



The new face of Workforce Development  
in Buffalo and Erie County



BUFFALO AND ERIE COUNTY  
**Workforce Investment Board**

**ANNUAL REPORT**

2016 - 2017

## WIB BOARD MEMBERS

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University at Buffalo, EOC

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Assoc. Director of Human Resources  
ARC Erie County New York

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CEO  
Gypsum Systems

### **CAROLYN BRIGHT**

Career Center Manager  
NYSDDL

### **TRACY J. CARDWELL**

Owner/President  
TJC Consulting

### **JACK CONNORS**

President & Publisher  
Business First

### **PETER DEJESUS**

Field Coordinator  
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Regional Director  
CSEA Region 6

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### **PATRICIA RIEGLE\***

Supervisor of Workforce Development  
Erie 1 BOCES

### **ARTHUR RUSKA**

Senior Rehab Counselor  
ACCES-VR

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Uniland Development Company

### **DAVID SULLIVAN**

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Industrial Support, Inc.

### **STEVEN WEATHERS**

President & CEO  
ECIDA

### **MYRNA YOUNG\***

Executive Director (retired)  
Everywoman Opportunity Center

\* Denotes Executive Committee Member

\*\* Denotes Board Chairman



# CONTENTS

- Chairman’s Message . . . . . 2
- Executive Director’s Message . . . . . 3
- Performance by the Numbers . . . . . 4
- Buffalo and Erie County Workforce Investment Board**
  - Mission and Values . . . . . 4
  - Who We Are and What We Do . . . . . 6
  - WNY Regional Sector Partnership . . . . . 7
  - Goals of the WIB . . . . . 9
  - How We Are Funded . . . . . 9
- Workforce Buffalo Partners . . . . . 12
- Workforce Buffalo One Stop Career Center and Services**
  - Support Services . . . . . 10
  - Center Locations . . . . . 13
  - Individual Services . . . . . 14
  - Employer Services . . . . . 14
  - Youth Services . . . . . 15
- Specialized Business Services . . . . . 16
- Financial Summary . . . . . 17

## CHAIRMAN'S MESSAGE

On behalf of the Buffalo and Erie County Workforce Investment Board, I am pleased to present our Annual Report for the 2016-2017 fiscal year.

I want to begin by personally thanking my Executive Committee, our Board and the WIB's administrative staff for providing the necessary direction and support to help our organization meet our many required responsibilities.



*We have focused our energies on expanding and developing new partnerships with local businesses, educational institutions, economic development agencies and community support agencies.*

This past year has proven to be one of the most exciting and challenging years on record. We have embraced the new legislation under the Workforce Innovation and Opportunity Act (WIOA) and focused our energies on expanding and developing new partnerships with local businesses, educational institutions, economic development agencies and community support agencies. It is the WIB's ultimate goal to have all local Buffalo and Erie County workforce agencies and organizations sharing common goals and working together to address the employment needs of the thousands of individuals and businesses requiring our assistance. Together we will create a skilled workforce, employed at a self-sustaining wage, that provides local industry and businesses with the workers they need to be economically successful. This is and will continue to be accomplished through the development and implementation of new and innovative approaches to workforce development made available through our One Stop Career Centers and network.

I am proud of the milestones our Board has achieved this year, through the diligent efforts of everyone involved. They are reflected in this report for your review. We have made considerable progress, implementing our vision and organizational goals. We will continue to provide the necessary leadership and direction to ensure Buffalo and Erie County continue to grow and prosper today and in the years ahead.

**Charles G. Jones, Jr.**  
**Wittburn Enterprises, Inc.**  
**Buffalo and Erie County Workforce Investment Board Chairman**



## EXECUTIVE DIRECTOR'S MESSAGE

The public workforce system leverages Workforce Innovation & Opportunity Act (WIOA) funds with other resources to deliver workforce development services in Buffalo & Erie County. The Buffalo & Erie County Workforce Investment Board, Inc. (WIB) sets workforce policy and oversees workforce activities and compliance within this system.

Workforce development services are provided to job seekers and to businesses through a partnership between the Workforce Development Consortium, Inc. (WDC) and the New York State Department of Labor (NYSDOL), with the assistance of additional partners that provide wrap around and other supportive services.

