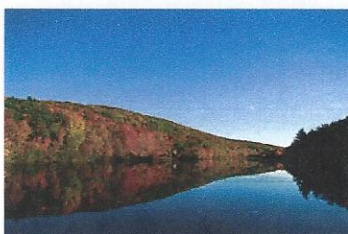


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# Tech Valley Connect

Support for family & career transitions.



## Capital Connections

November 2012

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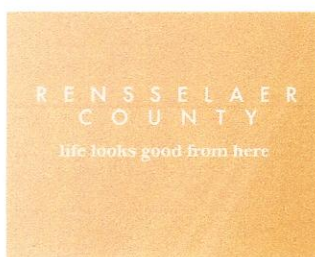
### Tech Valley's Cultural Transition Program Launches

As a means to attract and retain businesses and key talent from around the world, Tech Valley Connect is launching a comprehensive cultural transition program to help the growing international community adapt to U.S. culture and the Capital Region. An important part of the region's expanding infrastructure, this type of program will become a tool to help area employers with retention efforts as well as serve as a vital resource for incoming foreign nationals. The program, announced today, was created by Tech Valley Connect in partnership with eight Capital Region companies.



Partners in the venture include; Key Bank, Price Chopper, CDPHP, Times Union, Tri City Rentals, BBL Hospitality, CDTA and Tangible Development. "This unique collaboration is the foundation of a more supportive infrastructure for the international population of this region," said Angela McNerney, president and CEO of Tech Valley Connect. "It was important to the partnership team that we raise the level of sophistication in the Capital Region in attracting global businesses key talent from many parts of the world."

"Our region has been successfully redefined as a thriving technology economy and there remain many things to do to sustain this unprecedented growth. One thing is to not only anticipate the influx of talented professionals but to embrace it, especially the foreign nationals who will bring another



dimension of quality to the Capital Region." said Michael Wacholder, chairman of Tech Valley Connect's Board of Directors and retired director of the Rensselaer Technology Park.

The TVCTP will work with international newcomers on culture, customs, traditions, government, health care, education, and household information. It will serve as a regional hub of information in terms of connecting people with local ethnic resources, such as affinity groups, ethnic markets, restaurants, and provide learning opportunities geared toward the specific needs and interests of families who are coming from outside the United States. Veysel Ucan, executive director of the Turkish Cultural Center Albany said, "People have many difficulties and challenges when they move to a new culture. I believe the Cultural Transition Program is a great initiative to help the newcomers adapt to the American Culture and be a part of greater community. This program will be beneficial for individuals as well as organizations in many different ways."

It was important for Tech Valley Connect, as a leadership driven organization made up of area employers who are focused on retention efforts to make the program more holistic by expanding into this area. During the pilot phase of its program, the organization found that at least 20% of their professional hires were foreign nationals and they were spending a considerable amount of time helping those families. "We tried to locate relevant resources for these families, and quickly realized there were no comprehensive programs in place regionally to help an international population adapt to U.S. culture," McNerney said. "With such vast and deep cultural differences, the lack of resources can have a direct impact on the retention of these original hires or on protecting their families from cultural isolation."

The program launches at a time when the international population of the Capital Region is rapidly growing. The U.S Census Bureau reports that the rise in foreign nationals in the Capital Region has gone from 15,216 in 2000 to 58,307 by 2010. This includes Albany, Rensselaer, Schenectady, Saratoga, and Schoharie counties. More than 75% of these people are private waged and salaried workers. Those in management, business, science, and arts occupations make up more than 44%, and these same foreign nationals represent a household income that averages \$51,599 -- a significant impact to the local economy.

*Julie Diane Conroy-LaCivita  
at [DCL@techvalleyconnect.com](mailto:DCL@techvalleyconnect.com) for more information or to  
sign up for the November 5th sessions.*

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### Cultural Transition Program Sponsors



**A plan for life.**



• APARTMENT COMMUNITIES •



## Your 5-Step Guide to Choosing Your Perfect Apartment



### Step 1 - Determine your budget.

There are a variety of things to consider when determining how much you can spend on monthly rent. A few things you should take into consideration are:

