



NEW YORK
Manufacturing
Extension Partnership

New York Makes

HOW NY MEP HELPS DRIVE INNOVATION



A FUZEHUB PUBLICATION





Welcome

The New York State Manufacturing Extension Partnership (NY MEP) assists small and mid-sized manufacturers in becoming more competitive. Ten regional centers and one statewide center offer a wide variety of services: innovation, process and quality improvement, product development, scale-up, technology acceleration, sustainable manufacturing and more.



EMPIRE STATE DEVELOPMENT'S DIVISION
OF SCIENCE, TECHNOLOGY AND
INNOVATION (NYSTAR)

Jessica Herbert

The New York State MEP is administered by Director, Manufacturing and Innovation Programs, Jessica Herbert, of Empire State Development's Division of Science, Technology and Innovation (NYSTAR). It is part of the National Institute of Standards and Technology's Hollings Manufacturing Extension Partnership (NIST MEP).



The MEP National Network™ is a unique public-private partnership that delivers comprehensive, proven solutions to U.S. manufacturers, fueling growth and advancing U.S. manufacturing.

New York Manufacturing Extension Partnership is the official representative of the MEP National Network in New York State.

Faces of the Manufacturing Extension Partnership



TDO
James D'Agostino



**MANUFACTURING AND
TECHNOLOGY RESOURCE
CONSORTIUM**
Jessica Cracchiolo



ITAC
Kinda Younes



AMT
Carol Miller



**MANUFACTURING AND TECHNOLOGY
ENTERPRISE CENTER**
Thomas Phillips



**ADVANCED INSTITUTE FOR
MANUFACTURING**
Cory Albrecht



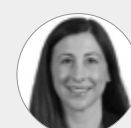
INSYTE CONSULTING
Benjamin Rand



NEXTCORPS
James Senall



CITEC
Steve Lockwood



FUZEHUB
Elena Garuc



CENTER FOR ECONOMIC GROWTH
Don Wiesenforth, M.B.A.

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BUILDING THROUGH PARTNERSHIPS

How the NY MEP partners with manufacturers to grow our state's economy

They spend their days on the shop floors of small and mid-sized manufacturers across New York State, seeing challenges first-hand. They deploy that experience, and their expertise, to help companies improve processes, adopt new technologies and reduce costs.

In every corner of our state, the people who make up the New York Manufacturing Extension Partnership (NY MEP) serve as trusted advisors, helping innovators and entrepreneurs thrive. Building upon New York's strong manufacturing legacy, they connect companies to resources that provide solutions, driving revenue and job growth.

Manufacturers turn to the NY MEP to fill a gap, solve a problem, or accelerate innovation. With 10 regional centers and the statewide center, companies gain access to expertise, assets and resources to reach creative solutions to familiar challenges, like workforce development and supply chain resilience, along with support for implementation of big ideas and bold initiatives.

Consider the numbers: In 2022, the NY MEP helped create or retain 7,600+ jobs and generated \$1.13 B in economic impact, including cost savings and new investment. The centers help strengthen and grow individual companies, the manufacturing industry, and the New York State economy.

One reason for that success is the NY MEP centers practice what they preach. While coaching manufacturers on tactics for continuous improvement, they follow their own advice by creating and testing new programs and service models to constantly refine their approach and deepen their knowledge.

As technological changes grow more intense – from augmented reality and robotic automation to AI and machine learning – the NY MEP provides the insights to help manufacturers stay ahead of the curve, and ahead of their competition.

Connect with your regional NY MEP center and unlock the potential of partnership.



DELIVERING RESULTS FOR NYS MANUFACTURERS

7,622

**INCREASED &
RETAINED JOBS**

FY 2022

4,000+

**SMALL TO MEDIUM-SIZED
MANUFACTURERS HELPED**

IN THE LAST 5 YEARS

\$1.13 B

ECONOMIC IMPACT

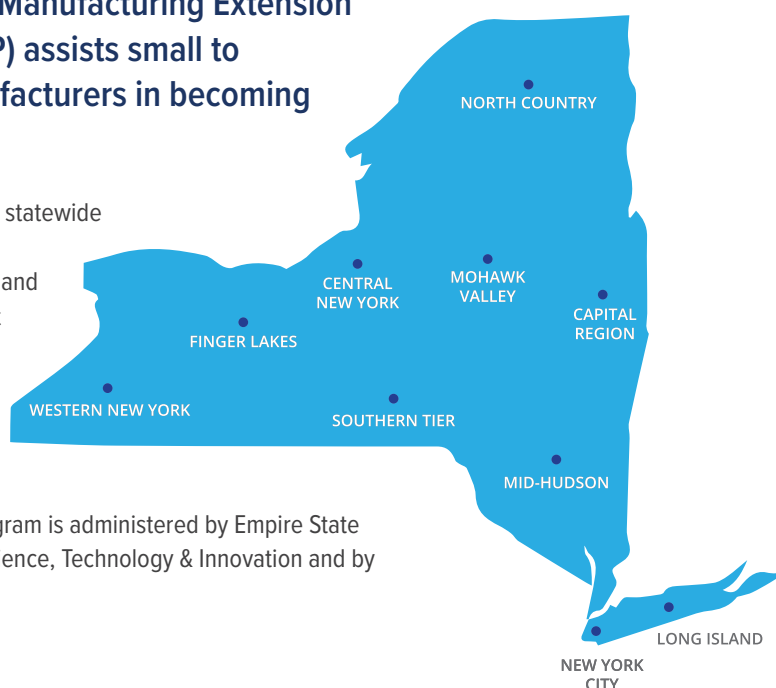
**IN COMPANY COST SAVINGS,
INCREASED/RETAINED SALES,
CAPITAL EXPENDITURES, AND
FUNDS ACQUIRED IN 2022**

