

OCO INTERACTION

Oswego County
Opportunities, Inc.



February 2012

Get Ready to Roll! OCO's Bowl O'Gold is March 10th



Elaine Briggs (shown at left in the photo), Accounts Receivable Specialist for OCO Health Services, has created a mascot for the 2012 OCO Bowl O'Gold. "Patty McGold" the leprechaun will travel to different OCO locations to learn about many of the programs and services we provide, and help promote them to the public through photos and news releases. This all leads up to the Bowl O'Gold on Saturday, March 10, at Lakeview Lanes in Fulton.

Benefits Manager Denise Russell, Human Resources, is holding copies of the team registration form and information about the event. Registration is now open so get your 5-person teams together and sign up now. There are two tiers of bowling: Tier 1 starts at noon and Tier 2 starts at 3pm (first come first served). Registration is \$15 per person for two games of bowling, door prizes, pizza and soda and plenty of fun!

At each tier, prizes will be awarded for the high-

scoring team, men's/women's high individual scores, low scores, team spirit, most pledge money raised!

We also seek sponsors and door prize or silent auction raffle donations. For more information about registration, contact Denise at ext. 1045. For sponsorship information contact Debbie French at ext. 1037. For door prize details, contact Colette Nellis at ext. 1026 or Diane Wood at ext. 1029.

Major sponsorships received to date include: Building Dreams Sponsor **NRG energy** (\$1,000 & up) and Changing Lives Sponsors **Eastern Shore Associates** and **Green & Seifter CPA** (\$500 & up). Registration and sponsor forms are available at the front desk of the Main Office, at Midtown Plaza, and on the OCO website, www.oco.org. Deadline to register or submit sponsorship is Feb. 24.

"Proceeds from the OCO Bowl O'Gold support our programs now and in the future, helping people, supporting communities and changing lives," said Diane Cooper-Currier, executive director.

OCO also will be presenting the popular ScrabbleFest fund-raising event in the fall, now that Literacy Volunteers of Oswego County has joined OCO Education Services.

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Wellness Works Employee Spotlight...

Submitted by: Christina Piscitelli

Interviewed: Patricia O'Connor, Support Services Assistant at C&DS-Midtown Plaza

Did something inspire you to be “well” or have you always been passionate about this?

Patty realized that she wanted to really take care of herself and be “healthy” when she was just 17 years old and working in a nursing home. “Working in nursing homes, I saw how people got as they aged and got older. It really opened my eyes and showed me that I wanted to be healthy when I got old.”

In what ways are you “well” in your life? “I try to have a good diet and exercise. It keeps me healthy as well as helps with stress. I believe stress is the number one thing that makes people sick.” “I like to do Yoga and Tai-Chi. Those are my two main things I enjoy and I’ve been doing them for 30 years now. They keep me physically and spiritually well and help with stress. I also take nutritional supplements for any nutrients I may be missing in my diet.”

What is your favorite thing to do to relax or unwind?

“Yoga. Everyone should try it. It keeps you healthy and natural as well as coordinates the body, mind and breath. Yoga keeps me limber and loose, gives me stamina, strong bones and reduces stress.”

What advice would you give to others that say they “have no time” for this?

“There’s not one perfect diet. Everyone is different. Be aware of your own self and what your own body needs. Do what’s right for you. And move, move move! Try yoga! It’s great for anyone.”

Is there anything else you think is relevant to being “well?”

“Don’t take anything too seriously. Go with the flow. And LAUGH!!! My favorite saying is, “Everything in moderation, including moderation!”

A typical day for Patty: Wake up-do some Tai-chi, Do yoga/meditation, eat, go to work, come home-go, outside if nice or watch a movie/read/see friends. Patty enjoys kayaking, hiking and cross country skiing for cardio.



New Employees Hired in January

Deanie Lord-Morey	Comm Svc/SAF	Kenneth Stevens	Comm Svc/Transportation
Meredith Needham	Comm Svc/SAF	Shannon Peeling	Res Svc/Horizon House
Erica Holman	Comm Svc/RASP	David Sweeney	Health/Nutrition Migrant
Jeffrey Crofoot	Comm Svc/RASP	Ramon Colon	Health/Nutrition Migrant
Viola Teitsma	Comm Svc/Transportation	Michael Pidkaminy	Health/Nutrition/SN



From Diane's Desk...

