Center was completely renovated.
- Resource Room Navigators were assigned to monitor and record customer activities.
- Staff participated in multiple trainings: updated policy and procedures, Individual Training Account process, Protection of Personal Identity procedures, collecting proof of eligibility for WIOA funded programs.
- Community initiatives were organized and supported, including: Domestic Violence Awareness, Dr. Martin Luther King Jr. Food Drive, and Career Closet Professional Clothing Drive.
- Performance Measure Dashboard was updated to more accurately reflect career center activities.

## due to covid

- Career centers closed to the public on March 16th. Staff immediately converted to a teleworking model from their homes, with three staff members reassigned to Westchester County Health Department as contact tracers.
- The NYS DOL staff were all reassigned to unemployment insurance duties to assist with the large volume of claims.
- Counselors employ multitude of strategies to communicate immediate hire opportunities to customers as well as maintain contact to provide support services.
- Daily staff meetings held via video conferencing. Guest speakers from mental health and diversity offices were invited to inform staff of available resources.
- Interviews held by Thom Kleiner with media outlets and CE George Latimer to keep public informed of all DOL and Career Center status updates.
- Special page created on the Career Center website to communicate COVID-19 related updates. Emergency communications were issued every week via e-blast, social media, and the website.
- Customer intake form was simplified to enable job seekers to register online.
- Workshops were reconfigured to be delivered virtually specifically on mobile devices.
- Virtual Orientations created with a pandemic version script, slides, forms, and Overview of Services.
- Partnership forged with Yonkers WDB to offer our customers free online courses.
- Webcams and headsets ordered to enable staff to hold virtual counseling sessions.
- A hybrid staffing system was created with staff alternating between teleworking and being in the office.
- Career Counselor Corner Series crafted to address new virtual job search best practices.
- ITA Online training with MedCerts continued unaffected by the shutdown.



# Accessible Job Fair

for Individuals with Disabilities

**October 16 • 10am-1pm**



**Meet representatives from:**

- TJ Maxx
- Argus Community
- Good Temps
- SP Plus Parking (Westchester County Airport)

**To Attend:**

- An appointment is not required
- Please identify any accessibility needs when scheduling the event
- Dress professionally
- Be sure to arrive on time
- Bring valid Photo ID

**RSVP to:**

Nashon D. Hale - [nhale@westchester.org](mailto:nhale@westchester.org)  
 Charlene Manning - [cmanning@westchester.org](mailto:cmanning@westchester.org)

EQUAL OPPORTUNITY EMPLOYER/PROGRAM. AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST.

# Accessible Job Fair

for Individuals with Disabilities

**Nov. 6 • 10am-1pm**



**Meet representatives from:**

- U.S. Census 2020
- Good Temps
- SP Plus Parking (Westchester County Airport)

**To Attend:**

- An appointment is not required
- Please identify any accessibility needs when scheduling the event
- Dress professionally
- Be sure to arrive on time
- Bring valid Photo ID

**RSVP to:**  
 Nathan D. Hale - [nhale@westchester.org](mailto:nhale@westchester.org)

# Feria de trabajo

**Feb. 6 • 10am-2pm**



**Estamos reclutando para:**

- **Paralelos cívicos de Westchester:** consideramos reclutadores, trabajadores de oficina, asistentes de recepcion, CMS, RR, LPI.
- **Familia Dollar / Dollar Arbol Mount Vernon:** Cajero, Surtido, Pregunta.
- **Guardería social para personas de la tercera edad en Mount Vernon:** Asistente principal, manipulador de alimentos, recepcion, mantenimiento.
- **Cuidado de personas / Margots, 988**
- **ShopRite Supermarkets, Inc.:** Empleados de la tienda de comestibles, Didi / Empleados de la tienda, Empleado de la panadería, Servicio de productos, Cajero deficiente
- **United Health Care:** Representantes de marketing
- **Valores de Estados Unidos:** Oficiales de seguridad

**Para asistir:**

- El evento es de 10 am a 2 pm el 6 de febrero de 2020
- No se requiere inscripción ni se cobrará por asistir
- Se requiere identificación válida de identificación
- Se requiere identificación válida de identificación

**RSVP a:**

Nashon D. Hale - [nhale@westchester.org](mailto:nhale@westchester.org)  
 Charlene Manning - [cmanning@westchester.org](mailto:cmanning@westchester.org)

## ACCESSIBLE & BILINGUAL JOB FAIRS



Former Doral Arrowwood employees get exclusive access to Jan. 29, 2020 Job Fair at Westchester County Center.



Business team participates in "Getting on the Bus" Tour of Advanced Manufacturing Employers.



**LIVE CHAT ABOUT JOB OPENINGS AT OPEN DOOR FAMILY MEDICAL CENTER AND WMC HEALTH NETWORK**  
 FRIDAY, MAY 8TH, 2 P.M. ON WESTCHESTER COUNTY ASSOCIATION'S FACEBOOK PAGE, LINKEDIN PAGE, YOUTUBE CHANNEL.



Business team helped local business owner staff up to meet emergency PPE manufacturing effort.





# Business & Community Engagement Team

## what is it?

**The Business and Community Engagement Team's** primary focus is reaching out to the Westchester-Putnam business community to enroll employers in all sectors who can help hire, train, and retrain employees. The Team coordinates with the **Department of Labor Business Services Team** and **Carmel Red Carpet Team** to sync event calendars, organize job fairs, create marketing materials, share leads, and promote employment opportunities to all customers. The Team also participates with the **DOL Rapid Response Team**.