*Source: National Institute of Standards
and Technology Manufacturing
Extension Partnership*

The New York State Manufacturing Extension Partnership (NY MEP) assists small to medium-sized manufacturers in becoming more competitive.

Ten regional centers and one statewide center offer a wide variety of services: innovation, process and quality improvement, product development, scale-up, tech acceleration, sustainable manufacturing and more.

The New York State MEP program is administered by Empire State Development's Division of Science, Technology & Innovation and by 11 centers across the state.



HOW THE NEW YORK MANUFACTURING EXTENSION PARTNERSHIP BENEFITS YOU



**Find
innovative
solutions**
to business &
production
problems



**Connect
with
resources**
needed for
business growth



**Improve
economic
competitiveness**
& find new markets



**Develop
strategic
plans**
& form long-lasting
partnerships



**Improve
workflow**
& increase
productivity



**Enhance
technological**
& production
capabilities

FOR MORE INFORMATION VISIT NEWYORKMEP.ORG



Division of
Science, Technology
& Innovation





CENTRAL NEW YORK

TRAIN, DEVELOP, OPTIMIZE (TDO)

“**Our customer retention rate is 100%, and we’re bringing on new clients,”**

says Jim D’Agostino, of Train, Develop, Optimize (TDO), the NY MEP center for Central New York. As CEO and MEP Center Director for the Syracuse-area organization, D’Agostino leads a seven-person team that’s providing training and consulting to manufacturers and technology companies across a five-county region.

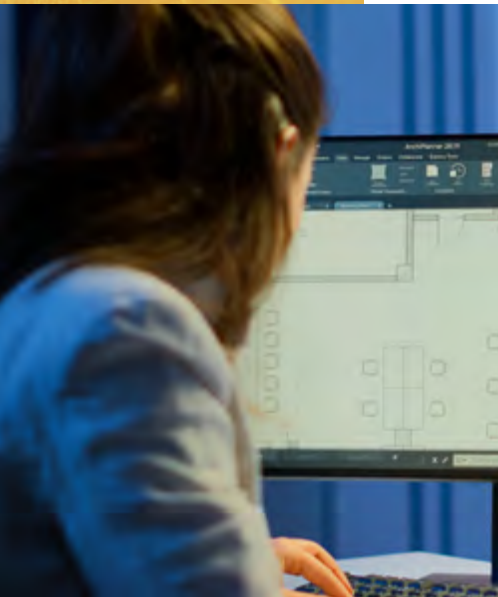
Part of what’s keeping TDO so busy is what D’Agostino calls “repeat customers and projects with multiple phases.” Companies that engage with the NY MEP center learn how to better manage their day-to-day operations and think strategically about overcoming challenges. In Central New York

and elsewhere, finding skilled workers is top of mind for many manufacturers.

TRAINING AND AUTOMATION

Sometimes, the solution involves teaching workers how to read blueprints. Yet it can also involve investments beyond training. “Companies that are doing well are looking into automation projects that can help them to stave off workforce shortages,” D’Agostino says. In a recent consultation, TDO was able to assist a company in identifying several opportunities to improve efficiency by integrating collaborative robotics.

Other Central New York manufacturers are making equipment upgrades. Recently, TDO automated a local manufacturer’s semi-automated



Contact TDO

tdo.org || mail@tdo.org || 315.425.5144 || Liverpool, NY



LEADERSHIP

James D'Agostino

MEP Center Director



equipment by installing new controls. TDO Senior Project Manager Scott Laundry has also designed a new piece of equipment for a local gas spring company. "He took a laborious manual process and has more than doubled the company's production rate," D'Agostino says.

KATA, LEAN, AND QUALITY MANAGEMENT

Laundry, a Lean Six Sigma Master Blackbelt, is joined on staff by other expert practitioners like Sarah Burlingame, who recently wrote an article for NIST's Manufacturing Innovation Blog called "When in Crisis, Manufacturers Can Look to Kata." Kata, a Japanese word for a structured way of doing things, starts with a mindset that puts an approach into action and remains focused while allowing room for experimentation.

Kata and lean coaching are a significant part of TDO's workload, but sometimes these services are combined with quality management consulting. For example, when Vetted Tech Inc. wanted to adopt a formal AS9100/ISO9001 quality management system (QMS), the additive manufacturer also asked for TDO's assistance with lean/process management software.