- Your monthly income. A good way to determine what you can afford monthly is to combine your household monthly income and divide that by three. If that number equals the monthly rent, then you can most likely afford that apartment.
- Utilities. Some apartment communities have utilities included such as heat and hot water. Having utilities included is not necessarily better, but it is a good question to ask when considering your budget.
- Water, Sewage and Trash charges. Be sure to ask if these charges are included with your rent or if you will have to pay them separately. Some communities include them but others do not and may not be upfront about these charges.
- TV, Internet and phone. Most times these services are not included, however can be at certain communities. For instance The Glen at Sugar Hill and The Woods Apartments, both Tri City Rentals communities, include Cable and Internet in the monthly rent. If these services are not included at your desired community, ask the leasing office which cable companies are available in the area.
- Maintenance Fees. Another topic to inquire about is maintenance. Does your community have 24-hour emergency maintenance included? Most communities include 24-hour emergency maintenance at no additional charge.
- Renter's Insurance. Renter's Insurance is very important. For the cost of about \$20 per month this helps protect you and your belongings while living in an apartment. Landlords insurance DOES NOT cover the losses of Residents personal belongings.

### Step 2 - What's important to you in your apartment and your community?

- That size apartment do you need? For a single person or couple, a studio or one bedroom would usually accommodate. If you are looking for a bit more space for storage or an office, you could rent a two-bedroom apartment. For small families, on average, it is







Unlock your possibilities

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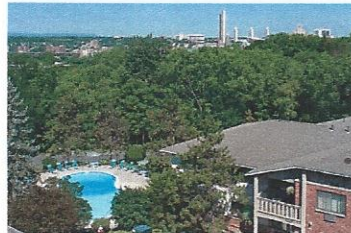
[CDPHP](#)

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required to have one bathroom per two occupants. For example, a couple with two children would require a two bedroom, two-bathroom apartment. Since some communities offer many different floor plan layouts and features, ask the leasing office to show you a few different options.

- What community amenities would you like to have at your new home?

Several communities include swimming pools, fitness centers, resident clubhouses, tennis and basketball courts, laundry centers and much more. Think about which of these amenities matter most to you when determining which community best suits you and your lifestyle.



### Step 3- Visit the communities you have put on your list.

Once you have determined your budget and what's important to you in your apartment, list your top five

favorite communities. Once you have done that, call each community to set up a date and time to tour.

- When touring ask the leasing agent if you qualify for any specials or preferred employer packages. Your company may participate in a Preferred Employer Program with that community, which could help save on your upfront costs.
- A few other questions that you might want to ask while on a tour include:
  - Is this a non-smoking community?
  - Do you allow pets?
  - How long are the lease terms?

### Step 4 - Getting necessary items ready to make your decision.

Once you have toured the communities on your list, it's now time to make your decision! Once you identify your perfect fit, you will need a few items to apply for the apartment.

1. Application. You can obtain an application from the leasing office or on the communities website.
  - On the application you will need to fill in personal information such as previous address, previous employer, new employer and salary, as well as emergency contacts. For the process to flow smoothly it's important to have this information readily available when filling out your application.
  - If you are a non-U.S. citizen you will need a valid Visa and Passport, a foreign drivers license if you have one, and any other forms of identification you may have.
2. Deposits and fees.

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- Be prepared to leave an application fee and/or deposit so that the apartment of your choice can be reserved.
- Most communities will not accept cash for these fees so be prepared with either check or money order.

### **Step 5 - Closing the deal.**

Once your application is approved the leasing consultant will ask you to sign a Lease. Read the lease over carefully as it will include information pertaining to rent, due dates, rules and regulations about the community, guest policy, etc.

Do not hesitate to ask for clarification from the leasing office; They are there to help.



***Welcome to the Neighborhood!***  
***Don't Forget to Check on Your Insurance!***

### Automobile Insurance:

- Car insurance rules and laws differ by state. Before you move, call your car insurer to find out what changes you need to make to your policy and how long you have to do so before insuring in your new state.
- You will also need to change your car registration when you move to a new state. The amount of time you have to do this varies by state. Some states require you to register your car within the first 30 days, while others will give you up to 60 days. Before moving to a new state, you should check with the DMV in your existing state to determine your obligations. You may have to send back your in-state license plates, for example. Upon moving, contact your new DMV to find out the time period for registering your car and the requirements. After you have found out and complied with the specific requirements, you will need to go to the DMV. You usually need to have an in-state driver's license to register your car within the state, so you may have to do this first. You will also need to bring proof of title, proof of insurance and other necessary forms as required by the individual state.