## recent initiatives:

- ADA leadership event was held at the MVCC to educate staff and local leaders on the benefits of tapping the disabled workforce.
- In the fall of 2019, the team launched three Accessible Mini Job Fairs for Individuals with Disabilities. Appointments were required and special care taken in allocating enough time to make accommodations for jobseekers. **Michele P. Green**, District Coordinator for Workforce Development & Business Relations of ACCES-VR, assisted the team with reachout and coordination. A test pilot job fair took place Sept. 20, 2019 where the team learned how to pace the interviews and handle customer flow. The second targeted job fair took place in October, 2019, with 36 attendees and multiple interviews over four hours. The series concluded in November, 2019 with 15 attendees. The team is to be congratulated for putting their ADA training into immediate action.
- The team launched its first Bilingual Job Fair in February, 2020.
- The team has been working on updating the Business Training Application guidelines and procedures which includes On the Job Training (OJT), Customized Incumbent Worker Training (CIWT), and Work Tryouts.
- **Charlene Manning** and members of the Business & Community Engagement team literally “got on the bus” to learn about career pathways in Advanced Manufacturing and Energy and Utility Employment in New York’s Lower Hudson Valley in October, 2019. They heard first-hand from industry partners, including Safe Flight Instrument Corporation, Magnetic Analysis Corporation, and Con Edison, about the many opportunities in these fields.
- The county and state business teams held a Westchester County Job Fair in January, 2020, as a Rapid Response event to address the Doral Arrowwood closing.
- Team participated in the WCC Grow Conference.

## due to covid

- All on-site job fairs were suspended; Virtual career fair platforms are being researched and priced.
- The team coordinated with the Westchester County Association (WCA) to help employers with their immediate hiring needs. These jobs were sent out via e-blast and featured on the website.
- Promoted and participated in live-streamed virtual hiring events organized by WCA.
- Promoted NYS DOL’s newly launched immediate hire job portal that enables job seekers to filter their search by job title and location, making it easier to find jobs locally.
- Business team compiled and vetted local job opportunities and communicated direct links and contacts to customers via e-blast, social media, and the website.





Employer Mike Weissman of Mikey Dubbs Frozen Custard thanks the youth workers for their time and effort.



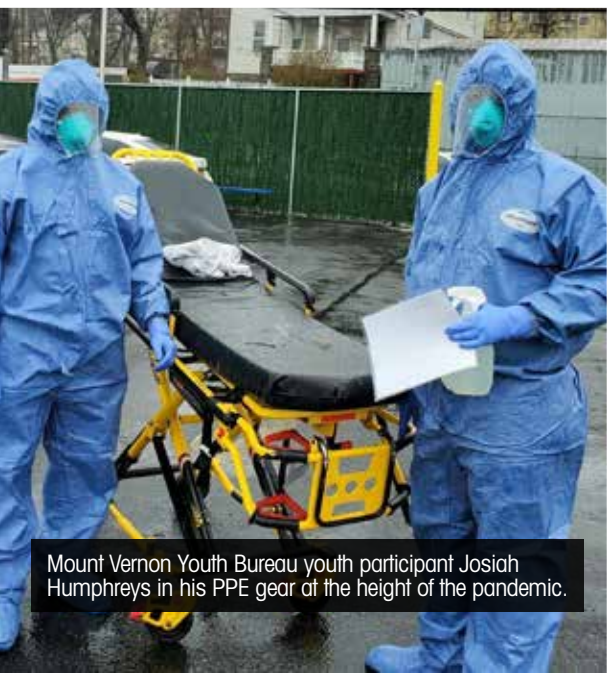
**2019 SUMMER TANF CLOSING CEREMONY / 081520**



Emily Bender of the Peekskill Youth Bureau kept students engaged and focused on achieving their academic goals.



White Plains Youth Bureau Executive Director Frank Williams describes food distribution efforts in a video.



Mount Vernon Youth Bureau youth participant Josiah Humphreys in his PPE gear at the height of the pandemic.



Daniel Bonnet, Area Director, New Rochelle CAP Center, WestCOP and Christian Gonzales, Case Manager, set up and distribute fresh food and groceries to New Rochelle families.

# Westchester Development Academy for Youth

## what is it?

**Westchester Development Academy for Youth (WDAY)** is a year-round program that provides educational and employment services to eligible youth ages 16–24 through designated youth program operators throughout Westchester and Putnam Counties. The program provides resources and services to out-of-school youth (OSY) to help them achieve a high school equivalency diploma, explore career opportunities, enroll in higher education, and/or obtain employment. The seven providers are: **WestCOP, Inc., Westhab, Inc., City of Peekskill Youth Bureau, City of Mount Vernon Youth Bureau, City of White Plains Youth Bureau, Children’s Village,** and **The Guidance Center of Westchester.**

## recent initiatives:

- **WestCOP Putnam CAP** awarded four READI training certificates to youth participants.
- **2019 Foster Care Summer Employment:** Sponsored by the Westchester County Department of Social Services, provided summer employment for 50 foster care program Westchester youth ages 16–24. The summer jobs were located in county-operated parks, swimming pools, golf courses, and Rye Playland.
- **2019 TANF Summer Employment Program:** Provided subsidized job opportunities for youth ages 14–21 who met TANF eligibility guidelines. Over 362 youth were placed in jobs in the private sector, public, and non-profit worksites during the summer months.