EHS, ERP, AND SUPPLY CHAIN

Environmental health and safety (EHS) and enterprise resource planning (ERP) work is keeping TDO busy, too. Like workforce shortages, the supply chain is also a common challenge. Recently, TDO began working with a company that needs a centralized warehouse and inventory strategy. The opening of a Micron facility in the Syracuse area could also challenge local manufacturers as they seize new opportunities.

"As we upskill and reskill our workforce," D'Agostino explained in a recent Op-Ed for Syracuse.com, "regional supply chains also must be expanded."

ECONOMIC IMPACTS FOR MANUFACTURERS IN 2022

\$19.7 M

New Sales

\$10.6 M

New Investment

485

Jobs Created & Retained

\$4.9 M

Cost Savings

NEW YORK CITY

ITAC



Contact ITAC

itac.nyc || 212.809.3900
contactus@itac.nyc || NYC

LEADERSHIP



Kinda Younes
Executive Director

FuzeHub interviewed Kinda Younes, ITAC's Executive Director, for this article about manufacturing in New York City.

Q: What are the most common types of projects that ITAC is doing this year?

A: ITAC has been busy with projects focused on operational excellence, specifically process optimization, productivity improvements, and operational cost reductions. Recently, we completed a pilot project with the Brooklyn Navy Yard to help five companies.

In addition, ITAC has been busy working on marketing projects and helping manufacturers with branding, search engine optimization, website improvements, and data-driven social media. We're also in year three of a program funded by the Garment District Alliance and doing projects focused on R&D tax credits.

Finally, we've been seeing increased demand for executive coaching, especially from businesses that are scaling.

Q: What are the most significant challenges that NYC manufacturers face, and how is ITAC helping?

A: The top issue has to do with inflation and high costs. The way ITAC helps is by providing them with subsidized consulting services and by promoting applicable grants when available.

Another challenge is that manufacturers need money to purchase equipment that will make them more competitive and allow them to retain and create jobs. Financing is available, but manufacturers are looking for grants.

ITAC'S IMPACT

255

Clients Served

\$49.5

New Investments

\$69.2 M

Increased & Retained Sales

1352

New & Retained Jobs

\$10.6 M

Cost Savings



A third challenge is around the workforce. Hiring and training are both difficult, and ITAC assists manufacturers by helping them think through their strategies in both areas.

Q: Do you have an example of an established manufacturing company that you've helped recently?

A: Yes. New York Embroidery Studio works with designers. During Covid, New York faced a dangerous shortage of personal protective equipment (PPE). This art-based studio was able to completely pivot its production and address an urgent need. Today, hospitals are still buying PPE from them.

ITAC has worked with the company on various initiatives including business advising, FDA 510(k) quality system compliance for surgical gowns, CRM software selection and implementation, PPE new market development, space planning, and ISO certification and implementation.

Q: Do you have an example of a startup that you've assisted recently?

A: Norwegian Baked is a Brooklyn-based business that bakes crispbread using a traditional family recipe. ITAC optimized the company's Etsy store to increase organic traffic and orders. We managed ad efforts, improved the storefront's organization and appearance, and expanded the keywords and product listings.

Through this optimization project, Norwegian Baked saw a significant increase in traffic, and enjoyed a consistent conversion rate, resulting in an increase in orders, units sold, and units per transaction. Some 11% of revenue came from the new test listings, with some seeing conversion rates of over 20%.





MID-HUDSON

MANUFACTURING & TECHNOLOGY ENTERPRISE CENTER (MTEC)

ECONOMIC IMPACTS FOR MANUFACTURES (2018 TO 2022)

\$104.3 M

Increased & Retained
Sales

694

Jobs Created & Retained

\$23.7

Investments &
Cost Savings

At a time when manufacturers can't find workforce talent, MTEC has a solution. Based in Newburgh, the Manufacturing & Technology Enterprise Center (MTEC) is the NY MEP center for the Mid-Hudson Valley. Tom Phillips, MTEC's Executive Director, is an industry veteran who's nearing the end of a lengthy career. Yet he's not ready to retire. There's still work to be done and talent to develop.

MTEC's Intern Program

MTEC has developed a highly successful intern program that's benefitted approximately seventy local students as well as their current and future employers. The State University of New York at New Paltz is the source of most of these interns, and students typically major in a field that's related to science, technology, engineering, and mathematics (STEM).

"MTEC interns work on client projects just like regular junior engineers," Phillips says. Currently, four student interns are working at the NY MEP center, including a junior from Rensselaer Polytechnic Institute in Troy. MTEC's Robert J. Incerto, another

Contact MTEC

mfgtec.org || 845.391.8214

info@mfgtec.org || Newburgh, NY

LEADERSHIP



Tom Phillips
Executive Director

industry veteran, leads an in-house team that can envision, design, enhance, and commercialize products.

