Breaking down barriers and opening doors.
"The WDC’s efforts are notable and I believe the community responds well to your programs. I believe this type of dedication to rebuilding the community, one person at a time, should continue into the future."
- Peter Figlioli, Office Manager, Empire Genomics, LLC

"Losing a job is very difficult for the clients and their families. The professional and caring staff at the ECC One Stop Center provides the support, guidance and facility necessary to get these clients engaged and back in the workforce."
- Donna Chestnut, ECC One Stop Client
Established under the provisions of the Workforce Investment Act of 1998, the Workforce Investment Board (WIB) is a private sector-driven board appointed by Erie County Executive Mark C. Poloncarz and City of Buffalo Mayor Byron W. Brown. The WIB is charged with developing, coordinating and overseeing publicly funded workforce development/training initiatives.

Developing and maintaining a high-quality workforce is critical to attracting and retaining business in Erie County. The WIB is committed to creating and promoting a workforce development system that is user friendly and responsive to the needs of both the individual training/job applicant and/or the business organization seeking our assistance. Our overall goal is to develop and sustain a unified, cost effective labor market-driven system that facilitates economic development and business growth in our community.
Developing and maintaining a high quality workforce is critical to attracting and retaining business in Erie County.

It is the charge of the Workforce Investment Board to develop and sustain a unified, cost effective workforce system that facilitates economic development and business growth.

Our regional economy has been through a most difficult time. The Buffalo and Erie County Workforce System continues to provide outstanding leadership in the delivery of employment and training services. It continues to be responsive by refocusing and realigning our efforts to embrace the economic opportunities that will drive our region’s future. Our ability to adapt to a changing economy is a direct reflection on our board, staff and the numerous partnerships and collaborations we have nurtured over the years.

This past year, we implemented many new and innovative programs in our One Stop Career Centers to meet the needs of our job seekers and the businesses we serve. We’ve worked hard to make certain our regular programs and services are structured and delivered in a manner that ensures our local businesses have access to a skilled workforce and that every job seeker has access to meaningful employment.

Services for and training of at-risk youth continue to be major priorities. The foundation of our future economic viability lies with our ability to mold today’s youth into the jobholders of tomorrow. This is being accomplished through emphasis on mentoring, education and relevant work experience programs.

The Buffalo and Erie County Workforce System continues to provide outstanding leadership in the delivery of employment and training services.

It is my pleasure to present this informative report on our accomplishments this past year.

Charles G. Jones, Jr., Wittburn Enterprises, Inc.
WIB Board Chairman
The unemployment rate in the Buffalo/Niagara region continues to decline.

In October 2014, the NYS Department of Labor reported a 5.7% unemployment figure, compared with 6.8% in October 2013. Although many factors contribute to this decline, I believe that a critical component has been the One Stop system in Buffalo and Erie County.

The One Stop system provides services to unemployed and underemployed job seekers, such as resume writing, career exploration and access to training dollars to improve skills. It assists businesses by providing staffing resources and Human Resources administration assistance, and connects businesses with valuable statewide assistance in the form of tax credits and on-the-job training. Customers can access the services of the One Stop system in any of the five Career Centers in Buffalo and Erie County.

The Buffalo & Erie County Workforce Investment Board (WIB) oversees this system, which is publicly funded by federal workforce investment dollars, and is operated by the Workforce Development Consortium (WDC). Our overall goal is to develop and sustain a unified, cost effective, labor market-driven system that facilitates economic development and business growth in our community.

We work closely with local and regional economic development agencies to ensure the resources we provide align with the priorities designated by the Regional Economic Development Council, and that we are responsive to the needs of area businesses. We also work closely with community-based organizations to eliminate barriers faced by job seekers, such as transportation, dependent care and educational requirements.

The upcoming year will be an exciting time for workforce development in our region. The Workforce Innovation and Opportunity Act (WIOA) will be implemented, and replaces the Workforce Investment Act (WIA) as the legislation that structures and funds the federal workforce system. Key highlights of WIOA include fostering regional collaboration to meet the needs of local economies, streamlining Center-based processes for job seekers to provide easier access to training resources, and improving services to job seekers with disabilities.

We will continue to develop career pathways and training opportunities in demand industries, such as healthcare, construction and hospitality/tourism. We will also expand services provided to out-of-school youth while strengthening our ties with organizations that provide enrichment services to in-school youth.

I would like to thank Erie County Executive Mark Poloncarz, Buffalo Mayor Byron Brown and our board members for their support, and the staff of the One Stop system for their hard work and dedication to serving our customers. I look forward to working with all of you in 2015.

Heather Okoro, Executive Director
“I couldn’t have done it without your help and all the folks at BETC!”