## due to covid

- The youth providers suspended in-person services for a period of time but remained committed to supporting the program participants using online and electronic resources such as Zoom, Instagram, Facebook, Google hangout, and WhatsApp. In-person services resumed in June with overall enrollment of 264 out of 290, or 91%.
- Career Center staff provided technical support, employment resources and guidance to all youth services providers and participants.
- The Peekskill Youth Bureau responded to the “stay at home order” by implementing virtual TASC prep classes to assist those still striving to attain their NYS High School Equivalency Diploma. TASC instructor **Karla Jones** and Youth Employment Worker **Emily Bender** kept students focused on achieving their academic goals through video calls run like real classrooms.
- The Guidance Center of Westchester provided free online trainings so that participants in GED and construction training could continue their studies and build on their achievements.
- Food insecure youth who usually get their meals at school were able to pick up meals and groceries at pick-up sites organized by WestCOP, Inc., Westhab, Inc., and White Plains Youth Bureau due to schools being shutdown.
- Mount Vernon Youth Bureau youth participant **Josiah Humphreys** attended Empress EMT to acquire certification and also serves as an Auxiliary Police Officer.
- Occupational skills training was temporarily put on hold.



**TECH HIRE BOOTCAMP GRADUATION / 020720**



WCC stakeholders, Charles McGinnes, Jeanne Maloney, Teresita B. Wisell

Employment Counselors Melissa Thompson, Fawn Fisher, Leslie Meggett, Bootcamp Graduate Lashana Miller, Facilitators Denise Spruill, Tunji Awooner-Renner, and Rasheeda Oakman.



**RE-ENTRY GRANT BOOTCAMP / 013120**

# Grants Help Extend Program Services

## what is it?

The WPWDB has been extremely effective in expanding its ability to deliver much needed programs to the workforce through grant funds. The WPWDB received one new grant during the 2019–20 Program Year. While each grant has different eligibility criteria, all share the overarching goal of building the local workforce to meet the demands of high-growth employment sectors and assisting individuals, particularly those with barriers to employment, in building skills and gaining credentials that will lead to long-term employment.

## Completed Grants

- **Westchester’s Promise Initiative (WPI)—Consolidated Funding Application—Unemployed Worker Training Program (CFA-UWT)**. This \$100,000 grant concluded June 30, 2020. It funded 11 low-income individuals 18 years of age and older who had barriers to training and employment and were interested and eligible to pursue a career in healthcare as a Certified Nursing Assistant with the ability to advance to a Patient Care Technician.

## Ongoing Grants

- **STRIVE Future Leaders Re-Entry Project** targets young adults, ages 18–24, within the justice system in the City of Yonkers. The project helps these youth find jobs and achieve a lifetime of employability. This program is in partnership with **Westhab, Inc.**
- **Westchester Young Adult Re-Entry Project (WYARP)** grant will serve 70 young adults ages 18–24, over the life of the grant. The project will provide service delivery approaches consisting of evidence-based and evidenced-informed interventions to achieve successful employment and workforce outcomes for justice-involved individuals in high crime and high poverty areas in the City of Mt. Vernon.
- The **Trade and Economic Transition Dislocated Worker Grant (TET-NDWG)** targets 30 dislocated workers residing in Peekskill, Mt. Vernon, and New Rochelle who are interested in pursuing a career in advanced manufacturing, healthcare, and/or information technology.
- The **National Health Emergency Phase Two: Disaster Recovery National Dislocated Worker Grant (NHE-Opioid)** seeks to address the opioid crisis by providing funds for employment and training activities and supportive services to address economic and workforce impacts related to opioid use, addiction, and overdose. The program will train 20 eligible participants for employment as Certified Peer Recovery Support Specialists, Mental Health Technicians, Behavioral Health Recovery Coaches, Paramedics, and Credentialed Alcoholism and Substance Abuse Counselors.
- **TechHire** funds the implementation of career pathways focused training and employment of 400 low-income individuals, 300 of whom are between the ages of 17 and 29, in healthcare, advanced manufacturing, biotechnology, and information technology. The grant covers Orange, Rockland, Dutchess, Ulster, Sullivan, Putnam and Westchester counties, including the City of Yonkers.



Thank you to our  
2019 VITA Volunteers!



**Free Tax Prep**  
for working families  
and individuals

**TAX RETURN**  
Call 211 or  
1-800-899-1479  
to receive our  
government  
tax credits.

**Feb. 1st -  
April 15th**

In 2019 we helped  
9,489 Westchester  
taxpayers get over  
\$11 million in  
refunds, and  
\$2.5 million  
in earned income  
tax credits.

**Do you qualify?**

• You are a U.S. resident  
• You are under 65 years old  
• You are not a dependent  
• You are not a student  
• You are not a partner in a  
partnership  
• You are not a member of a  
church, synagogue, or other  
religious organization  
• You are not a member of a  
labor union  
• You are not a member of a  
political organization  
• You are not a member of a  
social club  
• You are not a member of a  
fraternity or sorority  
• You are not a member of a  
country club  
• You are not a member of a  
golf club  
• You are not a member of a  
country or club  
• You are not a member of a  
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• You are not a member of a  
country or club

**Westchester Putnam  
Career Center Network**

Leonard Townes, Deputy Commissioner, Westchester County Department of Social Services; Tamicka Hall, Volunteer Tax Preparer; Thom Kleiner, Executive Director, Westchester-Putnam Workforce Development Board; Kevin McGuire, Commissioner, Westchester County Department of Social Services; Antonio Stamos, Volunteer Tax Preparer; Victor Avendano, VITA Program Director; OJ Yizar, Westchester Career Center Manager; Shaun Cottle, Volunteer Tax Preparer; Rudy Aikens, VITA Site Coordinator.