Cybersecurity

In addition to providing employers with workforce talent, MTEC helps companies to improve their cybersecurity. The Mid-Hudson Valley's NY MEP center has partnered with FuzeHub and the Advanced Institute for Manufacturing (AIM) on several initiatives, including cybersecurity grant programs through the U.S. Department of Defense (DoD).

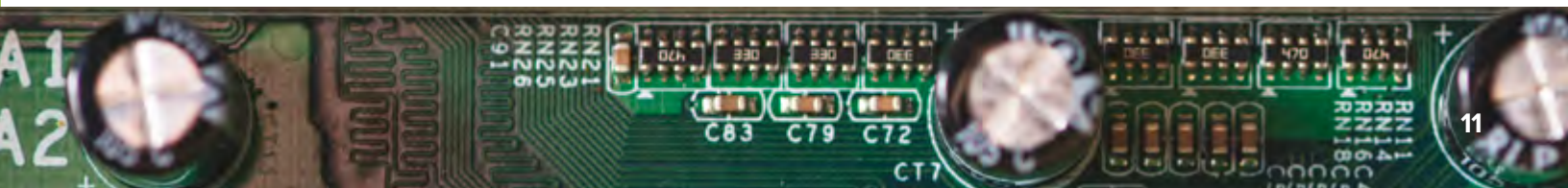
"Cybersecurity continues to be driven by DoD but it's not just for the defense supply chain," Phillips explains. Along with the financial industry, medical companies need to meet specific and well-defined cybersecurity requirements. By packaging cybersecurity services with other offerings and, in some cases, subsidizing the cost, MTEC can provide a comprehensive solution.

Lean

As part of its service offerings, MTEC provides training in lean, a way of thinking about creating needed value with fewer resources and less waste. Manufacturers who make lean process improvements can make the most efficient use of existing labor resources. They can also minimize supply chain constraints, a manufacturer pain point that's associated with long lead times.

When Graphic Technology, Inc. (GTI) faced lead times of almost a year for the controller boards used in its products, GTI asked MTEC for assistance. MTEC's engineers and interns redesigned the boards and secured a new supplier. They've also assembled and programmed over a hundred boards so far. The redesign kept GTI from losing as much as \$880,000 in sales and helped the company retain two employees.

"MTEC's engineers and interns delivered," Phillips says. "We're proud of the work that they did."



WESTERN NEW YORK

INSYTE CONSULTING



Insyte Consulting is the NY MEP center for Western New York. The Buffalo-based non-profit celebrated its 40th-anniversary last year and surpassed \$4 billion in cumulative impacts, including over 16,000 jobs created or saved. Ben Rand, President of Insyte, has been in his current role for over a decade and leads an experienced team that's helping the region's manufacturers to meet a host of challenges.

INSYTE'S IMPACT

\$2.6 B

New & Retained Sales

\$578 M

Investments

\$4.2 B

Total Economic
Impact

\$174 M

Cost Savings

\$905 M

Job Value

Cybersecurity and Advanced Manufacturing

Sometimes, the challenges are driven by existing requirements or new technologies.

"Cybersecurity is a hot topic right now," Rand says, especially for companies that want to become part of the defense supply chain. For companies that want to adopt

advanced manufacturing, Insyte is partnering with Buffalo Manufacturing Works (BMW) and other local resources under a new program called Shift 2.0.

Several years ago, Insyte and BMW partnered on a program called Shift that introduced smaller companies to advanced manufacturing and identified specific opportunities for them.

Under Shift 2.0, Insyte, BMW, and Launch NY will, as Rand says, “take it to the next level and implement the solution.” Shift 2.0 is part of a \$25-million Build Back Better grant.

Workforce Development and Training

Technology alone isn’t the answer, however. Manufacturers also need a skilled workforce, and Insyte’s location under the same roof as the Northland Workforce Training Center (NWTC) is well-placed. By supporting NWTC, Insyte is part of a Western New York effort that’s developing what Rand calls “a best practice model for addressing advanced manufacturing workforce needs.”

Part of NWTC’s success is what Rand calls its “unique recruiting

approach.” By working closely with local churches, NWTC is tapping into a non-traditional pool of manufacturing talent, including women and members of urban minority communities. Rand describes the training program’s graduation rates as “off the charts compared to most community colleges.”

Entrepreneurs and Established Manufacturers

For entrepreneurs and established manufacturers alike, the Insyte team offers solutions. For example, Project Manager Jack McGowan helps technology startups prepare for equity and grant funding. Jack is the director of the Western New York Venture Association/ Buffalo Angels Fund, but he’s also an expert in guiding companies through the process

of applying for Small Business Innovation and Research (SBIR) and Small Business Technology Transfer (STTR) grants.

Several recent successes demonstrate the breadth of Insyte’s capabilities. For example, when Finger Food Products, Inc. needed to manage growth, the company engaged Insyte to develop a strategy for geographic expansion and increased production. Insyte has also helped a local sensor manufacturer to achieve cybersecurity compliance and a marine products manufacturer to improve its inventory management.