When it comes to helping people in need, we all have a pretty good grasp of what OCO does for the people we serve. We proudly boast that 94 cents of every dollar that comes in, goes right back out to directly benefit our consumers through 50+ programs addressing needs that range from prenatal health to senior nutrition. OCO services benefit approximately 30,000 Oswego County residents each year. We are among the most robust and diverse Community Action Agencies, delivering more programs and services to more people than many others.

In addition to providing services to 30,000 annually, we also help lift people out of poverty by our presence as a large employer that provides excellent benefits and which spends a lot of money in Oswego County supporting other businesses. We have an annual operating budget of \$33 million. We're the 6th largest private employer in Oswego County. Almost 98% of our 670 employees live in the county, which means much of our annual payroll and benefits of \$21 million stays local - paying taxes, rent and mortgages, and buying goods and services.

But wait - there's more! The Agency also does a great deal of business with local companies - vendors, suppliers, contractors, landlords, consultants, insurance companies, and so forth. We make every effort to conduct business within Oswego County, because that in turn helps improve the economy and boost the quality of life for everyone. Did you know that in 2011 OCO spent more than \$1.2 million in the Oswego zip code (13126) and nearly \$1 million in business dealings in the Fulton zip code (13069)? Other impressive amounts include: \$110,000 in Hannibal (13074), \$109,000 in Mexico (13114), \$98,000 in Central Square, \$85,000 in Phoenix, and \$78,000 in Parish (13131). This means nearly 25% of OCO's expenses (not including payroll and benefits) represent dollars that are spent with local businesses.

Furthermore, OCO helps bring federal funds directly to small businesses through the WIC (Women, Infants and Children) program. Approximately \$2 million in WIC vouchers for formula and nutritious foods for pregnant women, infants and young children are redeemed at local superstores, grocery stores, and farmers' markets annually. This is in addition to the more than \$2.6 million OCO pays directly to local businesses. Add this \$2 million to the \$2.6 million and you'll discover that almost 40% of OCO's non-payroll and benefit expenses stay local.

So as you can see, OCO improves peoples' lives on many levels, giving a personal as well as broader meaning to our slogan, "Helping People, Supporting Communities, and Changing Lives."

**Have a question or comment for Diane? Please contact her
at 598-4717 ext 1017 or by email at dcurrier@oco.org**

Quit smoking for good. And benefit around the clock.

Look what happens when you quit!

In just **20 MINUTES:**

- ▶ Your blood pressure drops

In just **8 HOURS:**

- ▶ The oxygen level in your blood returns to normal

In just **1 DAY:**

- ▶ Your chance of a heart attack decreases

In just **2 DAYS:**

- ▶ Your ability to taste and smell is enhanced

In just **2 WEEKS:**

- ▶ Walking becomes easier and your lung function increases

In just **1 YEAR:**

- ▶ Your extra risk of coronary heart disease drops to half that of a smoker

Sign up for the
Freedom From Smoking[®] program now!



Quitting is hard. Register for the *Freedom From Smoking*[®] program and learn how to overcome your tobacco addiction.

- ▶ Small group setting
- ▶ Fun, interactive learning environment
- ▶ Participant workbook and other informative materials provided



Date: Feb. 14, 21, 28, Mar. 6, 8, 13, 20 and 27, 2012
Time: 5:30PM – 7:00 PM
Location: OCO, Inc. Main Office – Conference Room 114
239 Oneida Street
Fulton, NY 13069

For more information or to register, call:
Christine Prevost: cprevost@oco.org 598-4705, ext. 1023

Cost is \$20 per participant payable at first session. (Cash or check payable to OCO, Inc.)

 AMERICAN LUNG ASSOCIATION
Freedom
FROM SMOKING[®]

For Your Benefit

By Denise Russell, Benefits Manager

OCO Self-funded Health Plan News and More

Your Healthier Health Benefits—Nutrition Counseling

Helping employees make lifestyle choices that improve health is a priority for OCO Wellness Works. That's why when nutrition counseling was identified as a need among employees and their families, Wellness Works put together a formal recommendation to request a benefit be added to our health plan which would allow enrollees to seek nutrition counseling with or without a diagnosis.