**VOLUNTEER TAX PREPARER**  
Shaun Cottle

**CUSTOMER**  
Rita Costa



**1ST TIME CUSTOMER**  
Tylan Deputy



# Voluntary Income Tax Assistance Program

## what is it?

The **Volunteer Income Tax Assistance (VITA)** program helps low- and middle-income individuals and families prepare their federal and state tax returns. Backed by funding from the Westchester County Department of Social Services and the Internal Revenue Service, VITA helps residents take advantage of the Earned Income Tax Credit (EITC) and all tax credits for which they are eligible, including child and education tax credits. The program also increases tax revenue in the county as it is estimated that approximately 80% of refunds are spent locally, helping to boost the local economy.

VITA relies on dedicated volunteers to assist with various tasks, including tax preparation, translation, call-center operations and acting as greeters. Recruitment of volunteers takes place in the fall with trainings conducted in January to prepare for opening day.

The VITA campaign kicked off on February 5, 2020 at the Mt. Vernon Career Center. Career Center Manager **OJ Yizar** recognized collaborating partners who work diligently to coordinate the day-to-day appointments and operations: **United Way 2-1-1, Volunteer NY, WestCOP, AARP, the IRS, Westchester County Government, Westchester Community College, Westchester Education Opportunity Center, Mercy College Westchester and Bronx Campus, Interfaith Council Association,** and the **Westchester-Putnam Career Center Network**.

Working with agency partners, the WPWDB managed eight tax sites at the White Plains Career Center, Yonkers Educational Opportunity Center, Mount Vernon Career Center, Ossining High School, Westchester Community College, Yonkers Riverfront Library, IFCA Housing Network, and Mercy College (Bronx).



## due to covid

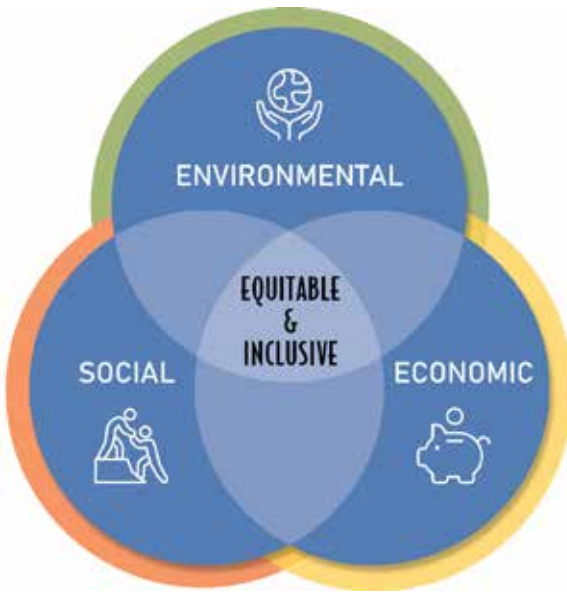
- All tax sites closed in March and moved all services online.
- Tax filing deadline was extended to July 15. Westchester operated tax sites in Mt. Vernon and White Plains reopened June 30–July 15 with strict health and safety protocols.
- Mt. Vernon Career Center reopens a second time from August 6–September 30 to help tax filers avoid penalties and fines.
- **Craig Heard**, CEO, Gateway Advertising, and colleague **Jack Gallagher**, Regional Marketing Manager, agreed to extend the campaign at no charge on all posted media through the new deadline, as well as printing and applying an overlay with the new tax filing information on bus sides, tails, and kiosks.

## 2020 results:

During the 2020 tax season, the program prepared and e-filed tax returns for 7,502 Westchester residents, who received \$8 million in refunds, \$2 million of which were in tax credits. We thank **Rudy Aikens** of WestCOP, **Victor Avendano** of the WPWDB, and all of our dedicated volunteers for their dedication to serving Westchester residents throughout the pandemic.

# WPWDB Board Initiatives

The WPWDB recognizes the importance of supporting equality in the workplace. Many of our customers, especially those with barriers to employment, are those who have historically suffered discrimination and bias in the workplace. The Board and staff of our career centers have been particularly solicitous of those constituents and have consistently provided programs and essential services to address their needs. We are, therefore, uniquely positioned to accept the call to action to support social justice for all. In recognition of that, the following statement was passed by the Board:



The WPWDB stands in solidarity and supports the on-going social justice movements that seek to promote social and economic equality for people of color in society and the workplace.

Historically, the WPWDB has taken action to execute its social responsibility to combat systemic inequities which serve as barriers to employment for its customers, many of whom are low income and at risk. Its long established youth and adult employment and training programs have provided help to those seeking to improve their lives through gainful employment, and have enhanced equality and diversity in the workplace.

The WPWDB will continue to educate the business community about the inequities that exist in the work-

place and the benefits of a diverse and inclusive workforce and will communicate these efforts through panel discussions, webinars, social media and other means. The Board rededicates itself to all these efforts which are needed now, more than ever. ■

## Virtual Board Meetings Help Keep Momentum on Important Programs

Like so many organizations, the WPWDB recognizes the need to maintain momentum and continued to hold board meetings via videoconferences to carry out its essential mission. As part of that mission, the WPWDB is always attuned to serving those who have barriers to employment. The onset of COVID-19 has highlighted an additional barrier many of our customers face: lack of access to necessary technology to compete in the ongoing and post COVID-19 environment. The Board will focus on addressing this issue in the coming weeks. We thank all of our board members for their time and dedication to all we serve. ■





## Network-wide Partner Meeting Held Feb. 12th

On February 12, the stakeholder partners that provide services within the Westchester-Putnam Career Center Network gathered at the Southern Westchester BOCES Center for Career Services in Valhalla. The agenda focused on business and employer engagement, and the role of the job developer and business liaison.