“These are just some of the success stories we can share,” Rand explains.

Contact Insyte Consulting

insyte-consulting.com || 716.636.3626
info@insyte-consulting.com || Buffalo, NY



LEADERSHIP

Benjamin Rand
President



NORTH COUNTRY



CITEC BUSINESS SOLUTIONS



FuzeHub interviewed **Steve Lockwood**, CITEC's Executive Director, for this article about manufacturing in the North Country.



LEADERSHIP

Steve Lockwood
Executive Director

Get in touch with CITEC

citec.org || 315.268.3778
solutions@citec.org || Potsdam, NY

Q: What are some projects that CITEC has completed recently?

A: We've recently completed a wide range of projects including a marketing plan for a small machine shop, Lean White Belt training at a growing medical device company, and a great deal of management training across the region.

Q: It sounds like training is a priority. What are some of the programs that CITEC offers?

A: Yes, training is one of our priorities, with many of our clients citing workforce challenges as their number one concern. That's why our team includes an HR professional who spends 90% of her time delivering leadership training. We also have a Management Development Essentials program that we've provided to almost 1000 people over the last ten years. It helps

people who have been promoted but don't have any formal supervisory training.

Q: Are so-called “soft skills” really that important?

A: Absolutely. Companies promote their best workers, but these employees might not be the best leaders. When you're in school, you don't take classes on how to deal with difficult people. So, newly promoted leaders may lack communication skills, or the ability to motivate other workers to do better.

In my own career, I majored in business, got a job working in the union for General Motors, and then took an open supervisory position. I learned quickly that spreadsheets aren't how you manage people.

Q: What are you hearing about workforce attraction and retention?

A: The North Country has lost about 10% of its workforce-eligible population in recent years. There's



also very low unemployment in Clinton County, where most of our manufacturers are located. Some people are expecting an economic slowdown, but there are plenty of job openings.

Q: Does CITEC work with large companies, too?

A: We focus on small and medium manufacturers, but we also work with any kind of company or organization. Some of the larger companies we serve include Novabus and Alstom. We've also worked with Alcoa and Corning, names many people recognize.

Q: How big of a challenge is the region's geography?

A: CITEC serves a seven-county region that contains 10% of the state's landmass and 2% of its population. Driving from Plattsburgh to Watertown takes over three hours on our two-lane roads, but there are ways to address these challenges.

CITEC's own workforce is spread out geographically. One of our advisors lives in Plattsburgh, another in Lake Placid, and a third in St. Lawrence County. We have a main office in Potsdam and a satellite office in Plattsburgh. We often deliver training and meet with clients from across the region virtually.

\$67 M
in total regional
impact

\$47 M
in new and
retained sales

208
jobs created
and retained



CAPITAL REGION

CENTER FOR ECONOMIC GROWTH (CEG)



“I inherited a great team and we are passionate about manufacturing... My mission is to help our region’s small-to-medium manufacturers grow, simple as that.”

— Don Wiesenforth

Don Wiesenforth is one of NY MEP’s newest Center Directors, but he’s not exactly new to the role. Years ago, he owned a small manufacturing company. He then ran a consulting business before joining the Center for Economic Growth (CEG), the Capital Region’s NY MEP center, as a service provider. Wiesenforth earned certifications in Training within Industry (TWI), became a certified Innovation Engineering blackbelt, and worked with CEG’s Jeff Lawrence, after whom FuzeHub’s well-known funding source is named.

After leaving CEG for nearly a decade of service at Albany Medical Center, Don rejoined the organization in November 2022 as Center Director and Senior Vice President for Business Growth Services. “I inherited a great team,” Wiesenforth says, “and we are passionate about manufacturing.”



Challenge Accepted

Whether it's because of labor shortages, supply chain issues, or a host of other concerns, Capital Region companies need a partner that's not afraid of a challenge. "CEG's mission," its Center Director says, "is to grow and to strengthen small and mid-sized manufacturers in the Capital Region." And while manufacturers of this size are the focus, CEG also assists larger manufacturers and technology startups.

For example, when GlobalFoundries (GF) needed technical talent at its Malta facility, CEG sponsored GF's participation in an apprenticeship program that met the workforce needs of one of the world's largest chip manufacturers. CEG has also helped Precision Valve Automation (PVA), an established manufacturer in Halfmoon with approximately 50 employees, to improve and de-risk its supply chain. In addition, CEG supported Vara Safety in Troy when the startup launched its biometric firearms-safety technology.

Earning Trust

"We want to be their trusted advisor, trusted partner" Wiesenforth says of the region's manufacturing and technology companies. That's a distant stretch

\$336 M

Total Economic Impacts for Manufacturers (2017 – 2022)

across an eight-county area, but CEG's new Center Director is already reaching larger audiences with the launch of the Manufacturing Innovation Network, a series of local forums. In partnership with Rensselaer Polytechnic Institute (RPI) and CESMI, the Smart Manufacturing Institute, CEG sponsored an inaugural event on March 28th with practical information about Smart Manufacturing, including why it matters and where to begin.