- Dennis K.

“I am more confident about myself and my journey. I would recommend anyone who is looking for a job – or a career – use BETC services.”

- Academy of Empowerment Participant
There are two full-service One Stop Career Centers in Erie County designed to provide a full range of assistance to job seekers, as well as three affiliate One Stop locations. The Buffalo Employment and Training Center (BETC) and Erie Community College (ECC) North Campus One Stop Centers provide comprehensive employment, training and career development services to employers, job seekers, workers and youth.

Two of our affiliate Employment/Career Centers, located in Buffalo and Williamsville, are staffed and operated by the New York State Department of Labor. Our third affiliate office is located on the Erie Community College South Campus. Our primary goal is to help the residents of Buffalo and Erie County find work and to assist employers in finding qualified workers.

Our experienced staff strives to empower individuals to take the necessary actions to achieve their career goals. We provide customers with career exploration and guidance, assessment, career planning, referral to local training opportunities to meet their goals, support services, case management, financial aid assistance and more. Even after our customers find employment, they can continue to use our One Stop services to advance their career goals.

The Centers are open to anyone seeking employment, and all services are FREE.

Our full-service One Stop Centers offer donated business apparel for those needing proper attire for job interviews. Pictured: The Clothes Closet at Erie Community College's North Campus.
Support Services

Eligible customers receive a training allowance to cover transportation costs, and may be eligible for daycare assistance through funding from WIA and/or from the Erie County Department of Social Services.

The Erie County Department of Mental Health has provided in-service training to staff and made available direct referral of customers to services provided by affiliate agencies.

Onsite Partner Service Providers

- New York State Employment Services
- Job Corp provides recruitment and intake
- Catholic Charities /WAGEES Program serves 18-24 year olds involved in the criminal justice system
- Buffalo Public Schools/Learning Center provides high school equivalency classes to enrolled customers
- Health Profession Opportunity Grant Program provides health care training to residents
- Goodwill Industries/Veterans Program offers a variety of veteran services and support to residents
- Buffalo Urban League provides education, training and employment opportunities and support services
- Heritage Center/Ace Employment provides supportive services and employment assistance to the disabled

Career Center Services Available for Individuals

- Intake and orientation
- Resource Room, which includes access to computers, telephones, fax and copy machines and the Internet
- Career counseling and career exploration
- One-to-one assistance with updating resume, cover letters and thank you letters
- Access to job banks or listings of available jobs
- Job search skills training
- Networking and rebranding workshops
- Referrals to hiring employers
- Comprehensive assessment of skills and service needs
- Computer workshops (instructors are provided by Erie Community College, Erie 1 BOCES and the Buffalo Public Schools – Adult Learning Center)
- Occupational skills training for eligible participants
- On-the-job training, based on eligibility
- Adult education and literacy
- Typing tutorials
- Nursing Review to assist those preparing to take the nursing licensing exam

Career Center Services Available for Employers

- Assistance in finding qualified workers
- Interview facilities
- Information about training incentives, such as on-the-job training programs (based on worker eligibility)
- Information on and referral to career preparation activities
- Rapid response to mass layoffs and plant closings
- State and/or federally generated Labor Market Information (LMI)
- Information on and referral to business start-up, retention and expansion services

Career Center Services Available for Youth

- Tutoring, Study Skills and Dropout Prevention
- Test Assessing Secondary Completion (TASC)
- Paid Work Experiences
- Summer Employment Opportunities
- Leadership Development
- Adult Mentoring
- Comprehensive Guidance and Counseling
- Supportive Services
- Follow-up Services

Also available are a wide variety of tutorials that allow for self-paced training, including:

- Beginner, intermediate and advanced MS Office tutorials
- Medical terminology tutorial to help customers enrolled in or preparing for enrollment into one of the many medical training programs
- Typing tutorials
- Nursing Review to assist those preparing to take the nursing licensing exam
The Employers

Following is a partial list of companies where our clients, with our assistance, have secured employment during fiscal year 2013-2014.