**Michele Green**, District Coordinator for Workforce Development & Business Relations, ACCES-VR, addressed best practices for promoting the benefits of hiring disabled customer/job seekers.

**Nahshon Halevi**, **Charlene Manning**, and **Linda McKinzie-Daugherty**, career center staff, spoke about how to prepare for an accessible career fair—from preparing the physical room, allotting enough time for each customer, scheduling appointments, and preparing technology.

**Sheila Davis-McDougal**, NYS DOL Business Services, explained the role of the NYS DOL Rapid Response (RR) team and some recent results from the dedicated job fair held on January 29, 2020 at the Westchester County Center.

**Atul Sheffey**, NYS DOL Regional Manager, shared an example of an employment report and the benefits of follow-up with customers to confirm employment, including the company name and salary range.

**Allison Madison**, Madison Approach Staffing, encouraged business development teams to “Learn the language of business” and focus on what the employer cares about—saving money and improving the bottom line.

A special thank you to **Claudia Murphy**, SWBOCES Senior Director of Adult, Community, & Career Services, for hosting the meeting along with Assistant Principal **Evangelo Michas**, Culinary Teacher **Chef Peter Tomaskovic**, and the student chefs for their delicious creations. ■





# 2019 Annual Meeting Recap

Last year's annual meeting theme, "Reaching for New Horizons," took place on June 14, 2019 at Regeneron Pharmaceuticals, Inc. in Tarrytown. The meeting focused on critical issues like the talent shortage (particularly in S.T.E.A.M. and other in-demand sectors), skills gaps, and alternative career pathways. Considering the change in our economy due to the COVID-19, last year's meeting theme resonates even more today as scientists around the world race to find and test a vaccine, and our economy shifts to a virtual workforce where S.T.E.A.M.-based professionals are in even greater demand.

The morning program featured **Melinda Mack**, Executive Director of the New York Association of Training & Employment Professionals (NYATEP), as keynote speaker who moderated a panel discussion entitled "Building a S.T.E.A.M. Powered Workforce." The panelists included **Jill Lansing**, Assistant Vice Chancellor & Director for Education Pipeline Initiatives, The State University of New York; **Amber Mooney**, Director of Workforce Development, The Business Council of New York State; and **Lisa Purcell**, Senior Staff Scientist, Infectious Diseases; Scientific Director, Regeneron Pharmaceuticals, Inc. They shared insights, challenges, and ideas to bridge the talent shortages and skills gaps impacting businesses and explored ways to reach area youth and expose them to opportunities in S.T.E.A.M. and other in-demand sectors.

Amber Mooney stated, "One of the things that we focus on in our policy side is education equity. Your zip code determines what school you go to, and there are skills gaps because we know that not all schools are created equal. We want more students graduating career and college ready, but that means all students need access to great programs."

"We participated in a national study that found that the students coming into the SUNY system didn't have the math and basic English skills to be successful in college programs. We were providing some remediation supports, which were largely non-credit, that was eating up their funding from the government to support tuition. What we ultimately found was that the more remediation students take, the less likely they are to succeed. And that was data driven by our community college research consortium," added Jill Lansing. "We need to really meet students where they are and build programs around their needs."

"When I'm hiring for my team what I look for is the spark, because that's what's going to keep our scientists going. Science is really hard and we fail most of the time, so you need passion to drive innovation and it has to come from within," explained Lisa Purcell.

"I hope that folks take away that science isn't just for the elite. It's really for everyone. 40% of New Yorkers have a high school diploma or less. That's a lot of folks who probably have great ideas that should be accessed through new and different pathways, but more importantly, it's incumbent on us to eliminate the manmade barriers we've created to that kind of access," concluded Melinda Mack. ■

**2019 ANNUAL MEETING**  
**REACHING FOR NEW HORIZONS**  
 FRIDAY, JUNE 14, 2019 | REGENERON | 8:30AM - 10:30AM

**Westchester-Putnam Workforce Board**  
 A UNIFIED FORCE OF THE AREA'S COLLEGE AND CAREER EDUCATION PROFESSIONALS

**PANEL DISCUSSION ON: Building a S.T.E.A.M. Powered Workforce—Skill-Building Tools for Real World Success**

**Moderator: Melinda Mack**, Executive Director, NYATEP  
 During her tenure at NYATEP, Melinda Mack has grown the organization to more than 500 staff with a focus on innovation. Ms. Mack is a co-lead of the team to build NYATEP's national and corporate that successfully engaged the State in 2018 to invest more than \$175 million in job training and workforce development. She champions investment in evidence based practices to improve outcomes for New Yorkers, the use of data to drive decision-making, and for ensuring that the career from high quality services, in her previous roles. Ms. Mack was the founding Director for the Bill and Melinda Gates Foundation program, Graduate NYC, an ambitious initiative bringing together the City University of New York, the NYC public schools and Mayor's Office, and external partners to effect systemic change aimed at improving college readiness and completion. Ms. Mack also served as the acting Executive Director for the New York City Department of Economic Development. Ms. Mack received a B.S. in Urban and Public Policy, and M.A. in Public Administration, and Regional Planning with a specialization in housing.

**Panelists:** **Amber Mooney**, Director of Workforce Development, The Business Council of New York State  
 Amber Mooney's diverse background includes economic development, workforce development, education, and has been involved with the entrepreneurial ecosystem in NYC in various capacities. She currently serves on the Board of the Tech Valley Center of Gravity, a incubator and business accelerator in Troy, NY. Additionally, at Industry Development Manager of Health, the statewide Manufacturing Extension Partnership (MEP) Center, she launched the JRF Learning Manufacturing Innovation Fund, designed to spur technology development and commercialization throughout NYC. In August 2017, she was selected by the Association of Chamber of Commerce Executives (ACCE) for their Fellowship for Education, Entrepreneurship, and Innovation awarded development program. Throughout the year-long fellowship, she will work to develop a regional action plan to advance the Business Council's education, attainment and workforce development goals.