After much exploration, it was agreed that starting January 1, 2012, the health plan will allow up to four annual visits to a nutritionist or dietician, just for general wellness purposes. A \$20 co-pay will be applied when you see an in-network provider. Out of network visits will be subject to a deductible and 20% co-insurance.

We've also improved the nutrition benefit for enrollees who have underlying conditions. Up until 2012, the health plan only paid for one visit to a nutritionist upon initial diagnosis of diabetes, or if there has been a recent change in the condition. Now, visits are unlimited for any enrollee who has any kind of disease or condition that can be improved or managed with proper nutrition. As with our general wellness visits, co-pays and deductibles still apply.

If you are interested in receiving nutrition counseling, log on to www.mypomco.com to check out the provider directory and feel free to contact Denise Russell with any questions.

Health Plan Trivia



Q. When is a Benefit Not a Benefit...

(see bottom of page for answer)

OCO's health plan is classified as a PPO plan (Preferred Provider Organization Plan). This allows some flexibility when it comes to seeking health care. In most cases, visits to in-network POMCO participating providers and non-par providers are covered without a referral, but there are a few exceptions you should be aware of.

Vision care and chiropractic visits are commonly utilized health plan benefits, however, they are only covered when seeing an in-network provider. Before seeking care in these areas, check POMCO's provider directory to be sure you are seeing an in-network doctor. If they aren't listed in the directory, proceed with caution. You may be responsible for the entire bill.



OCO

A. When it's an out of network vision care or chiropractic care visit!

GETTING TO KNOW YOU



Name: Larry Fisher Email: lfisher@oco.org

Work Phone: 315-324-7532 ext. 132

Job Title: Program Manager PATH

Program(s): Crisis & Development

Department: Community Services

WORK

- 1. *How many years have you worked at OCO? How many months/years in current job? What other OCO jobs have you held?***
A total of 9 ½ years. Program Manager approximately 5 years, Case Specialist 3 ½ years, Horizon House 1 year
- 2. *What do you like best about your job?***
The chance to work with young people in crisis and try my best to make the community I live in a better place.
- 3. *What have you learned about yourself since you began working at OCO?***
The majority of things that I have planned for my work day usually goes out the window by 10 am. I guess that is what it means to work for people in crisis.
- 4. *Tell us about one thing you have done that has made OCO better:***
I think that I lead by example. I have never told someone I am too busy to help out in 9 ½ years. If there is a not so great job that needs to be done, I am usually right there with my staff getting it done.

PERSONAL

- 1. *What would you like to tell us about your family?***
Well all I can say about this is that I can relate to a lot of the issues many of the young people come in with in regards to there families. I will say I have an amazing wife, dog, and cat, and a little fisher on the way in April.
- 2. *What would you like to tell us about your hobbies, sports, interests?***
I enjoy playing strategy game. Specifically Warhammer, and Warhammer 40k. Think chess but you build and paint the pieces you use.
- 3. *What is the most exciting/exotic place you've ever visited?***
I would have to say Aruba. Very lovely place.
- 4. *Tell us something about yourself that you're especially proud of...***
I think the most that I am proud of is that I have seen some pretty terrible things in my 33 years of life and I have seem to overcome a lot to be where I am today. As cheesy as it sounds, I am proud of the work MY STAFF and I do and the amount we as a team get accomplished everyday.

If you'd like to be featured in "Getting to Know You", fill out the "GETTING TO KNOW YOU EMPLOYEE FORM" found in H:\Common\Human Resources\To OCO Newsletter, and submit it to Betsy Copps.

After School Program Helps Provide Academic Enrichment

Submitted by Laura Licatese



OCO Education Services operates the Rural After School Program (RASP) at Hannibal, Fulton and APW Middle Schools. RASP provides academic, emotional and social support to assist youth in building skills that lead to academic excellence, social competence and community responsibility. Academic Enrichment, Youth Development and Violence Prevention are the main focus points.

RASP at Hannibal Middle School includes daily academic enrichment sessions provided by the school-teachers that offer students the opportunity to participate in hands on STEM activities to enhance after school. STEM, stands for Science, Technology, Engineering and Math.