With the era of the Workforce Innovation and Opportunity Act, which began in 2016, relationships with our partners have strengthened. Rebranding the workforce system as “Workforce Buffalo” recognizes these stronger relationships, and communicates the message that we are one system, working together for the common goals of streamlining services and access to resources for job seekers and businesses as we continue to lead workforce development activities in Buffalo and Erie County.

Highlights over the past year include:

- Expansion of Career Pathways programs—since 2014, the workforce system has led the region in developing and implementing sector-based employment strategies in Hospitality/Tourism, Advanced Manufacturing, and Healthcare. Designed as pilot programs leading to entry-level employment, these workforce programs have been developed in partnership with employers and regional training providers, resulting in specialized training programs that lead to relevant, industry-recognized credentials. Additional sector-based workforce strategies are planned for 2018 in both Customer Service, and Heating, Ventilation and Air Conditioning (HVAC).
- The Western New York Employment Strikeforce—Launched by the New York State Department of Labor in 2016, the Western New York Employment Strikeforce offers services to job seekers living in communities with high unemployment rates. The Strikeforce model offers an on-the-ground approach in targeted communities, working with businesses to identify openings, and then matching likely candidates with those openings, and/or with training to close necessary skills gaps. Eight Strikeforce teams are strategically located throughout Western New York to serve job seekers.

- Pre-Training Literacy Program- Through a collaborative effort between workforce and community partners, occupational English as a New Language (ENL) services were developed for Immigrants and Refugees in Western New York. The program offered ENL instruction specific to the advanced manufacturing industry, along with career and technical training provided by Erie 1 BOCES. ACCESS of WNY and other community partners provided supportive services to participants to help increase their probability of success through training. The New York State Department of Labor provided targeted employment outreach services, making direct connections between program participants and employers.



*...we are one system, working together for the common goals of streamlining services and access to resources for job seekers and businesses as we continue to lead workforce development activities in Buffalo and Erie County.*

In the coming year, we are excited to lend our support to community organizations working on workforce development projects that include financial stability initiatives, and we will continue to lead efforts in Buffalo and Erie County that foster innovative and cutting-edge strategies that eliminate barriers to employment and meet the diverse needs of our business community.

We extend sincere thanks to the dedicated staff within our One Stop Career Centers who work tirelessly to serve job seekers and businesses, to our Board members for their service, and to County Executive Poloncarz and Mayor Brown, for their support.

Cordially,

**Heather Gresham, Executive Director**  
**Buffalo and Erie County Workforce Investment Board**

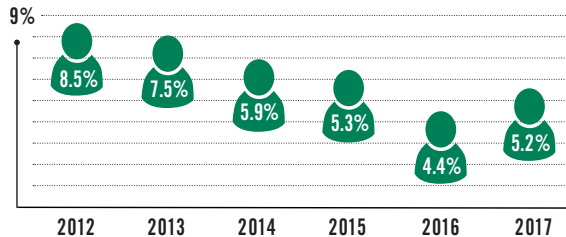
## OUR MISSION

To provide leadership in promoting the economic vitality of our region, by supporting job growth and ensuring that those that are unemployed, under-employed and dislocated have the education, skills and workforce preparation to meet employer's needs.

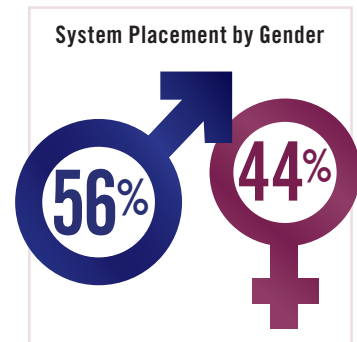
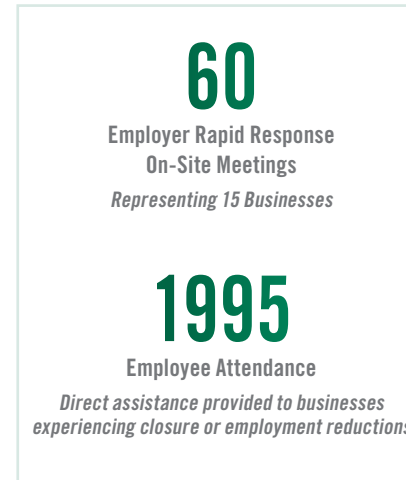
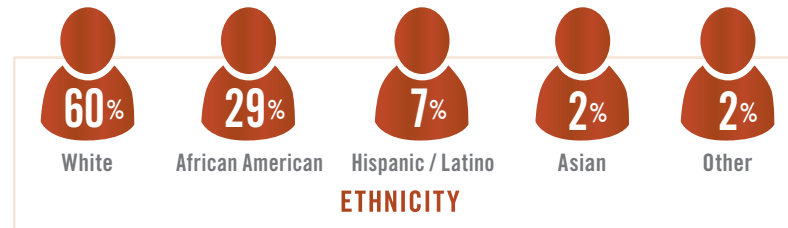
## OUR VISION