31 Club
Advance 2000
AnCor Industries
Applebee’s
Audiomotive Creations
Aurubis
Austin Air Systems
AXA Advisors
Beacon Group
BlueCross BlueShield
Brooks Memorial Hospital
Buffalo Center for Arts and Technology
The Buffalo Club
Buffalo Games
Buffalo Psychiatric Center
Buffalo Public Schools
Buffalo Transportation
Call Associates, Inc.
Cameron
Campanile Group
Capital Management Services
Catholic Health System
Cazenovia Recovery Systems
The Children’s Place
Cleve-Hill Auto & Tire
Compusource Systems
Crazy 8 Clothing
Crossmark
CSX Corporation
Curbell
Daemen College
Deronde
Eastman Machine
EMC Consulting
Empire Genomics, LLC
Erie County
Erie County Medical Center
Eurofins Scientific
Exel
FedEx Corporation
Fidelis Care
First Choice Evaluations, Inc.
First Niagara Financial Group
Fisher-Price
Fluid Handling LLC
Fulmer Helmets
Goodwill Industries
Greater Buffalo United Healthcare Network
Hamburg Overhead Door
Harris Hill Nursing Facility
Honeywell
Independent Health
Industrial Support, Inc.
Inspire Careers
Jericho Road Community Health Center
Job Corps
Keller Chevrolet, Inc.
Kemper
La Belle Epicure
Lakeshore Behavioral Health
Lawson Products
Lincare, Inc.
Lowe’s
M&T Bank
Marketing Technologies of WNY
The McGuire Group
McKesson Corp.
Medical Answering Services
Meridian Health
Modern Corporation
Moog
Multisorb Technologies
New Era Cap
Niagara Lutheran Health System
NRG Energy
Orchard Park School District
OSEA
PHH Mortgage
Powerflow, Inc.
Quikrete
Rapha Family Medicine
Rich Products
Roswell Park Cancer Institute
RRG Management
Salvation Army
Savario Companies
SCCC Company
Schofield Residence
Seneca Animal Hospital
Seneca Mortgage Servicing
Servotronics, Inc.
Sonwil Distribution
Sti-Co Industries
SUNY Geneseo
Sykes Enterprises
Thermo Fisher Scientific
Time Warner Cable
Tops Markets
Tully Rinckey Law Firm
University at Buffalo
University at Buffalo Foundation
UPG LLC
US Foods
US itek
Waste Management
Welded Tube
WilleTech Solutions
Wingate Hotels
Women and Children’s Hospital
World Financial Group
“The Workforce Development Consortium has been a great help to our business in finding employees and assisting with training grants for new hires. The Business Services team is easy to deal with, understands the difficulty of running a business and they apply themselves in a way that takes the hassle out of recruiting.”

- David Stinner, President, US itek
Total Active System Participants: 32,478

Total Individuals Placed: 17,163

Average Annual Salary: $26,426

Individuals Placed in Training*: 386

Cost of Training Provided*: $946,288

*Includes Health Profession Opportunity Grant Program participants.

Breakfast Club/ Meet the Employer Events: 117

Participating Employers: 99

Attendance: 1,958

Employer Rapid Response On-Site Meetings: 56

Participating Employees: 970

Direct assistance provided to businesses experiencing closure and employment reductions.

Sponsored Job Fairs: 8

Participating Employers: 156

Attendance: 2,537

Performance By The Numbers
2013-2014

System Participants by Gender
- Male: 52.0%
- Female: 46.9%
- Unclassified: 1.1%

System Participants by Ethnicity/Race
- White: 63.5%
- Black or African American: 28.0%
- Hispanic: 6.7%
- American Indian/Alaskan: 1.3%
- Unclassified: 5%

Total Active System Participants

Total Individuals Placed

Average Annual Salary

Individuals Placed in Training*

Cost of Training Provided*

Five Career Center Locations

Buffalo Employment and Training Center (BETC)
77 Goodell Street, Buffalo, New York 14203
Phone: (716) 856-5627
Email: betc@wdcinc.org
Web: www.workforcebuffalo.org

Erie Community College One Stop Employment and Training Center
Gleasner Hall, Room 166, 6205 Main Street
Williamsville, New York 14221
Phone: (716) 270-4444
Fax: (716) 270-4491
Email: onestop@ecc.edu
Web: www.ecc.edu/workforce/onestop

Erie Community College One Stop Satellite Office
4041 Southwestern Boulevard
Orchard Park, New York 14127
Phone: (716) 270-4444
Email: onestop@ecc.edu
Web: www.ecc.edu/workforce/onestop

Department of Labor Career Center
284 Main Street, Buffalo, New York 14202
Phone: (716) 851-2600
Web: www.labor.ny.gov

Department of Labor Career Center
4175 Transit Road, Williamsville, New York 14221
Phone: (716) 634-9081
Web: www.labor.ny.gov

*Direct assistance provided to businesses experiencing closure and employment reductions.

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*Direct assistance provided to businesses experiencing closure and employment reductions.
“HPOG helped me complete my LPN certification, helped with my rent when I was behind, and offered me daycare assistance. It helped me fulfill my dream of earning my Bachelor of Science degree in Nursing. My goal is to become a nurse practitioner. HPOG helped me over the hurdle and placed me on my path toward a bright future.”