Mrs. Stoddard, a 6th grade science teacher at Hannibal Middle School, incorporates STEM concepts and skills by focusing her enrichment lessons on the physical and biological sciences. For example, on Jan. 10th her enrichment group did a variety of activities centered on microscopes. First, they viewed and discussed a power point on the care and use of a microscope. Next, they labeled all the parts of a microscope, being careful to pay close attention to the parts needed to focus the scope. Afterwards, they watched a quick demonstration on how to effectively use the coarse and fine adjustment knobs with each objective lens to focus on a specimen. Last, the students were able to experiment with the scopes by viewing prepared slides as well as various materials of choice such as hair and a fly wing.

STEM learning focuses on helping students learn to think critically, solve complex problems, and participate in advancements in science and technology - with resulting economic benefits. STEM proponents assert that science and engineering jobs are growing much faster than other occupations, giving STEM school students a potential advantage when competing for high-tech jobs.

OCO's RASP is proud to partner with local school districts and support after-school enrichment activities such as STEM.

Are YOU Ready? OCO Encourages Personal Preparedness for Emergencies

OCO's Emergency Management Committee is helping educate employees, consumers, volunteers and family members on personal preparedness. For example, our county is at risk for many types of severe weather that can cause power outages, strand people in their homes, damage buildings, and interrupt services.

The committee invited the American Red Cross to give presentations on personal preparedness - Are You Red Cross Ready? - to OCO employees in 2011. This year the committee is inviting its members to share newsletter articles about how they support personal preparedness. This month's story was submitted by Christine Parks from Senior Nutrition.

At **Senior Nutrition** we help our seniors prepare for the winter weather by giving each home delivered meal client a "Blizzard Bag". The Blizzard Bag program provides OCO's senior clients with an emergency supply of food in the event that they are unable to receive their regular home delivered meal due to inclement weather.

Each bag contains an assortment of food items explaining the purpose of the bag. This is a community project that is done annually. Thanks to the generous donations we receive from local grocery stores, concerned community members, service groups, and our own OCO employees, we are able to ensure that our senior clients will have a nutritious meal on hand in the event that winter weather prevents the home delivery of their meal, or if they are unable to visit one of our 8 dining and activity centers.



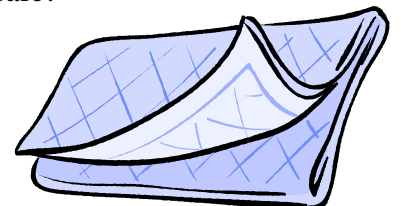
Another program we offer to our seniors is the Telephone Visiting Program. Sometimes our holiday schedule at OCO prevents us from seeing our home delivered clients on weekdays, so we ask them to fill out a slip if they would like someone to call and check on them over the long holiday weekends. We have volunteers who are willing to call and check in on the seniors, to make sure they are OK.

For the seniors who attend one of our 8 dining and activity centers, we offer many different programs to help with personal preparedness in case of emergencies. In recent months the American Red Cross has done presentations on personal preparedness for our seniors at the centers.



Our center managers also have different programs to help our seniors throughout the year. In the summer months they talk about heat stroke, the benefits of using sunscreen and staying hydrated during the hot summer days. In the winter they discuss safe driving tips, walking in the winter, asking a teenager to clear your walkways, and being careful about shoveling the snow yourself. They also cover how to prepare for emergencies when the power goes out and what you need to have on hand: flashlights, extra blankets, bottled water, and extra canned foods, for example.

These programs help us help our seniors deal with personal preparedness and stay safe! For more information on personal emergency preparedness, visit the American Red Cross website: www.redcross.org



OCO SAFETY ZONE

FEBRUARY 2012

Fire Extinguishers

We hope that no one ever needs to use a fire extinguisher, but the Agency must assure that they are accessible and properly maintained.

Do you know where the nearest fire extinguisher to your work station is located? If not, stop reading and go look for it.

- Could you tell whether or not it is fully charged?
- Is it strategically located, accessible & ready to use?
- Do you know when, and how, to use it?

Fire extinguishers must be kept accessible and functional so that in an emergency no one wastes time looking for them, or discovering that they are not in working order. Someone at each worksite is responsible for inspecting fire extinguishers monthly to be certain they are charged and in ready-to-use condition.