Create a demand-driven workforce investment system that is responsive to regional economic development goals, by addressing the needs of job seekers and businesses and aligning the work of system partners toward common goals and outcomes.

YEAR END (JULY) UNEMPLOYMENT RATE  
BUFFALO AND ERIE COUNTY



# PERFORMANCE BY THE NUMBERS





## WHO WE ARE AND WHAT WE DO

Workforce development efforts in Buffalo and Erie County are led by the Buffalo & Erie County Workforce Investment Board (WIB). Our board is legislated under the Federal Workforce Innovation and Opportunity Act of 2014. Our local workforce area was formed through a partnership between Erie County and the City of Buffalo. The WIB sets workforce policy and oversees workforce activities. Members of the private sector driven board are appointed by Erie County Executive Mark C. Poloncarz and City of Buffalo Mayor Byron W. Brown.

The WIB ensures the local availability of workforce development and employment services to unemployed, under-employed and dislocated individuals residing in Buffalo and Erie County. Services and employment outcomes are facilitated through a coordinated network of employment and training providers and community support agencies sharing common goals for the betterment of our community. Known as Workforce Buffalo, these partner entities are committed to providing both employers and job applicants a streamlined method of accessing workforce development services. Services are provided through One Stop Career Centers conveniently located in Erie County, and operated by the Workforce Development Consortium (WDC) and the NYS Department of Labor (NYS DOL). The WDC serves as the fiscal agent of the WIB, and partners with NYS DOL to serve as the One Stop System Administrator.

In addition, the WIB brings together industry, education, economic development and other community stakeholders to address local workforce issues. Focusing on targeted industry sectors such as Advanced Manufacturing, Agriculture, Energy, Health and Life Sciences, Logistics, and Tourism, the WIB works to identify solutions that address the employment needs of employers and the local labor market.





## REGIONAL WORKFORCE STRATEGIES – WNY REGIONAL SECTOR PARTNERSHIP



For several years, the workforce boards in the Western Region, Buffalo/Erie, Cattaraugus-Allegany, Chautauqua, and Niagara counties have worked collaboratively to align their workforce strategies through regional planning.

In 2017, the Buffalo/Erie workforce development area was awarded \$50,000 by the New York State Department of Labor to work collaboratively with other workforce boards in the Western Region to develop a template for career pathways in priority industry sectors. The overarching intent of this regional partnership is to:

- Leverage and align resources quickly and effectively to respond to the hiring needs and businesses according to regional business demand.
- Develop strategic industry sector partnerships that can quickly assess the skills gaps in the workforce, develop appropriate training programs, and increase the supply of skilled workers for targeted sectors.
- Inform training and educational partners of the opportunities for target programs in elementary or secondary education, as well as vocational training and post-secondary education.
- Identify career pathways and stackable industry-recognized credentials for occupations advancement leading to self-sustaining wages.
- Upgrade the skill set and credentials of incumbent workers for career advancement and backfill entry-level opportunities with trained workers





## GOALS OF THE WIB

- Increase access to education, training and employment particular for people with barriers.
- Create a high quality workforce development system by aligning workforce investments, education and workforce development systems.
- Improve the quality of labor market relevance.
- Promote improvement and in the structure and delivery of services.
- Increase the prosperity of workers and employers.