### Buying A Home? Renting An Apartment? **Renters Insurance**

- Many Renters don't purchase insurance because they assume they are covered for damage under the



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property owner's insurance policy. The truth is, the structure of the rental property is covered by the landlord's homeowners insurance, but your belongings are not! So, if the family upstairs forgets to turn the bathtub off and it floods your apartment, in many cases the landlord's homeowners insurance will cover the cost to repair the damage, but not to replace your iPod, computer, TV or other valuable belongings - but renters insurance will!

### **Homeowners Insurance**

- It is important to make sure your home is insured properly. Be sure to contact your local insurance agency to be certain your home and other structures on your property are insured to value.
- Make sure your Personal Property and Valuables are covered.

Be sure you have the proper Liability protection for you and your household, protecting you if someone is accidentally injured or their property is damaged.



(888) 250-6689 \* [www.sefcuinsuranceagency.com](http://www.sefcuinsuranceagency.com)

## **Little Flower Child Care Center Offers Intergenerational Program in Albany**

Little Flower Child Care Center is a licensed daycare center located on the Teresian House Campus at 200 Washington Avenue Extension in Albany. Operated by Community Maternity Services, an agency of Catholic Charities of the Diocese of Albany, it provides quality day care services to children six weeks to five years of age. The Center offers the unique opportunity for children to participate in intergenerational programs and activities with the residents of Teresian House Center for the Elderly, enriching the lives of both the children and the residents. Little Flower is the only



*Senator Neil D. Breslin with staff and children at Little Flower Intergenerational Child Care Center*



Private Education

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Regional

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[Center for Economic Growth](#)

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intergenerational daycare program in the Capital District. Through this program the center seeks to promote an environment in which children and senior residents of Teresian House form relationships, learn and share together on a daily basis. Using a creative curriculum, the Center provides a developmentally appropriate learning environment and is staffed by dedicated and caring professionals in the field of Early Childhood Education. Breakfast, lunch and daily snack are provided through the Federal CACFP food program, and children receiving Early Intervention Services may receive them onsite during the course of the day.

Thanks to a legislative grant secured by Senator Neil D. Breslin, significant enhancements were recently made to the playground facilities. A ribbon cutting ceremony held at the Center on October 9, 2012 officially noted the renovations, which included the installation of permanent grass surfacing and the addition of new equipment specifically geared toward the cognitive and physical development of infants and toddlers. The event also recognized the efforts of Sen. Neil Breslin in securing the grant that will benefit both the children at the Little Flower Child Care Center and the senior residents of Teresian House who enjoy spending time together outdoors.



*Senator Neil D. Breslin (center), Vince Colunno, CEO of Catholic Charities of the Diocese of Albany (left) and Sister Mary Ann LoGiudice, Executive Director of Community Maternity Services (right) cutting the ribbon on the playground of Little Flower Child Care Center.*

The staff and children at Little Flower are diverse- Catholic Charities welcomes all families regardless of race, creed or lifestyle. The center is open Monday through Friday, 6:30 AM to 6:00 PM, with weekly rates ranging from \$196 to \$226. To inquire about available openings or to schedule a tour, contact Theresa Raso at 518-218-0080.

## Electronic Cross Culture Communication.... An Essential

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[Little Flower Day Care](#)

[McNamee, Lochner, Titus &  
Williams, P.C.](#)

[Pattison, Sampson, Ginsberg &  
Griffin, P.C.](#)

[Tree of Life Daycare](#)

## Ingredient for Success in a Global Market

As our Capital Region marketplace continues to evolve into a rapidly growing global market, our success depends upon effective communication spanning numerous cultures. When used effectively, cross cultural electronic communication is a powerful tool for promoting our businesses, forging relationships, and relaying important information conveniently, directly, and efficiently.



Fortunately for many Americans, English tends to be the most commonly used language for remote communication with the widest audience. However, it's also rife with opportunity for misunderstanding when the communication is international. Based on cultural contexts, it can be challenging to effectively communicate with a group of diverse employees and across geographical borders. So how can we, as players in a global market, overcome these challenges?

1. **Respect cultural diversity.** It allows us to better communicate with a person or people who are not native English speakers or whose language choices do not match our own.
2. **Develop cultural awareness.** Learn the appropriate greeting styles of the cultures you most encounter. Acquaint yourself with time zones, holidays, and religious influences.
3. **Keep your message simple.** Do not use abbreviations, acronyms, or slang. Avoid complex vocabulary and remember that humor can be culturally inappropriate.
4. **Be patient and use different mediums to communicate.** Some people may have difficulty understanding written text, but a diagram may help cross communication boundaries. Respectfully ask for clarification if the message is not clear.
5. **Do not be afraid to seek out assistance** when in doubt about a statement's meaning.