Here is the four-step process for monthly inspection by OCO employees, based on requirements from the New York State Insurance Fund, our Workers' Compensation provider:

1. Check: is the plastic seal on the pull pin intact?
2. Check: is the pressure gauge indicator within the "green zone" on the gauge?
3. If you are able to answer yes to 1 and 2, then you will note the results, the date, and your initials on the backside of the service tag attached to the extinguisher.
4. If there is a problem with either (or both) 1 or 2, contact Facilities immediately at 598-7855. Tell them your name and inform them of the site and the specific location of the extinguisher in question. If the call goes to voice mail, leave the same information. (For example: "This is Betsy Copps. The fire extinguisher on the bottom floor of the main office shows that the pressure gauge is not in the green zone.") Facilities will contact our supplier to service the extinguisher.

In addition, OCO arranges for annual maintenance inspections by the equipment supplier as required by law. Employees who are expected to use fire extinguishers in an emergency must receive training on how to use them correctly. If you have questions about fire extinguishers, talk with your supervisor, your safety caption, or contact Betsy Copps, Corporate Compliance Officer, ext. 1092 or





OCO Bowl O' Gold

Lakeview Lanes
 March 10, 2012, from 12:00 PM to 8:00 PM
 723 West Broadway - Fulton, NY 13069

Money raised will be used to support services for families and individuals in
 Oswego County

Pledge Form

Bowler's Name	Address	Daytime Phone #

Raise \$100 or more in Pledges and receive choice of:

- | | |
|---|--|
| <input type="checkbox"/> Bowl for Free
<small>(good for one bowler)</small> | <input type="checkbox"/> Waive bonus gifts
<small>(I would like all money raised to go toward the event)</small> |
| <input type="checkbox"/> Event T-shirt <small>(please select size)</small> | |
| <input type="checkbox"/> Child <input type="checkbox"/> Adult <input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> L <input type="checkbox"/> XL <input type="checkbox"/> XXL | |

Sponsor's Full Name	Sponsor's Mailing Address	Tax Receipt needed	TOTAL PAID
1.		<input type="checkbox"/>	
2.		<input type="checkbox"/>	
3.		<input type="checkbox"/>	
4.		<input type="checkbox"/>	
5.		<input type="checkbox"/>	
6.		<input type="checkbox"/>	
7.		<input type="checkbox"/>	
8.		<input type="checkbox"/>	
9.		<input type="checkbox"/>	
10.		<input type="checkbox"/>	
Total Collected:			

Contributions are tax deductible, as allowable by law.

Please make checks out to **OCO, Inc.**

OCO Bowl O' Gold

Lakeview Lanes – Fulton, NY

March 10, 2012

12:00 PM – 6:00 PM

Team Registration Form

Registration fee includes 2 games of bowling, shoes, and refreshments

Prizes to Individuals who raise the most pledge money to donate to the event! Pledge forms attached.

Team Name: _____

Daytime Phone: _____ Email: _____

Address: _____ *What names would you like entered into the electronic scoreboard?*

Team Captain: _____ Bowling as: _____

Team Member 2: _____ Bowling as: _____

Team Member 3: _____ Bowling as: _____

Team Member 4: _____ Bowling as: _____

Team Member 5: _____ Bowling as: _____

Company Name: _____

Please indicate Preferred

Bowling Time:

12:00 – 2:30 PM

3:00 pm – 5:30 PM



Team Entrance Fee*: \$75.00
(\$15.00 x 5 Bowlers) (fee waived for \$500 sponsors and above)

Additional Pledges: _____

Total Due: _____

*Team Entrance fee is not tax deductible

Return completed form and check payable to

OCO, Inc. by February 24, 2012 to:

OCO Bowl O' Gold

239 Oneida Street

Fulton, NY 13069

OCO Employee 2011 Feedback Survey Results

Here is a summary of results from the August 2011 Employee Feedback Survey. The survey was designed to assess employee satisfaction by measuring a broad range of areas considered important. These results will provide a baseline for future surveys - so, yes, we'll be doing this again!

188 out of 668 employees completed the survey for an overall return rate of 28%. We hope to see more surveys completed across the board in future surveys. More responses mean more accurate results.

The survey contained 13 sections, 11 of which asked for employee input on the following topics:

1. Work Environment
2. Job Expectations
3. Support/Relationships
4. Training and Development
5. My Supervisor
6. Stress and Work Pressure
7. Benefits, Compensation and Recognition
8. Benefits for FT Employees
9. Benefits for PT Employees
10. Agency Leadership
11. Meaningful Work

Each of these 11 sections included 5 – 10 statements that required a response. The chart on the facing page shows *Total Average Percentage of Satisfaction* for all respondents in each of these areas and an average percent of satisfaction for each of the 4 OCO Departments.