## HOW WE ARE FUNDED

The Workforce Investment Board (WIB) and its workforce development efforts are funded through the Federal Workforce Innovation and Opportunity Act of 2014. Program funding is broken down into three categories of funding: Adult, Dislocated Worker and Youth. The level of state and local funding is based on a federal funding matrix, which takes into consideration key economic indicators. These key economic indicators include, but are not limited to, population, unemployment rate, poverty rate and number of individuals categorized as economically distressed. Additional grants are actively pursued at the local, state and federal level to support our local workforce system.

*I AM A TRADE ADJUSTMENT ASSISTANCE CUSTOMER THAT WENT TO SCHOOL FOR THE AUTOMOTIVE TECHNOLOGY PROGRAM AFTER BEING LAID OFF FROM MY JOB OF 27 YEARS. DURING THAT TIME, THE SUNY ERIE ONE STOP PROGRAM ASSISTED ME IN BUILDING A BETTER RESUME, JOB SEARCH AND COMPUTER USAGE. I HAVE REALLY ENJOYED AND APPRECIATE THE HELP I'VE RECEIVED FROM THE SUNY ERIE ONE STOP PROGRAM.*

*- RODERICK HERRING*

## ADDITIONAL GRANT FUNDING

The WIB constantly searches for additional workforce grant opportunities, which would serve the diverse needs of the individuals we serve. The following are two additional grant funded programs available through Workforce Buffalo.



## HEALTH PROFESSION OPPORTUNITY GRANT



HPOG (Health Profession Opportunity Grant) Buffalo is funded by the Administration for Children and Families, the U.S. Department of Health and Human Services. The grant is a five year grant that trains Temporary Assistance for Needy Families (TANF) and other low-income individuals for healthcare jobs that are in demand. HPOG Buffalo is one of 32 grantees across the nation approved for these five year grants. HPOG Buffalo recently completed year two of the grant.

### KEY PARTNERS:

Kaleida Health  
Catholic Health  
McGuire Group  
Erie 1 BOCES  
Erie 2 BOCES  
SUNY ERIE

Trocaire College  
D'Youville College  
Educational Opportunity Center  
New York State Department of Labor  
Erie County Department of Social Services  
H99 SEIU

**83%**  
PLACEMENT  
RATE

**118**  
COMPLETED  
TRAINING

**98**  
ENTERED  
EMPLOYMENT

**202**  
ENROLLED IN  
TRAINING

**\$27,060**  
AVERAGE YEARLY  
STARTING WAGE



## CURRENT TRAINING PROGRAMS

| TRAINING PROGRAM                             | LENGTH OF TRAINING | AVERAGE YEARLY STARTING WAGE |
|--|--------------------|------------------------------|
| Certified Nursing Assistant/Home Health Aide | 7 Weeks            | \$24,294                     |
| Medical Secretary                            | 6 Months           | \$25,812                     |
| Licensed Practical Nurse                     | 1 Year             | \$35,755                     |
| Registered Nurse                             | 2 Years            | \$47,000                     |
| Pharmacy Technician                          | 2-3 Months         | \$28,579                     |
| Registered Medical Assistant                 | 1 Year             | \$33,280                     |
| Physical Therapist Assistant                 | 2 Years            | \$32,900                     |
| Surgical Technologist                        | 2 Years            | \$38,580                     |
| Radiologic Technologist                      | 2 years            | \$49,760                     |

## CAREER PATHWAYS

Contracted through Erie Boces I, the Career Pathways II program links education and occupational training in healthcare careers to gainful employment.

The program serves Temporary Assistance for Needy Families (TANF) recipients between the ages of 18 to 24 who are unemployed or under-employed; individuals who receive Family Assistance and/or Safety Net Assistance without age restrictions; and 16 to 17 year olds who are self-supporting individuals and heads of households, and who meet TANF 200% of federal poverty guidelines.

These training opportunities in first and second tier occupations are designed with stackable credentials along career pathways in high-demand healthcare jobs. For example, participants with additional training can become Licensed Practical Nurses or Laboratory Technicians; or they may choose more advanced degree programs to become Registered Nurses, Medical Technologists, or Clinical Laboratory Scientists.

A full-time Career Pathways coordinator is on staff to assist trainees with the development of a career plan, job placement, and referrals to supportive services to overcome barriers to success. These may include remedial assistance, financial aid for advanced degrees, maintaining employment while pursuing advanced credentials, or assistance with child care and transportation.



