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Chautauqua Works

americanjobcenter®

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Executive Director's Message



It is spring in Chautauqua County which means it is time for new beginnings!

Are you looking for a new job, a new career, an opportunity to learn new skills? Now is the perfect time to visit Chautauqua Works and meet with a Career Specialist to discuss your employment goals and how to make your goals a reality. At Chautauqua Works, we will help you develop your own individualized employment plan mapping your path to meeting YOUR goals. There are many

open jobs in all types of businesses. There has never been a better time to explore the kinds of work that will best fit your interests and talents.

Are you a business that is hiring? Make sure to post your open jobs with Chautauqua Works! The Job Bank will match your open jobs with job seekers in our system with the skill sets you are looking for. This will be your first step in filling open jobs. As you know, the labor market is full of open positions, so you need to start to thinking about your workplace culture and hiring practices carefully.

Does your business highlight the value that what you do brings to the community? Helping current workers and potential workers understand the value added that their work will accomplish is extremely important to people.

Are you highlighting the benefits in a "per hour" manner in addi-

tion to simply sharing wage amounts? Clearly stating the full benefit to working for your business in "per hour language" will help potential new employees understand the investment you are making in them. This really matters when an individual is considering employment options.

Chautauqua Works is busy planning a Spring Job Fair on May 19th! Watch for more information and details on our website (www.chautauquaworks.com). We hope to see many businesses and job seekers there finding their best new jobs and new employees! Contact Chautauqua Works today at 716-661-9553 to schedule an appointment to begin your job search and find the best job for you!

Like us on Facebook at <https://www.facebook.com/Chautauqua-Works-280188958769133/>

Career Specialists Available for Employment and Training Opportunities.

At Chautauqua Works, we have Career Specialists to guide individuals through the process of employment. Resume preparation, interview skill improvement, and help with a job search are just part of what a Career Specialist can do for your employment goals.

Career Specialists can also assist qualified individuals securing

funding for training for numerous careers, including tractor-trailer driving and becoming a Licensed Practice Nurse. Funding for college courses is also available for qualified individuals. Please call 661-9553 for Chautauqua Works' Jamestown office and 366-9015 for the Dunkirk office to set up an appointment with a Career Specialist.

Chautauqua Works, your American Job Center, welcomes aboard three new employees: Angelica Gagliano, Kaitlin Smith, and Paul Siragusa. All are Employment Counselors.

Stay informed. Like us on Facebook at: <https://www.facebook.com/Chautauqua-Works-280188958769133/>

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Returning to On-site Work?—Tips for a Smooth Transition.

One survey of more than 4,500 employees in the U.S. and four other countries taken in early 2021 found that every single one of them reported anxiety about returning to the office.

As COVID-19 restrictions ease—and depending on your location, line of work, and professional circumstances—you may be facing a return to on-site work. If this applies to you, and you're preparing to go back to the office part or full time, you might feel stressed or concerned.

There are a slew of adjustments you may have had to make as you worked from home during the pandemic—and transitioning back to office work, a commute, in-person interactions, and even work clothes after more than a year without them may feel overwhelming. There also continue to be potential safety issues. “With the Delta variant...and high levels of vaccine hesitancy in some areas, returning to in-person work again can feel risky,” says Muse career coach [Lauren Wethers](#). “I see this most often with people who have been particularly cautious about exposure due to pre-existing conditions—home is safe and the office poses a potential risk.”

Since living through a modern-day pandemic is unprecedented, so is reacclimating to office life during a reopening process. After drastically altering your work norms and habits over the course of months or a year or even more, you're being asked to do so again—and some experts [predict](#) this second transition will be even harder.

Your supervisor may already be communicating to you about plans to bring employees back to the office, but even if not, ask them about it. If there are elements you're confused about or aspects that don't seem to be well-defined, ask for details. If they're not responsive or don't have the answers, ask an HR representative about the company policy.

If your stress is about more than just the short-term transition, it's worth noting that many leaders are newly aware of the benefits of working from home. If you want to advocate for yourself by trying to develop a different long-term workplace arrangement, consider proposing a [hybrid work schedule](#) or [requesting a permanent remote setup](#). And make sure you know your rights under the Americans with Disabilities Act, if applicable.

Speaking honestly with those who empathize with you will also help you feel like you're not alone. And when you do return to the office, make plans with them to get coffee, meet at each other's desks, or otherwise catch up so you can engage in “soft” social interaction like small talk, which researchers have [found](#) is uplifting, fostering positive emotions and reducing feelings of burnout. Spending your first days back in the office around people you feel comfortable with will be less stressful than talking with a stranger or colleague you don't know well.