"Our cultural strength has always been derived from our diversity of understanding and experience." Yo-Yo Ma

## Meet our Tech Valley Connect Client...Jennifer Wong-Deyrup

**Why have you relocated to the capital region?** My husband got his dream job offer to work for Siena College as an Assistant Professor in Organic Chemistry. This area has the perfect balance for our needs with good school districts,



large diversity, and reasonable living standard. So, we decided to move here.

**What is your professional background and what type of position will you be looking for in the Albany area?**

I taught General Chemistry and Forensic Science at a liberal arts college in Ohio for three years before moving here. I was a postdoctoral associate at Cornell University and received a Ph.D. in Bioinorganic Chemistry at the University of Iowa.

I am primarily looking for jobs in academia as I enjoy working with students. However, I am also considering jobs in industry in protein chemistry or a government job that would have a positive impact on the community.



**Where have you lived and where did you grow up?** I grew up in Hong Kong until I was 16 years old. I then was awarded to be one of the 32 exchange students to attend public high school in the States for a year. I love what this country has to offer. So, I decided to stay here for school. I have lived in the States for 16 years now. So, I consider myself as a Chi-merican.

**What was the best advice you have ever given/received?** When I was 11 and went to swim with my friends in a pool, we were swimming in the deep end but I felt that I was sinking because of fear. I yelled out, "Help!" There was a man then yelled back, "Nobody can help you but yourself." I felt a power inside me and was able to swim to the shallow end. I always remember this quote and it helps me to stay focused and be positive.

**What do I value most in other people?** What makes this country great is that most people are considerate, helpful, and have individuality. Those are the characters I value most.

**Where do I like to vacation?**

I enjoy visiting my family in Hong Kong (where my parents live), in Florida (where my in-laws live), Maine and Vermont (my in-laws vacation homes).

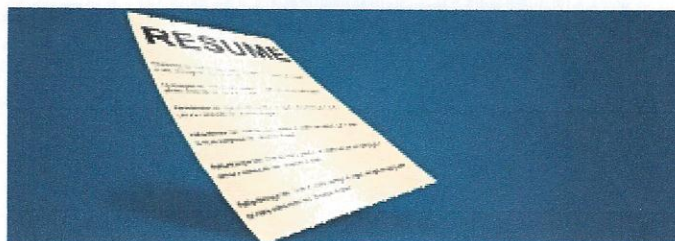
**What do I like to do in my free time?**

I love gardening, remodeling my new home, and being active with my kids. I am a nerd. So, I read Science News and Money magazines before bedtime.

**We have clients with backgrounds in the following areas looking for employment:**

- Analytical Chemistry, Biochemistry, Proteomics and Drug Discovery
- Architecture & Design
- Bank Clerk
- Bioanalytical Development/Quality Control
- Biochemistry/Molecular Biology
- Civil Engineer (Transportation Experience)
- Developmental and Educational Psychologist
- Emergency Management Specialist
- Geography/Anthropology
- Inventory Control Management
- I.T. Consultant/Business Analysis
- I.T. Programmer
- I.T. Software
- Molecular, Cell & Cancer Biology Scientist
- Music Teacher/Orchestra Director
- Non-Profit Executive Director
- Organic Chemist
- Scientific Researcher
- Science & Environmental Educator/Sustainability

Please contact [julie.hansen@techvalleyconnect.com](mailto:julie.hansen@techvalleyconnect.com) for more information on any of these qualified candidates.



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### **The Secret Workforce - Hidden Talent, Hidden Savings**

*Mobility magazine, March 2011*

*As the economy recovers, employers are looking for ways to remain fiscally responsible while remaining competitive in the talent marketplace. One way to cover both bases, says Heineck, is to tap into "The Secret Workforce."*

By Jill Heineck, CRP



It is really not a secret, but you would think that it is. When was the last time you heard your clients or colleagues talking about the last hire they made being an armed services veteran? Few HR practitioners and mobility professionals are aware of the cost savings and transferable skills associated with hiring transitioning military personnel.

Recently, I have begun to hear more and more about employers tapping into the widely uncharted territory of hiring military veterans. I am unsure why it has taken employers this long to embrace this opportunity, but let's face it: where else can you find well-trained, highly skilled, team-oriented talent who already possess a strong work ethic and a healthy respect for authority?