**Panelists:** **Jill Lansing**, Assistant Vice Chancellor & Director for Education Pipeline Initiatives, SUNY  
 Jill Lansing is the Assistant Vice Chancellor for the Education Pipeline at the State University of New York (SUNY). She provides leadership on initiatives to strengthen the alignment between C-12 and higher education and to help business succeed in college and in the workforce. She serves on the leadership team for the Empire State STEM Learning Network, a statewide collaborative of education and business & industry partners working together to advance STEM teaching and learning. Last year, she helped secure a State STEM Learning Network was one of three statewide networks to be awarded a STEM Challenge grant from our national partner, Battelle, to develop strategies for addressing the middle-level skills gap and support New York's future workforce.

**Panelists:** **Lisa Purcell**, Senior Staff Scientist, Infectious Diseases and Scientific Director, Regeneron  
 Lisa Purcell joined Regeneron in 2008 and is a Senior Staff Scientist in Infectious Disease. She received her PhD from McGill University and completed her Postdoctoral Training at Columbia University. Dr. Purcell, along with her team, develops strategies for pathogen using Regeneron's latest technologies to translate science to medicine. Dr. Purcell is actively involved in Regeneron's science education efforts, including the Regeneron Science Talent Search, research mentorship efforts, the Westchester Science and Engineering Fair and STEM teacher programs. She also develops the science curriculum for the High School Research Mentorship and STEM teacher Fellowship and has mentored many students from one of Regeneron's science education programs.



**George Latimer**  
WESTCHESTER COUNTY EXECUTIVE



**Thomas Feighery**  
PUTNAM COUNTY EXECUTIVE

View webinar at: <https://youtu.be/m2VBD-vy-K8>



**Beau Brendler**  
Former Journalist



**Alexis Lloyd**  
WESTCHESTER COUNTY EXECUTIVE



2020 Virtual Annual Meeting  
Thursday, June 25, 2020 | 9am-10am

**Reimagining Workforce Strategies During a Pandemic:  
A Statewide, Urban, & Suburban-Rural Perspective**



**MODERATOR: Melinda Mack**

*Executive Director, NYATEP*  
During her tenure at NYATEP, Melinda Mack has grown the organization by more than 50% with a focus on innovation. Melinda is a co-lead of the Invest in Skills NY initiative and campaign that successfully engaged the State in 2018 to invest more than \$175 million in job training and workforce development. She champions investment in evidence-based practices to improve outcomes for New Yorkers; the use of data to drive decision-making; and for eliminating silos that deter from high quality services. In her previous role, Melinda was the founding Director for the Bill and Melinda Gates Foundation program, Graduate NYC!, an ambitious initiative bringing together the City University of New York, the NYC public schools and Mayor's Office, and external partners to effect system-wide changes aimed at improving college readiness and completion. Melinda also served as the acting Executive Director for the New York City Workforce Board under the Bloomberg Administration. Ms. Mack received a B.A. in Urban and Public Policy, and M.A.'s in Public Administration, and Regional Planning with a specialization in housing.

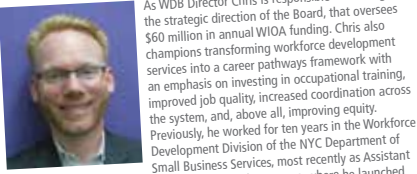


**PANELIST: Laura Quigly**, Director, Sullivan County Workforce Development Board

As WDB Director, Laura is responsible for developing and implementing the Board's strategic vision for the local workforce system. During her long career in workforce development, Laura has been responsible for bringing people and organizations together to create workforce solutions that meet the changing needs of youth, adults and business customers. She believes strongly in partnering wherever possible to maximize the positive impact on the community. Laura has also been recently appointed Commissioner of the Sullivan County Division of Community Resources. Her new role gives Laura opportunities to structurally impact the challenges that undermine an individual's ability to achieve economic and personal success. Laura brings a rural perspective to the conversation and works to ensure that the rural voice is heard at the regional and state level. Laura also served as past President of the New York Association of Training and Employment Professionals (NYATEP).



**PANELIST: Chris Neale**, Director, New York City Workforce Development Board



As WDB Director Chris is responsible for setting the strategic direction of the Board, that oversees \$60 million in annual WIOA funding. Chris also champions transforming workforce development services into a career pathways framework with an emphasis on investing in occupational training, improved job quality, increased coordination across the system, and, above all, improving equity. Previously, he worked for ten years in the Workforce Development Division of the NYC Department of Small Business Services, most recently as Assistant Commissioner of External Relations and Special Programs, where he launched the City's first sector-based career centers in healthcare and transportation. Chris holds a Master's in Public Policy degree from the Harvard Kennedy School and a B.A. from Stanford University.

**PANELIST: Thom Kleiner**, Executive Director, Westchester-Putnam Workforce Development Board



Thom is responsible for directing all aspects of the workforce development and career center system including program development, staffing, operations, budgeting and fiscal management. He partners with economic development agencies, academic institutions, not for profits and business partners to identify hiring needs and skills gaps and optimizes opportunities for job seekers in Westchester and Putnam counties. Previously, Thom was Hudson Valley Regional Representative for the Commissioner of the NYS Department of Labor and Deputy Director of the Mid-Hudson Regional Economic Development Council. Prior to that, he was a seven term Town Supervisor in the Town of Orangetown in Rockland County. He received a BA from Wesleyan University in Ct. and a JD from the Benjamin N. Cardozo School of Law in NYC.