Chances are, you had a very clearly defined pre-pandemic [morning routine](#). It's worth going over that routine ahead of time and getting back into the habit before you return to the office. Set your alarm and begin waking yourself up every day as if you're preparing to commute. Dress for work, even if you're not going anywhere yet. Pull out your professional attire and isolate the items that make you feel good so you can start putting together outfits (even if your office is super casual, you may not have been wearing the same kinds of clothes at home). Begin preparing so you're not doing everything all at once on that big day.

If your budget allows, you might even treat yourself to an accessory or new item of clothing to wear when you go back to the office. It can serve as a small positive distraction in what might otherwise be a stressful scenario for you.

As you visualize going into the office, this is the perfect time for you to think about what you need from your fellow coworkers and how to communicate that effectively. Identify what [boundaries you need to set](#) and be ready to state and reiterate them: “I'm not ready to talk about what happened to my family during the pandemic,” or, “I'm keeping six feet away at the moment.”

The same goes for others: Respect your coworkers' needs. Some may be absolutely delighted to be back in the workplace. Others may not. Plenty may be practicing social distancing, wearing masks, or otherwise protecting themselves. Parents may struggle to spend so much time away from their kids. Introverts might find it absolutely exhausting to suddenly be around so many people all day. In other words, each colleague may have a number of stressors, like you, and be having a tough time with the transition and the demands of work.

Good luck in your transition back to your on-site workplace!

Adapted from “9 Tips for a Smooth Transition Back to the Office After Pandemic WFH” by Katherine J. Igoe, The Muse, <https://www.themuse.com/advice/return-to-office-covid-pandemic-transition-stress>

Chautauqua Works' Non-Traditional Programs for Individuals Seeking Employment.

At Chautauqua Works, non-traditional programs are featured to help individuals who need assistance either getting back to the workforce or to find their first job.

Young adults are an important part of the county's workforce and its economic future. Leann Austin, Youth Navigator in Chautauqua Works' Jamestown office reports that her Youth Services program helps young adults, aged 16 to 24 in Chautauqua County, obtain basic education and work experiences.

Leann explained that young adults with the following barriers may be eligible for the program:

- High School Dropout
- Criminal Background
- Parenting/Pregnant
- Learning, Physical, Emotional Disabilities
- Homelessness/Foster Child/Runaway
- Low Income and Basic Skills Deficiency
- English Language Learner

This program connects young adults to agencies to help them obtain their high school equivalency. Help is also available to young adults to search for colleges, vocational training, and careers. Resume assistance is available as well.

Individuals can earn extra benefits for obtaining a GED, a driver's license, and continuous unsubsidized employment. Leann said, "This program builds basic skills for individuals to become more employable."

For more information, please contact Leann Austin at 487-5134 or Paul Siragus, Youth Navigator at the Dunkirk Office at 487-5161.

Homelessness is a barrier to employment in all areas of our country. Rachel Barto, Specialized Employment Coach, is focused on getting the homeless back to work.

Rachel assists individuals with their employment goals in many ways:

- Creating updated resumes
- Tracking down legal documents
- Discussing necessary job skills
- Planning a job search
- Practice interviews
- Finding work clothes
- Arranging transportation to and from jobs
- Referral to community resources

Rachel already has a success story as she recently helped a homeless individual get a job with a local human services company. She is very pleased with his progress at his new job.

Rachel also assists individuals on probation through the Employment Focused Services. She provides interviewing skills, assessing individuals employment strengths, and reviewing job searches. She also helps her individuals with completing online applications.

Did you know that there are incentives that employers can use if they hire an ex-felon? Both the Work Opportunity Tax Credit and Bonding Programs benefit an employer. Rachel helps individuals with the WOTC and Bonding paperwork.

Rachel Barto can be reached at 487-5188 for further information on her programs.

According to the February, 2022 report from the Bureau of Labor Statistics, in 2021, the unemployment rate for persons with a disability is twice the rate of persons without a disability.

Nathan Gross, Disability Resource Coordinator, would like to see that rate change for the better.

Nathan helps qualified individuals to access the Ticket to Work program, which has been a staple in the Social Security Administration's efforts to get individuals with disabilities find competitive employment. He stated, "The Ticket to Work program provides services to individuals, ages 18-64, who are on Supplemental Security Income and/or Social Security Disability Insurance to return to work."