Future events in the Manufacturing Innovation Network series will focus on workforce, supply chain, and sustainability issues, as well as manufacturer advocacy. Wiesenforth and the CEG team are also planning to travel across the Capital Region to meet with local economic development leaders. Their itinerary will include plenty of site visits and round tables with CEOs to listen to manufacturer concerns. "My mission," Wiesenforth says, "is to help our region's small-to-medium manufacturers grow, simple as that."



Get in touch with CEG

ceg.org || ceg@ceg.org || 518.465.8975 || Albany, NY



LEADERSHIP

Don Wiesenforth, M. B. A.

Senior VP – Business Growth Solutions

LONG ISLAND

MANUFACTURING AND TECHNOLOGY RESOURCE CONSORTIUM (MTRC)



The Manufacturing and Technology Resource Consortium (MTRC) is Long Island's NY MEP center. Located in Stony Brook University's Research & Development Park, MTRC serves a region with a rich tradition of aerospace and defense manufacturing, biotechnology, and a burgeoning food and beverage industry. As manufacturing on Long Island continues to grow and change, as evidenced by the blossoming regional offshore wind industry, MTRC is finding fresh ways to serve new and established companies.

For example, MTRC's popular outreach programs provide networking opportunities that connect local manufacturers with valued program partners. MTRC is also working with the Long Island Food Council (LIFC), a regional trade organization, and seeking to build upon the recent

success of Growth of the Urban Foodscape, a Manufacturing Forum held in partnership with FuzeHub and LIFC.

Under the leadership of Jessica Cracchiolo, who recently joined MTRC, the NY MEP center will continue to work closely with the University's deep and varied economic development programs and offerings, including leveraging on-campus assets that include NYSTAR-funded Centers of Advanced Technology and Centers of Excellence.



Importantly, MTRC will further align its offerings with the needs of Long Island's manufacturing community, especially in three key areas: more consulting experts, increased training cohorts, and bigger events. MTRC will also work closely with other regional manufacturing support organizations, helping them to achieve their goals, which will ultimately result in a direct economic impact for Long Island companies.

Consulting Experts

MTRC will recruit more experts who can provide services to manufacturers that need assistance right away. Examples of these support services include training in lean manufacturing and programs that promote exports. In seeking to organize the many available resources on Long Island, MTRC aims to provide the right help to



Manufacturing and Technology Resource Consortium (MTRC)



AT STONY BROOK UNIVERSITY

Connect with MTRC

stonybrook.edu/mtrc || 631.216.7129

MTRC@stonybrook.edu || Stony Brook, NY



LEADERSHIP

Jessica Cracchiolo

Director of External Partnerships with Grant Associates

the right manufacturers at the right time.

Training Cohorts

MTRC will build training cohorts that convene companies with similar needs. The goal is to work with partners not just on individual projects, but on initiatives that benefit multiple manufacturers in specific industry areas. An early example of this is MTRC's work with the Navy League and Suffolk County to build a training center for manufacturers who want to enter the Navy's supply chain. Compliance with NIST 800-171

or CMCC is critical, so companies will learn how to improve their cybersecurity.

Bigger Events

MTRC will organize events that are significantly larger than a standard Lunch and Learn session. Whether it's a series or a symposium, these events will focus on a topic, such as cybersecurity, that is especially important to the region's manufacturers. More partners and more planning will be required than ever before, but the goal is to have one such Long Island event per quarter.

CUMULATIVE ECONOMIC IMPACTS FOR MANUFACTURERS

\$101.9 M

New Sales

\$179 M

New Investment

4344

Jobs Created & Retained

\$29.3 M

Cost Savings

SOUTHERN TIER



ALLIANCE FOR MANUFACTURING AND TECHNOLOGY (AMT)

FuzeHub interviewed Carol Miller, AMT's Executive Director, for this article about manufacturing in the Southern Tier.

Q: There's a lot of activity in the Southern Tier with batteries. Is AMT involved?

A: We are part of the New Energy New York coalition and have a full-time staff member on the battery supply chain team led by NY-BEST. The goal is to transform our region into an energy storage manufacturing hub. This initiative aligns with AMT's three main priorities: workforce, supply chain, and technology.

Q: Workforce is a top priority. How is your center helping with recruitment?

A: Recently, AMT partnered with Ithaca Area Economic Development (IAED) and a local marketing firm on a Direct-to-Work pilot program for recent high school graduates who are not college bound. We used social media to research and understand this group's perceptions about manufacturing. Then we validated what we learned with a focus group of recently hired young adults from a local manufacturer.

Next, we created marketing content, including several TikTok videos, which we used to recruit program participants. Four of the eleven participants in our first group completed the program and got good jobs with local manufacturers. The participants were all



Connect with AMT

amt-mep.org || 607.774.0022

info@amt-mep.org || Binghamton, NY



LEADERSHIP

Carol Miller

Executive Director

In June 2022, DTW launched a 7 week social media campaign to recruit recent high school graduates from Tompkins & surrounding counties. In total the program received 24 applications, and 11 out of 24 applicants enrolled in the Direct-to-Work program

members of historically disadvantaged groups, and they were excited to begin careers in manufacturing.