**17**  
ENROLLED IN  
TRAINING

**12**  
COMPLETED  
TRAINING

**10**  
ENTERED  
EMPLOYMENT\*

**83%**  
PLACEMENT  
RATE

\* Note: the remaining two participants continued their education/training to the next tier of their chosen career pathway.

## WORKFORCE BUFFALO - A PARTNERSHIP

WORKFORCE BUFFALO is a network of employment and training providers and community support agencies, committed to changing the face of workforce development in our community.

The strength and success of Workforce Buffalo lies with the many agencies and organizations that collaborate to provide a unified and comprehensive network of workforce development services in Buffalo and Erie County. The collaboration provides a network that meets and/or exceeds the needs of local business and the thousands of individuals served. The following is a partial list of those partners:

ACCESS-VR  
 BUFFALO ADULT EDUCATION DIVISION  
 BUFFALO URBAN LEAGUE, INC.  
 CATHOLIC CHARITIES OF BUFFALO  
 CITY OF BUFFALO  
 COMMUNITY ACTION ORGANIZATION OF ERIE COUNTY, INC.  
 ERIE COUNTY  
 ERIE I BOCES  
 SUNY ERIE  
 ERIE COUNTY DEPARTMENT OF SENIOR SERVICES  
 ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES

ERIE COUNTY INDUSTRIAL DEVELOPMENT AGENCY (ECIDA)  
 GOODWILL OF WESTERN NEW YORK  
 HEALTH PROFESSION OPPORTUNITY GRANT  
 JOB CORPS  
 NEW YORK JOINING COMMUNITY FORCES (JCF)  
 NATIVE AMERICAN COMMUNITY SERVICES OF ERIE & NIAGARA COUNTIES, INC.  
 NEW YORK STATE DEPARTMENT OF LABOR  
 THE ARC  
 THE SERVICE COLLABORATIVE OF WNY, INC.  
 VETERANS ONE-STOP CENTER OF WNY, INC.

**THANKS TO MY REFERRAL FROM BETC, I AM EXCITED TO SAY I WILL SHORTLY BE STARTING MY NEW POSITION WITH FISERV. WITHOUT YOUR GUIDANCE, PATIENCE AND SUPPORT IT WOULD NOT BE HAPPENING FOR ME. THANK YOU BETC FROM THE BOTTOM OF MY HEART.**

**- DIANE KORN  
 BETC CLIENT**

**WE ARE FORTUNATE TO HAVE WORKFORCE BUFFALO'S BUSINESS SERVICES TEAM WORKING WITH OUR MEMBERS. THEY HAVE BEEN AN ACTIVE PARTICIPANT IN ONGOING PROJECTS TO BRING PUBLIC TRANSPORTATION TO BUSINESSES IN HARD TO REACH SUBURBAN CORRIDORS AND CREATING GREATER ACCESS TO GROWING JOB OPPORTUNITIES. WE CAN ALWAYS DEPEND ON THEM TO HELP FIND CREATIVE SOLUTIONS TO TOUGH EMPLOYMENT AND WORKFORCE ISSUES.**

**- JOHN CHMARNEY, PRESIDENT  
 LANCASTER CHAMBER OF COMMERCE**



## WORKFORCE BUFFALO ONE STOP CAREER CENTERS AND SERVICES

Buffalo and Erie County provides one comprehensive One Stop Career Center and four affiliate Job Centers located in Buffalo, Williamsville, and Orchard Park. Two affiliates are staffed and operated by the New York State Department of Labor and two are operated by SUNY ERIE. Our primary goal is to help the residents of Buffalo and Erie County find employment and assist employers in finding qualified workers. The Buffalo Employment and Training Center (BETC) functions as the areas single comprehensive employment, career development and training Center. Many network partners, who provide valuable support services, are conveniently located on site to assist job seekers. Our experienced staff strives to empower individuals to take the necessary actions to achieve their career goals. One Stop Career Center customers are provided with career exploration, assessment tests and tools, career planning, referrals to training opportunities, financial aid assistance, and more. Services are available to job seekers, employers, youth, and those currently employed.