Last summer, I had the opportunity to attend an event in Atlanta, GA, designed to enlighten senior level talent acquisition and management teams of large Atlanta-based corporations about this "secret" sector of super-skilled talent. Presenting at this event was Chad Sowash, vice president of business development for Direct Employers, a nonprofit HR consortium of leading global employers, based in Indianapolis, IN, that was formed to improve labor market efficiency through the sharing of best practices.

"What is eye-opening for our member companies," said Sowash, "is that we push their job openings to hundreds of corporate job sites and job boards, including state and local agencies." Sowash, himself a veteran with four years in the Army and 16 years in the Army Reserve, said companies are consulting with Direct Employers, especially when looking to diversify their workforce, and to understand the limitations when doing so. "A member company [recently] hired 100 vets, but could not hire more than that due to the possibility of them being deployed," said Sowash, "otherwise a good chunk of their workforce would be gone at one time." This is one way Sowash and his company helps organizations.

There is another great reason to consider hiring vets. Targeting veterans terminating active duty military service may result in serious cost savings to your organization. According to Lisa Rosser, founder of The Value of A Veteran, a consulting firm based in Herndon, VA, that advises and trains organizations on the value and hidden benefits of hiring veterans, service members separating from active military duty (because of retirement or end of their contracted service commitment) receive a one-time, government-paid relocation to anywhere in the United States. "Over 165,000 service members separate from active military duty [i.e., not National Guard or Reserve duty] each year, and it's a little known fact that each and every one of them is entitled to a free move." Rosser adds, "this means you can interview a service member at a military job fair in San Diego, CA, and offer him a position based in Pittsburgh, PA. The government is going to pay to move him (and his family) to Pittsburgh. In this scenario, the company gets skilled labor in a location where it is needed and saves on relocation costs, and the veteran gets a civilian job and a free move on Uncle Sam."

It is important to note that the veteran has up to one year from the date of separation to take advantage of this benefit. With this in mind, Rosser suggests building a pipeline of military candidates with the right skill sets. If a job is a good fit and at a great pay rate, they might be willing to use their final move benefit to relocate to the job location. This involves planning at least one to two years out, at minimum, and the understanding that if all the pieces fit together (the candidate is indeed the right person for the job) it still is up to the veteran to use his or her mobility benefits provided by the government. "Roughly half of the over 165,000 veterans separating annually from military service are coming off of active duty tours," said Rosser, so it is an incredible source of talent that can be mobilized anywhere in the United States.

Rosser shared another veteran hiring secret. A good percentage of active duty service members stationed in Europe, Asia, the Middle East, South America and Africa, are within one year of separating from the military and are planning their transition from active duty into civilian jobs. "This overseas-stationed sub-population within the military gets ignored, mostly because companies and recruiters either haven't figured out they exist, and/or how to reach them."

Rosser herself is a great example of veteran skill sets transferring to corporate America. Her military career includes 10 years of active Army duty and 11 years of service with the Army Reserve, including two and a half years of mobilization after the events of 9-11. During her active duty, she participated in three major engagements (Gulf War, Somalia, and Bosnia).

Her Army Reserve career focused on operations and performance management, recruiting, placement, training, and skills development. Rosser's civilian career capitalized on her HR and training military experiences into an eight-year career at Accenture, Atlanta, GA, and Reston, VA.

From a mobility perspective, hiring veterans who have not yet used their relocation benefits from Uncle Sam could be a huge win/win for both the company and the talent, especially if the company has limited relocation benefits. In this scenario, the company can combine the veteran's government benefits with the company-paid relocation resources to round out a complete relocation package.

Veterans can exercise their relocation benefit any time within one year after the date of separation. Many military members begin their job search well in advance of their last day of service. Rosser encourages companies to look at the skills and competencies fully, not just their job titles and/or organization. "These aren't just infantry folks-among them are computer programmers, highly-skilled engineers, nurses, and health care professionals," she said.

So take a good look at your workforce. Review your talent acquisition plan. Where can your organization benefit by



employing a veteran, maximizing his or her talents, all while giving him or her the opportunity to transition back into corporate America? Wouldn't you agree that is our duty to consider all talent qualified for open positions? Be all you can be, and give our military veterans a fighting chance.

**Jill Heineck, CRP**, is the founder and chief [relocation] officer of Focus Relocation LLC, Atlanta, GA. She can be reached at +1 877 550 7356 or e-mail [jill@focusrelocation.com](mailto:jill@focusrelocation.com).

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