Now that we've vetted the technical education in the first round, we're adding more soft-skills training and wrap-around services to support the participants. It's a comprehensive approach that includes help with overcoming legal barriers, transportation issues, and childcare. The program has been expanded to reach thirty people in 2023.

Q: How is workforce retention a different challenge than workforce attraction?

A: Manufacturers often misidentify their challenges as an attraction problem when, in fact, they have a retention problem. At small to mid-sized manufacturers, human resources personnel often wear multiple hats and are primarily focused on meeting legal requirements, rather than developing a comprehensive human resource strategy and becoming an employer of choice.

AMT offers HR assessments and a full range of HR services to help companies identify and address the root causes of their retention problems. While there may be factors affecting employee retention that are beyond manufacturers' control, AMT assists them in focusing on the areas they can influence.

ECONOMIC IMPACTS OVER THE LAST 5 YEARS

2017 - 2022

4,383

Jobs Created or Retained

\$672 M

in Increased or Retained Sales

\$8 M

in Cost Savings

\$61 M

in Investments

\$745 M

in Total Impact

Q: Is AMT also trying to reach the next generation of workforce talent?

A: Yes. We visit regional schools, where we introduce 7-12 graders to manufacturing and potential future employers. This can include tours of manufacturing facilities, as well as educational sessions. We aim to dispel outdated notions of manufacturing and showcase it as a rewarding career path for students. Teachers, parents, and counselors also benefit from what they learn during these visits.

MOHAWK VALLEY

THE ADVANCED INSTITUTE FOR
MANUFACTURING (AIM)



“As an MEP center
we are called in
to provide skills
building.”

— Cory Albrecht

The Advanced Institute for Manufacturing (AIM) is the Mohawk Valley's NY MEP Center. Located in Utica, AIM serves a six-county region and is embedded at Mohawk Valley Community College (MVCC). Cory Albrecht, AIM's Director, leads a team of eight solutions experts with expertise in cyber security, workforce development, and manufacturing skills-building. "I turn to MVCC a lot," he explains.

Cybersecurity

AIM helps companies that are part of the U.S. Department of Defense (DoD) supply chain become NIST 800-171 compliant and pursue Cybersecurity Maturity Model Certification (CMMC). Success stories include Custom Tool and Model Corporation, a 20-person manufacturer in Frankfort, NY that needed to comply with cybersecurity requirements for DoD and aerospace contracts.

\$4.2 Million in 2022
New Sales



Today, AIM has two CMMC-registered practitioners on staff. The center has shared as many as 6,000 copies of its *NY MEP Cybersecurity Guidebook* across the state and routinely participates in national cybersecurity working groups. Cybersecurity is AIM's priority cluster, but part of what distinguishes this NYSTAR-funded resource is that it's the only NY MEP center embedded at a community college.

Workforce Development

For manufacturers, AIM's partnership with MVCC means opportunities for workforce development and training. This year, Albrecht explains, one of the most popular types of projects is what he calls "mid-level managers training." As an increasing number of manufacturing managers retire, younger employees are promoted to supervisory roles, sometimes without the communications and leadership skills they need.

To help these workers and their companies, AIM can connect them to the Center for Leadership Excellence at MVCC. The NY MEP center also has a supervisory and leadership training program of its own. Mohawk Valley companies that have leveraged these services include members of the metals and metal finishing, modular home building, and aerospace industries.

Manufacturing Skills Building

AIM is also supporting local manufacturers through what Albrecht calls "electrical and mechanical skill building." As manufacturing processes become increasingly automated, companies are running more programmable logic controllers (PLCs) and automated feed systems and fill stations. As a result, workers need training in basic electricity, including AC DC and high voltage current, and hydraulics and pneumatics.

In the Mohawk Valley, distribution centers like Tractor Supply and Beechnut need employees with these in-demand skills. AIM has delivered services to both well-known businesses, as well as to F.X. Matt Brewing Company. Cleanrooms and microelectronics companies, including Wolfspeed, Inc., have also worked with AIM to develop manufacturing talent.

"As an MEP center," Albrecht explains, "we are called in to provide skills building."

Get in touch with AIM

aim-mep.org || 315.624.9800

calbrecht@mvcc.edu || Utica, NY



LEADERSHIP

Cory Albrecht
Director

FINGER LAKES

NEXTCORPS



NextCorps is the NY MEP center for the Finger Lakes, a region that includes Rochester. Founded in 1987, this non-profit organization is a nationally-recognized resource for technology startups and established manufacturers. By helping entrepreneurs and businesses connect with experts, capital, customers, and the community, the NextCorps team continues to drive economic development in the region.