### Support Services

Customers enrolled in training or participating in one of our specialized programs, may be eligible to receive a training allowance to cover transportation costs and for daycare assistance through the Workforce Innovation and Opportunity Act (WIOA) and/or the Department of Social Services. The Erie County Department of Mental Health provides in-service training to staff and direct referral of customers to services provided by affiliate agencies.



## SUNY ERIE Career Center

## WORKFORCE BUFFALO ONE STOP CAREER CENTERS

**Buffalo Employment & Training Center**  
77 Goodell Street, Buffalo 14203

**SUNY ERIE North Campus Career Center**  
6265 Main Street, Williamsville 14221

**SUNY ERIE South Campus Career Center**  
4041 Southwestern Blvd., Orchard Park 14127

**NYSDOL Career Center**  
4175 Transit Road, Williamsville 14221

**NYSDOL Career Center**  
284 Main Street, Buffalo 14202



## CAREER CENTER SERVICES FOR INDIVIDUALS

The BETC and affiliate job centers offer individuals access to a variety of employment services. The Intake and Orientation workshop provides individuals with an overview of the services available to them. Individuals are given information about access to the Resource Room (computers, Internet, fax, and copy machines), career counseling, computer skills-enhancing workshops, work related training and education, job clubs (employment leads and networking), and other services such as:

- One-to-one assistance with updating resumes, cover letters, and thank you letters
- Access to Job Banks and listings of available jobs
- Job search skills training
- Networking and rebranding workshops
- Referrals to hiring employers
- Comprehensive assessment of skills
- Occupational skills training for eligible participants
- Computer workshops
- On-the-job training (based on eligibility)
- Adult education and literacy
- Clothes Closet to provide interview attire for eligible customers

Tutorials that provide individuals self-paced training include:

- Beginner, intermediate, and advanced Microsoft Office
- Typing
- Nursing Review to assist those preparing to take the nursing licensing exam
- Medical terminology tutorial to help customers currently enrolled in or preparing to enroll in one of the medical training programs

## CAREER CENTER SERVICES FOR YOUTH

- Leadership Development
- Supportive Services
- Follow-up Services
- Labor Exchange Services
- Financial Literacy Education
- Career Exploration Resources

## CAREER CENTER SERVICES FOR EMPLOYERS

- Assistance in finding qualified workers
- Information about training incentives, such as on-the-job training programs (based on worker eligibility)
- Rapid response to mass layoffs and plant closings
- State and/or federally-generated Labor Market Information (LMI)
- Testing for Adult Basic Education (TABE)
- Information on and referral to business start-up, retention, and expansion services
- Hiring events and on-site recruitments
- Industry-specific Pathways programming
- Industry-specific job fairs

Also offered, are specialized programs and services for special populations.

- Steps to Succeed, Steps to Achieve Academy – Justice Involved
- Trade Adjustment Assistance Program – Dislocated Workers Due to Globalization
- Veterans Priority of Service – Veterans and Spouses

*THE YOLO PROGRAM EXPOSES YOU TO DIFFERENT AREAS SUCH AS WORKING, ENTREPRENEURSHIP, AND NETWORKING. THEY HELP YOU WITH GETTING YOUR DRIVER'S LICENSE, HOUSING, SCHOLARSHIPS, AND SO MUCH MORE.*

*- MILKA GREEN, STUDENT*





## YOUTH SERVICES

Our Youth Services staff works with disadvantaged youth with specific social, educational and employment barriers to develop and enhance the skills needed to:

- Attain a diploma or high school equivalency;
- Enroll in occupational skills training or post-secondary education;
- and obtain employment.

Local In-School Youth and Out-of-School Youth were served with funding provided through the Workforce Innovation and Opportunity Act (WIOA). The needs of in-school and out-of-school youth were met through the work of competitively procured contractors responsible for improving measurable skills, high school diploma and/or equivalency attainment, placement in advanced training or education leading to unsubsidized employment-earning growth potential.

WIOA eligible youth (ages 14-24) enrolled in our youth services program were provided with the following services:

- Academic occupational and skill levels assessment,
- Review of basic, supportive, and developmental needs,
- Prior work experience, employability, interests, and aptitudes,
- Development of an Individual Service Strategy for each youth that identifies an employment goal and achievement objectives.
- Preparation for post-secondary educational opportunities.
- Understanding of partnership between academic and occupational learning.
- Preparation for unsubsidized employment.
- Resources to job market opportunities.