Chris Neale and Melinda Mack's slides are available on request.

# 2020 Virtual Annual Meeting Recap

## Panel Discussion Focused on Reimagining Workforce Strategies from an Urban, Suburban, and Rural Perspective

The Westchester-Putnam Workforce Development Board held its 2020 Annual Meeting as a live webinar on June 25, 2020. After opening statements from **Westchester County Executive George Latimer** and **Putnam Deputy County Executive Thomas Feighery**, a presentation of current New York State workforce conditions and statistics was presented by **Melinda Mack**, Executive Director, NYATEP. Melinda then led an informative and dynamic discussion with the panelists who added their regional and local perspectives. Despite obvious contrasts, the dialog landed on numerous common issues: access to technology and broadband as a modern-day necessity; the need to focus on quality jobs over quantity of jobs; the need for childcare solutions; the disproportionate negative impact of COVID-19 on low-income workers; ongoing racial inequality; educating the business community on bottom-line benefits of increasing wages; bringing training to the community; and the need to get creative and “color outside the lines” to address chronic workforce issues.

**Melinda Mack** stated, “Before the economic downturn, the vast majority of the jobs that were being created across New York State paid less than \$32,000 a year, and if you’re someone who lives in the Westchester-Putnam region, you know how far \$32,000 a year goes. The sectors that have been hit most dramatically are typically those lower wage occupations that primarily employ individuals of color or those with low basic skills.”

**Chris Neale**, Director, New York City WDB, provided NYC data, adding, “The digital divide is huge in New York City. The chief technology officer from the Mayor’s office put out a report in January stating that approximately 29% of New Yorkers lack reliable, high speed internet.”

**Laura Quigley**, Director, Sullivan County WDB, pointed out that COVID-19 has exposed inequalities and motivated her board to get more creative in addressing chronic problems. “Being shut down has allowed us to step back to examine all of our partnerships and determine what’s working and what’s not. We’ve made a decision to permanently color outside the lines to create a stronger safety net going forward.”

Melinda asked the directors to detail how they are getting creative in addressing systemic workforce issues. **Thom Kleiner**, Director, Westchester-Putnam WDB, replied, “Before COVID-19 even happened, we had been meeting with educators and guidance counselors about how to expose students at an earlier age to the many different occupations and routes to a successful career, including technical and trade careers, that may not always include a 4-year degree.”

Chris added, “We’re also trying to promote high road business practices among our business community. And it’s something that’s still in its infancy for our board, but we want to make the case to businesses that investing in their workers by paying them more, giving them better benefits and training, will positively impact their bottom lines.”

Melinda pointed out, “If we want to be economically viable, if we want to be a region that’s able to support the people who live in our region, if we want to be able to support commerce in a region, we actually have to think about the structure of the jobs.”

The webinar closed with two moving customer testimonials from **Beau Brendler** and **Alexis Lloyd**. ■

# collaborators & volunteers

## The Coalition Members:

- Interfaith Council for Action (IFCA)
- Educational Opportunity Center (EOC)
- American Association of Retired Persons (AARP)
- Mercy College
- Westchester County Department of Consumer Affairs
- Westchester Child Care Council
- United Way
- United Way 2-1-1 Hudson Valley Region
- Volunteer Center of United Way
- Internal Revenue Service
- Westchester Volunteer Center
- Westchester Library System

## Tech Hire Team:

- Workforce Development Boards & Career Centers; Yonkers, Rockland, Orange, Sullivan, Dutchess, Ulster and Westchester-Putnam.

## Library Partnerships

- Greenburgh Public Library
- Katonah Village Library
- North Castle Public Library
- The Warner Library (Tarrytown)

## STRIVE Partnership

- Department of Social Services
- WestCOP
- Westchester County Department of Corrections
- Westchester County Department of Probation
- Westchester County Family Court
- Westhab, Inc.
- Yonkers Public Schools

## Summer Youth Employment

- Business Council of Westchester
- City of Mount Vernon Youth Bureau
- City of New Rochelle Youth Bureau
- City of Peekskill Youth Bureau
- City of White Plains Youth Bureau
- SER of Westchester
- Westchester Community Opportunity Program, Inc. (WestCOP)
- Westhab, Inc.
- The Children's Village
- Jewish Board of Family and Children's Services
- Thomas H. Slater Center
- Town of Greenburgh, Theodore Young Community Center
- The Guidance Center of Westchester

## WDAY Contractors

- Children's Village
- City of Mount Vernon Youth Bureau
- City of Peekskill Youth Bureau
- City of White Plains Youth Bureau
- The Guidance Center of Westchester
- WestCOP, Inc.
- Westhab, Inc.

## YouthBuild

- City of Mount Vernon
- City of Mount Vernon Youth Bureau
- City of Peekskill Youth Bureau
- City of Peekskill Municipal Housing Authority
- Educational Opportunity Center of Westchester Community College
- National Builder's Association
- The Peekskill Preservation Company
- WestCOP, Inc.