Results:

Overall, the survey showed a 68.75% employee satisfaction rate. This rate, in comparison to employee satisfaction surveys in other businesses, is on par with their results.

When we analyzed survey results, we discovered the *Stress and Work Pressure* section had a problem because it was measuring dissatisfaction levels vs. the other questions in our survey, all of which were measuring satisfaction levels. So that section's results can't be considered reliable; we'll fix this problem for future surveys.

Excluding the results of the Stress & Work Pressure section, employees reported a range of overall satisfaction rates from a high of 82.2% (Benefits to FT employees) to a low of 48.3% (Benefits, Compensation & Recognition).

Lowest area of satisfaction: #7 - *Benefits, Compensation and Recognition*

- Concerns: Inequitable pay, raises, workload not equal to pay, high cost of insurance. Several responses reflected that employees believe other employers offer better compensation and benefits packages compared to OCO's. Comments indicated low satisfaction with the way employees are recognized for longevity and outstanding employee awards.
- Suggestions: Implement longevity benefits and increase recognition activities.

Highest area of satisfaction: #8 - *Benefits for Full Time Employees*

- Concerns: High cost of insurance, retirement plan, inability to take vacation due to program or supervisor constraints.
- Suggestions: Offer more affordable health insurance, improve the dental plan, pay for unused vacation time, implement flexible scheduling, provide vision and hearing aid coverage.

OCO Employee 2011 Feedback Survey Results

SURVEY AREA	TOT. AVG.% OF SATISFACTION	CORPORATE SERVICES	COMMUNITY SERVICES	HEALTH & NUTRITION	RESIDENTIAL
1. Work Environment	54.98%	60.9%	49.06%	60.2%	60%
2. Job Expectations	70.62%	84.58%	60.22%	77.72%	77.62%
3. Support & Relationships	71.98%	89.4%	60.91%	76.91%	80.88%
4. Training and Development	67%	71.95%	64.68%	66.3%	71.55%
5. My Supervisor	68.6%	82.76%	59.75%	70.22%	72.11%
6. Stress and Work Pressure*	41.6%	33.77%	43.9%	41.24%	40.37%
7. Benefits, Compensation & Recognition	48.3%	46.28%	47.23%	52.6%	47.55%
8. Benefits for FT Employees	82.2%	85.7%	83%	81.7%	77.7%
9. Benefits for PT Employees	64.4%	50%	73.33%	64.41%	No responses
10. Agency Leadership	78.38%	80.92%	74.72%	89.08%	73.56%
11. Meaningful Work	81.1%	87.72%	74.6%	84.47%	86.1%
TOTAL SATISFACTION**	66.28%	62.67%	62.8%	69.53%	68.74%
ADJUSTED TOTAL***	68.75%	65.56%	64.75%	72.36%	71.89%

* There was a reliability issue with the set of statements in this section which distorted the results.

** Total includes "Stress and Work Pressure" results *** Total EXCLUDES "Stress and Work Pressure" results

The results show several opportunities for improvement. OCO leaders have identified preliminary opportunities for improvement, some of which were already being looked into before the survey began. This shows we are on the same page!

Areas for Improvement Currently Under Development:

1. Longevity benefits
2. Leadership development system that includes guiding principles for supervisors and core training requirements for leaders/supervisor.
3. Technology solutions to help make us more efficient and manage increased work demands.
4. Benefits committee monitoring health insurance costs to assure lowest possible costs.

Additional Areas for Improvement:

1. Training in: supervisor feedback and acknowledgement to employees; supervisors as trainers & Prioritizing and managing work demands.
2. Do market comparison of OCO salaries & benefit; compare & contrast results; develop a plan for changes as needed; communicate results to employees.
3. Increased communication about PT and FT benefits.
4. Increase visibility of agency leaders at program sites.
5. Provide results of survey and goals developed to all OCO employees.

Improvement Opportunities for Next Survey:

1. Improve distribution system for survey & identify target bench mark rates for responses and for employee satisfaction.



**239 Oneida Street
Fulton, NY 13069**

Our Mission:

**“OCO, Inc. builds
partnerships that improve
the quality of life and create
successful communities.”**

We're on the web!

www.oco.org

**Our Employee
Newsletter**