He helps individuals to improve the following employment skills:

- Career exploration
- Setting employment goals
- Resume building
- Job searching
- Interview preparation

Nathan also stated that the benefits of the Ticket to Work program include SSI/SSD benefit counseling. In addition, he said that individuals who had an assigned "ticket" will not be given a medical continuing disability review from the Social Security Administration.

He has also assisted his customers at Chautauqua Works by helping them complete online applications to employers.

Nathan Gross works in both the Jamestown office (487-5127) and the Dunkirk office by appointment at 366-9015.

Chautauqua Works is dedicated to giving all individuals a chance to obtain competitive employment.

Researching a Prospective Employer to Land a New Job.

Many job seekers properly prepare to be interviewed by a prospective employer by reviewing common interviewing questions.

Yet one important aspect of the interviewing process tends to be overlooked—researching the company or business you are interviewing for. Every business or company, no matter, how big or small, has a story to tell.

Why is research so critical to the job search process? Researching can help you identify companies that may be hiring in your field. It can also prepare you for a job interview.

In addition, research can focus your job search on employers that share your values which will lead to a better fit for your employment goal.

Once you've identified some companies you're interested in, you can visit their websites to learn more about them. Locate websites by entering the full name of the business in a search engine, such as Google or Yahoo. Here are some key questions you might ask about potential employers:

- What products/services does the employer provide?
- What industry trends are affecting the company?
- How many employees does the employer have?
- Where is the employer located? Does it have more than one location?
- What are the employer's mission and values?
- How long have they been in business?
- Is the employer involved in community services? If so, what?

- Has there been any recent important news related to this company?

There are other tools to research employers. Regional or state publications, such as Chamber of Commerce directories and state Manufacturers' Directories can be useful. Also, national publications provide information. They include:

- *National Trade and Professional Associations*
- *Standard and Poor's Register of Corporations, Directors & Executives*
- *The Macmillan Directory of Leading Private Companies*
- *Ward's Business Directory of Major U.S. Private Companies*

The titles above are just a few examples. Almost every type of field or industry has its own trade association.

It is apparent that doing research is going to require some organization. Discard anything that has no immediate value. Then file and maintain the information that you want to keep:

- Create a digital or paper filing system for each company.
- Print out information, email it to yourself, or cut and paste it into a word processing document for future reference.
- Don't count on search engines every time you want to review information you've already found. Articles sometime disappear or show up in different spots.
- Update information when possible.

Researching an employer can be advantageous in an interview. Review the two scenarios and identify which job seeker did research on the company he or she is interviewing for:

Interviewer: "So tell me what you know about our company."

Job Seeker: "Well, I know that you guys are basically a large call center."

Interviewer: "Anything else?"

Job Seeker: "Hmmm, I know you're hiring a lot of people right now."

Interviewer: "So tell me what you know about our company."

Job Seeker: "While learning more about you I found out that you're one of the nation's top call center facilities. You have more than 5,000 employees because you recently bought out your major competitor."

Interviewer: "Very good. Anything else?"

Job Seeker: "Since the merger you've been looking for people who can help bridge the two companies' different operating styles. That's where I come in. As a Call Center Manager who's worked in both B2C and B2B environments, I'll make sure that staff are properly trained to handle the unique challenges of both these customer categories. Would you like to hear more?"

As you can see, researching a company before an interview process can be the key to landing your new job!

Adapted from "How to Research the Employer", Mark Swartz, Contributing Writer, monster.ca (<https://www.monster.ca/career-advice/article/research-before-interview-ca>) and Career One Stop, Worker ReEmployment Toolkit.

**"It always
seems
impossible until
it's done."**

**Nelson
Mandela**

2022 Summer Youth Employment Program Seeking Participants.

Chautauqua Works will soon be accepting applicants for its **Summer Youth Employment Program**. This program has been highly successful in introducing young people to the process of gaining competitive employment.

Tyler Volk, Youth Employment Coach, has been impressed with the dedication and perseverance of these young people. Tyler explained the qualifications or participants in this program: “Young people who live in Chautauqua County and are between the ages of 14-20 can participate in this program. They must fill out an application, be income eligible and express a willingness to work.”

The Summer Youth Employment Program runs from July to mid-August for approximately 6 weeks. The Youth will typically be placed at a work site that best matches the Youth’s expressed interests and work a 29-hour work week.

Tyler continues, “For many youth, this is their first job and have much to learn. They will learn about the “BIG 5”, which is: be honest, show up on time every day, be ready for work, be willing to learn; and maintain a good attitude. This experience is invaluable to the participating youth to begin their working careers, to utilize the experience on their resumes, to advance to other positions, to apply to colleges, as well as realizing many more benefits.”