Goals and objectives for youth were addressed through one or more of the following program services:

1. Tutoring, study skills training and instruction;
2. Evidence-based dropout prevention and recovery strategies;
3. Alternative secondary school services;
4. Work experiences (paid and unpaid) that include academic and occupational education;
5. Occupational skills training;
6. Education that includes workforce preparation activities;
7. Leadership development;
8. Supportive services;
9. Adult mentoring with post program follow up for 12 months;
10. Program follow-up services for 12 months after program ends;
11. Comprehensive guidance and counseling services;
12. Financial literacy education;
13. Entrepreneurial skills training and/or;
14. Services that provide labor market and employment information. Activities that help youth prepare for and transition to postsecondary education and training.

### BY THE NUMBERS

363

Youth served

226

Out-of-school youth served

137

In-school youth served

59

Out-of-school youth attained a high school equivalency

40

Youth attained a recognized credential

93

Youth entered unsubsidized employment

34

Youth assisted in attaining NYS driving permits

5

Youth assisted in attaining NYS drivers licenses

200

Youth attended job/career fairs

72

Youth participated in year round paid work experience activities

*WHEN I BECAME A DISLOCATED WORKER, THE FEAR & ANXIETY I FACED WAS UNEXPLAINABLE. WORKING WITH THE SUNY ERIE CAREER CENTER NOT ONLY HELPED EASE THOSE FEARS BUT PROVIDED ME WITH THE TOOLS I NEEDED TO CHANGE MY FUTURE FOR THE BETTER.*

*- LISA HUMPHREY*

## **BUSINESS SERVICES** *Serving business and connecting qualified applicants with meaningful employment.*

### **WORKFORCE**

Industry is at the forefront of Buffalo and Erie County's economic stability and identifying, training and establishing a strong and competitive workforce is our priority. We work as a conduit to provide access to comprehensive and targeted recruitment and workforce training that meets the needs of business and job seekers alike. We provide a progressive menu of services that keep our workforce both agile and skilled for an evolving economy.

### **INDUSTRY**

Working closely with local industry, business and community leaders ensures our services address the specific workforce needs of our region. Partnerships with regional industry, trade organizations and business associations allow us a unique opportunity to keep our programming relevant and focused on important and relevant employment initiatives.

In the last year, Buffalo and Erie County Workforce Investment Board (WIB) led the charge on a NYSDOL NEG Regional Sector Partnership Grant that provided the foundation for programs bridging skills gap training across county lines. WIB's emerging "Pathways to Success" skills training model is providing opportunities to establish out-of-the-box industry led training for high demand occupations. This unique model for training also provides nationally recognized credentialing and paid work experiences. This partnership aims to coordinate training, programming and system resources across Niagara, Cattaraugus, Alleghany and Chautauqua Counties. Our successful skills training model has also served as pilot for high profile industry training initiatives locally in Tourism and Advanced Manufacturing.

***AVAILABILITY OF LABOR IS OFTEN TOP OF MIND FOR COMPANIES LOOKING TO EXPAND TO BUFFALO NIAGARA. WORKFORCE BUFFALO HAS BEEN A TREMENDOUS HELP TO FURTHERING BOTH OUR MISSION AND THAT OF THE ENTIRE REGION. THE BUSINESS SERVICES TEAM IS INSTRUMENTAL IN HELPING OUR CLIENTS FIND THE RIGHT WORKFORCE WE TRULY VALUE THEIR WORK AND OUR PARTNERSHIP.***

***- THOMAS KUCHARSKI, PRESIDENT & CEO, INVEST BUFFALO NIAGARA***

### **EDUCATION**

We employ industry-focused, flexible, competency-training models that service our local workforce. Our progressive programming connects available talent with high-level employers, recruitment events, career information sessions, workshops, networking opportunities, and real-life work experiences, by providing comprehensive, layered, and coordinated programming. Long standing work relationships with educational partners provide our clients with a myriad of progressive and successful programs. Our plan for growth includes work readiness and educational programming. Our opportunities for growth include:

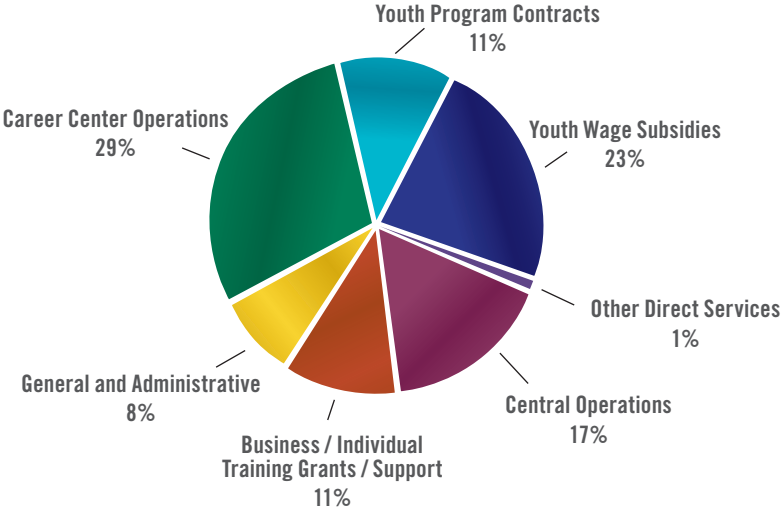
- Pathways to Success
- Career Navigator
- Job Clubs
- Access to grant-funded skills training
- One Stop Resources
- Hybrid Industry Information Sessions
- Recruitment opportunities
- Cross-agency Collaboration
- Client Referral and Placement
- Rapid Response and Out Placement
- Customized Training Opportunities

### **TALENT**

We work to move businesses to the next level by connecting employers with vital resources, improving workforce skills, and enhancing productivity. Directed by industry leaders and working with state and regional partners, we provide free, cost-effective employment and training solutions. Our team of Business Specialists are industry experts who work to align interagency partnerships and leverage system resources. Together, we are working to provide top-level programming to keep our workforce competitive for a rapidly changing economy.

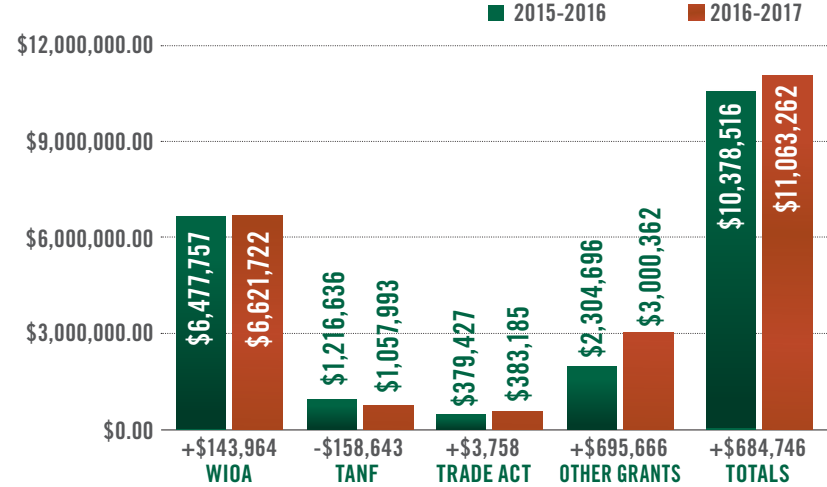
# FINANCIAL SUMMARY

## EXPENDITURES 2016-2017



|                                   |                     |
|-----------------------------------|---------------------|
| Career Center Operations.....     | \$2,583,503         |
| Central Operations.....           | \$1,747,844         |
| Youth Program Contracts.....      | \$1,629,311         |
| Individual Training Support ..... | \$1,776,270         |
| Youth Wage Subsidies.....         | \$2,291,031         |
| Business Training Grants.....     | \$17,438            |
| Other Direct Services.....        | \$110,661           |
| General and Administrative.....   | \$897,340           |
| <b>Total Expenditures.....</b>    | <b>\$11,053,398</b> |

## REVENUE CHANGES 2016-2017





**BUFFALO AND ERIE COUNTY  
Workforce Investment Board**

**BUFFALO AND ERIE COUNTY  
WORKFORCE INVESTMENT BOARD**

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