## Red Carpet Team

- Brewster Chamber of Commerce
- Dutchess Community College
- Putnam County Economic Development Corporation
- Putnam County Industrial Development Agency
- New York State Department of Labor
- Putnam Chamber of Commerce
- Putnam Northern Westchester BOCES
- Putnam Workforce Partnership
- SCORE
- Westchester Community College
- ACCES-VR

## Sector Chairs for 2019–20

- Natasha Caputo
- Joe DiCarlo
- Scott Fernqvist
- Dani Glaser
- Richard Greenwald
- Natalie Griffith
- Jim Irvine
- Harold King
- Kevin McCarthy
- Cynthia Rubino
- Eric Saidel
- Robert Sanders
- David Singer
- Joanna Straub
- Alana Sweeny

## VITA Volunteers

- Rudy Aikens
- Vilmary Abanto
- Wanda Amparrio
- Keiko Anraku
- Jairo Baquero
- Audelle Bodie
- Gail Bolden
- Kim Bolden
- Noemi Campbell
- Ruth Cedeno
- Hernan Checchi
- Shaun Cottle
- Maritza Couto
- Anne Curan
- Peter Curan

- George Curtis
- Peter Delitter
- Emily Duarte
- Hugo Granda
- Tamicka Hall
- Sonia Hollie
- Elizabeth Jimenez
- Dane Kosaka
- Daniel Kreisler
- Carlos Manzuela
- Magaly Maquera
- Omar McDowell
- Jeremy Morris
- Tom Regina
- Magda Rodriguez
- Jessica Salinas
- Natasa Saric
- Antonio Stamos
- Dahpne Tasi
- Cindy Velasquez
- Elena Vlad
- Roger Wolf
- Mia Wright
- Khai Yon

# budget summary

## Statement of revenue and expenditures for Program Year 2019~20

(July 1, 2019–June 30, 2020)

Revenue		Expenditures	
WIOA Adult	\$ 920,086	Personnel	\$ 2,071,054
WIOA DLW	\$ 760,921	Other than Personnel Cost	\$ 371,002
WIOA Youth	\$ 992,176	Employment Training Programs	\$1,714,307
WIOA Admin	\$ 456,646	Putnam County	\$ 218,603
TANF	\$ 86,880	Incumbent Worker	\$ 13,128
Summer TANF	\$ 771,007	Youth Experience	\$ 198,435
Jobs Waiting	\$ 354,985	WDAY	\$ 794,741
Strive Forward	\$ 182,918	Foster Care Program	\$ 42,849
Youth Build	\$ 42,091	TANF Occupational Skill Training	\$ 94,967
WIAO DLW TSF TO ADULT	\$ 376,276	Discretionary Grant Expenses	\$ 985,713
TAA	\$ 59,937		
TETDWG	\$ 163,125		
OPIOID	\$ 28,764		
CFA 8	\$ 7,010		
VITA	\$ 41,210		
Re-Entry	\$ 3,600		
TechHire	\$1,257,167		
<b>Total Revenue:</b>	<b>\$6,504,799</b>	<b>Total expenditures:</b>	<b>\$6,504,799</b>

# the network

## A Network of Cooperation and Collaboration

Westchester and Putnam job seekers and employers are served by a network of public and private organizations who collaborate and cooperate to provide seamless services to support, train, and connect people to career paths that lead to a higher standard of living.

White Plains  
Career Center

Mount Vernon  
Career Center

Peekskill  
Career Center

Carmel  
Career Center

NYS Dept.  
of Labor

Westchester  
Dept. of Social  
Services

Putnam Dept.  
of Social  
Services

WestCOP, Inc.

ACCES-VR

NY  
Commission  
for the Blind

Putnam  
Northern  
Westchester  
BOCES

Southern  
Westchester  
BOCES

Urban League  
of Westchester

Guidance  
Center of  
Westchester

Westchester  
Community  
College

Westhab, Inc.

Westchester  
Jewish  
Community  
Services

Children's  
Village

Westchester  
Children's  
Association

Youth Bureaus of  
WP, MV, New Ro,  
Peekskill,  
Westchester

Westchester  
County  
Association

Business  
Council of  
Westchester

NYATEP

SCORE

Putnam Office  
of Economic  
Development

Private  
Employers

Westchester  
Library System

Westchester  
Office of  
Economic  
Development





## Westchester-Putnam Career Center Network

A proud partner of the americanjobcenter network

The "Network" is made up of four Career Centers located in White Plains, Mount Vernon, Peekskill, and Carmel, and are primarily staffed by Westchester County, Putnam County, and New York State Department of Labor employees to provide free state-of-the-art technology, training, resources, and services to youth, adults, and employers. The Network also includes partner agencies who work in cooperation to provide expanded services.

### White Plains Career Center

120 Bloomingdale Road,  
White Plains, NY 10605  
(914) 995-3910

**Hours:** M–F, 8:30am–5pm

**Orientations:** Wednesdays at 2:30pm  
Fridays at 9:30am

### Peekskill Career Center

201 South James Street,  
Peekskill, NY 10566  
(914) 737-3490

**Hours:** M–F, 8:30am–5pm

**Orientations:** Walk-in

### Carmel Career Center

110 Old Route Six, Building #3,  
Carmel, NY 10512  
(845) 808-1651

**Hours:** M–F, 9am–5pm

(8am–4pm mid-June to mid-Sept.)

**Orientations:** Walk-in

### Mount Vernon Career Center

130 Mount Vernon Avenue, 1st Floor  
Mount Vernon, NY 10550  
(914) 813-6555

**Hours:** M–F, 9am–5pm

**Orientations:** Tuesdays at 10:30am and  
Thursdays at 2pm



## Westchester-Putnam Workforce Board

A proud partner of the americanjobcenter network

Westchester  
gov.com

George Latimer  
Westchester County Executive



MaryEllen Odell  
Putnam County Executive



Department  
of Labor Andrew M. Cuomo  
Governor