The program’s emphasis on “soft skills” is important for youth to keep a job. Skills such as professionalism, accountability, people skills, critical thinking, and respecting authority are discussed to assist a young person to develop these quali-

ties in the workplace.

Chautauqua Works places over 100 young people in Chautauqua County into local businesses to gain work experience. A benefit of being a work site for this program is Chautauqua Works pays all the wages and provides the compensation for each participant. Tyler appreciates the cooperation from local businesses: “We truly salute the businesses that participate in this program with us as they are interested and dedicated in training our local workforce. We have several worksites that we have worked with for years and we truly look forward to partnering with them again this year.”

if you are interested in participating in this program, or know someone who may be interested, contact Tyler Volk at (716) 487-5193 or rvolk@chautauquaworks.com and be prepared to provide the following information: Youth’s First Name, Youth’s Last Name, Mailing Address (including apartment number), Telephone Number (including area code), and Email Address. Eligibility Packets will be sent out in April 2022.

Packets will need to be filled out and returned in the provided self-addressed, stamped envelope in May 2022 and must be returned by the DUE DATE indicated for inclusion into the program.

If you are a business, you can also call Tyler to get more information. If you are looking for summer workers and have had a hard time in the past filling shifts, this program may be able to help.

Econofact.org reports on the effects of a Summer Youth

Program: “Early work exposure has become increasingly rare among teenagers. Summer youth employment programs make it easier for youth to find jobs and, unlike year-round undertakings, they happen when youth are likely to be idle rather than competing with academic studies or extracurricular activities. The evidence to date indicates that summer youth employment programs have the potential to reduce delinquent behavior, enhance academic aspirations and performance, and improve social and emotional development. Compared to more targeted behavioral programs, SYEPs provide job experience that may also lead to a future career or post-secondary education.

Looking ahead, SYEPs can lay a strong foundation upon which additional interventions can be layered to achieve more sustained and meaningful outcomes — perhaps by providing greater linkages between summer and year-round employment programs, full-time work, community college enrollment or apprenticeships.” (Econofact.org, June 28,2019)



Aaliyah Burkes is observing the family linkage of the Rueben Fenton family. Aaliyah was placed at the Fenton Museum through Chautauqua Works’ Summer Youth Employment Program.

“The Summer youth Employment Program is a proven success,” said New York State Senator Andrew Lanza. “The job experience gained by our youth in this program provides the skills and foundation for a life well lived. The sense of dignity imparted puts them on the path to greater success.”

LOCATIONS

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716.661.9553

407 Central Avenue
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www.chautauquaworks.com

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[www.facebook.com/
Chautauqua-Works](http://www.facebook.com/Chautauqua-Works)



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Back Page: Chautauqua/Western NY Data

For the 12-month period ending January 2022, the private sector job count in the Western New York region rose by 25,100, or 5.2 percent, to 504,000. Employment gains were largest in leisure and hospitality (+15,100), trade, transportation and utilities (+2,500), manufacturing (+2,200), natural resources, mining and construction (+1,900), other services (+1,600), educational and health services (+1,100), professional and business services (+400) and information (+300). Government sector jobs decreased by (-3,400) over the year. (<https://dol.ny.gov/employment-new-york-state>, 1/2022).

According to preliminary figures from the Department of Labor, the unemployment rate for Chautauqua County in January of 2022 was 4.7 % compared to 8.8% in January of 2021. The rate remains below the statewide unemployment rate of 5.3%. The number of employed county residents increased slightly to about 49,400 while approximately 2,400 people were unemployed, up from 1,900 people in December.

There are numerous seasonal jobs being offered at this time! Tourist season is big in Chautauqua County and places, like the Chautauqua Institution, are looking for individuals to fill seasonal positions. Visit a business website to apply!

Chautauqua Works

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JOB FAIR

JOIN US AT

Double Tree by Hilton

150 W. 4th St. Jamestown, NY

Thursday May 19th, 2022

9:30AM-11:30AM

For parking please use Double Tree parking lot or Double Tree parking ramp.

- ✓ DRESS PROFESSIONALLY
- ✓ BRING MULTIPLE COPIES OF YOUR RESUME
- ✓ BE PREPARED TO TALK TO EMPLOYERS
- ✓ CONNECT DIRECTLY TO JOB OPENINGS

Attend for a chance to ****WIN**** a
TABLET and other **JOB SEARCH SUPPORT ITEMS**

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