Jim Senall, President of NextCorps, leads a staff of 25 industry experts and works with a Board of Directors that includes leaders from the University of Rochester, of which NextCorps is an affiliate, and the Rochester Institute of Technology. NextCorps' offices in downtown Rochester are located in historic Sibley Square, the innovation epicenter for a region that's seeking to become a top tech hub in America.

TECHNOLOGY STARTUPS

"We teach entrepreneurs about design for manufacturing (DFM), how to create a bill of materials (BOM), and about structured manufacturing readiness levels," Senall says. NextCorps' startup services include incubation

Manufacturers who worked with NextCorps reported \$174.2 M in economic impacts with 924 jobs created or retained in the last 12 months.

at the Sibley Building, a recently renovated landmark that now houses work areas, support spaces, labs, and entrepreneurs in residence.

In addition to a manufacturing accelerator, NextCorps offers Embark, a no-code software accelerator for non-technical founders. There's also Luminate, the world's largest accelerator for optics, photonics, and imaging-based technologies. In partnership with NYSERDA, NextCorps provides programming for climate tech startups. There are two programs, Venture For ClimateTech and Scale For ClimateTech, and both are cohort-based.



nextcorps

ESTABLISHED MANUFACTURERS

“Manufacturers have different needs than startups,” Senall explains, “so NextCorps also provides Growth Services.” Examples include lean manufacturing, plant layout and redesign, production planning, statistical process control, and continuous improvement. In some cases, manufacturers can access funding opportunities through NIST, NYSTAR, and local utilities’ economic development programs that pay for 10% to 60% of a project’s costs.

Titan International Sales, Inc., a manufacturer of electrical discharge machining (EDM) equipment, recently worked with NextCorps to improve product commissioning and reduce inefficiencies. NextCorps also managed and directed the grant process, which paid for 60% of the project. Each year, NextCorps completes approximately 120 projects for established manufacturers like Titan.

“NextCorps’ mission is to help innovative companies launch and grow. Whether you’re a technology startup or an established manufacturer, we’re ready to help.”

— James Senall

BRINGING IT ALL TOGETHER

NextCorps also manages a Manufacturing Partner Network that connects manufacturers who are seeking new customers with inventors who are ready to work with them. Because these early-stage companies have complete product specifications and a true understanding of their production costs, they are easier to onboard. Project funding can also minimize financial risks.

“NextCorps’ mission is to help innovative companies launch and grow,” Senall says. “Whether you’re a technology startup or an established manufacturer, we’re ready to help.”

Get in touch with NextCorps

nextcorps.org || 1.585.214.2400

info@nextcorps.org || Rochester, NY



LEADERSHIP

James Senall

President



STATEWIDE NY MEP CENTER

As the statewide NY MEP center, **FuzeHub** guides manufacturing and technology companies across New York State to an extensive network of resources.



Solutions Program

FuzeHub's Solutions Program is designed to help manufacturers at every stage of product development. Education, funding, technology adoption and acceleration, and matching solution services build upon each other to provide a more comprehensive solution to any business challenge.



Innovation Fund Program

FuzeHub's Innovation Fund provides over \$1 million annually of direct assistance to the manufacturing, research and development, technology, and entrepreneurial ecosystem.



Marketing Services

Our team of marketing experts at FuzeHub have helped manufacturers find their biggest clients through the implementation of a personalized digital marketing strategy. Marketing services include branding, product marketing, website creation, ecommerce, SEO and social media.



Connecting the Innovation Economy

FuzeHub events provide a platform for connecting companies to resources. We develop industry specific events and forums, geared for companies to make multiple, profitable connections in a fun, fast-paced and focused environment. From B2B opportunities to education and knowledge sharing, FuzeHub events are designed to help your company innovate and grow.

\$228 M+
**Economic Impacts
and 1370 jobs**

“We've been lucky enough to work with FuzeHub for the past two years, and their support as we've built our production facility from the ground up in Binghamton has been unmatched. They are one of New York's strongest assets, and the ecosystem they've built has helped take KLAW Industries to the next level, anyone building in NY needs to get in touch.”

— Jacob Kumpon, KLAW Industries

Not sure where to start? Contact Fuzehub!

fuzehub.com || 518.768.7030
info@fuzehub.com || Albany, NY

Request a free 30-minute
consultation by visiting us at
fuzehub.com/expert-consultation



Meet our Team



LEADERSHIP

Elena Garuc
Executive Director



Everton H. Henriques
NY MEP Solutions Director



Zachary Sauro
Program Coordinator



Kim Lloyd
Director of Special Projects



Paul Hook
Marketing Manager



Karin Kasparian
Manager of Grants and Administration



Brianna Campbell
Design and Communications Specialist



Patty Rechberger
Innovation Fund Manager



Ben Weinberg
Engineering Solutions Specialist



Birgit Asbornsen
Program Assistant



Steve Melito
Senior Solutions Specialist



Eric Fasser
Solutions Program Manager

FuzeHub

25 Monroe Street
Suite 201
Albany, NY 12210

Address Service Requested

HAVE A
MANUFACTURING
CHALLENGE?

WE CAN
HELP



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resources that you need to help
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