- Tiffany Walton, Program Participant
Business Services

Making Buffalo and Erie County Business Ready

The Business Services Division of the Buffalo and Erie County Workforce Development Consortium (WDC) offers a wide range of business solutions designed to assist companies interested in maintaining a highly skilled and competitive workforce. Over the last year, our Business Services team has connected our services to more than 650 employers throughout the region, providing knowledge and expertise in the areas of:

- Employee recruitment and screening
- Job outplacement services
- On-the-job training placement/funding
- Specialized assistance for start-ups and expansions
- Tax credit assistance

Dedicated to ensuring a high quality workforce, we service hundreds of job seekers annually through work readiness and educational programming that includes Jump Start Your Job Search, Career Navigator, WNY Executive Candidates and networking groups. We also offer numerous job readiness workshops designed to assist job seekers in remaining competitive and prepared to re-enter the workforce.

Services are provided through our WorkSourceOne System, which includes the Buffalo Employment and Training Center (BETC) and the Erie County One Stop Service Network. Over the last year, our Business team identified and administered 30 On-The-Job Training (OJT) opportunities, totaling $191,100 in award funding. OJT Training recipients were enrolled in training for demand occupations, and were placed in the fields of Advanced Manufacturing, Life and Health Sciences and Professional Services.

Our Career Navigator Program is an intensive boot camp designed to fit the needs of upper level job seekers. Servicing 97 job seekers and placing 70 participants, Career Navigator focuses on job search activities that include creating an individual marketing plan and narrative responses to behavioral based interview questions. This weeklong course allows job seekers to build on search skills while working on a broad range of issues related to securing employment.

Career Navigator’s success is evident in its high placement rates. We actively collaborate with a number of partners throughout the region, including the NYS Department of Labor and Erie Community College. Together, we provide a cohesive network of services that optimize opportunities for the business community and our workforce to reach their employment and training goals. Be it recruiting and training employees or providing guidance and assistance for a variety of workforce related matters, we work to insure Western New York maintains a highly skilled and competitive workforce.
### Youth Program by the numbers 2013-2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth served</td>
<td>1,200+</td>
</tr>
<tr>
<td>Youth in summer employment services</td>
<td>987</td>
</tr>
<tr>
<td>Out-of-school youth served</td>
<td>214</td>
</tr>
<tr>
<td>Out-of-school youth attaining a high school</td>
<td>70</td>
</tr>
<tr>
<td>equivalency diploma</td>
<td></td>
</tr>
<tr>
<td>Youth attaining the National Work Readiness</td>
<td>48</td>
</tr>
<tr>
<td>credential</td>
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</tr>
<tr>
<td>Achieved percentage of NYS Department of Labor</td>
<td>94.8%</td>
</tr>
<tr>
<td>(NYSDOL) goal for the youth placement in</td>
<td></td>
</tr>
<tr>
<td>education performance measure</td>
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<tr>
<td>Achieved percentage of NYSDOL goal for youth</td>
<td>103.6%</td>
</tr>
<tr>
<td>attainment of a degree or certificate</td>
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</tr>
<tr>
<td>Out-of-school youth served</td>
<td>214</td>
</tr>
<tr>
<td>Earnings under the WIA-funded portion of the program</td>
<td>35,200</td>
</tr>
<tr>
<td>Average total income per youth under OTDA</td>
<td>$895</td>
</tr>
<tr>
<td>Earnings under the WIA-funded portion of the program</td>
<td>$255,199</td>
</tr>
<tr>
<td>Total earned by all workers:</td>
<td>$889,655</td>
</tr>
<tr>
<td>Achieved percentage of NYSDOL goal for youth</td>
<td>95.3%</td>
</tr>
<tr>
<td>attainment of a degree or certificate</td>
<td></td>
</tr>
<tr>
<td>Youth receiving tutoring (in addition to paid</td>
<td>60</td>
</tr>
<tr>
<td>work experience)</td>
<td></td>
</tr>
<tr>
<td>Number of worksites benefiting</td>
<td>144</td>
</tr>
<tr>
<td>Total hours worked</td>
<td>122,711</td>
</tr>
</tbody>
</table>

### Summer Employment Services by the numbers 2013-2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth served</td>
<td>987</td>
</tr>
<tr>
<td>Workers earnings under the OTDA-funded portion of</td>
<td>$634,456</td>
</tr>
<tr>
<td>program</td>
<td></td>
</tr>
<tr>
<td>Earnings under the WIA-funded portion of the program</td>
<td>$255,199</td>
</tr>
<tr>
<td>Total earned by all workers:</td>
<td>$889,655</td>
</tr>
<tr>
<td>Average total income per youth under OTDA</td>
<td>$895</td>
</tr>
<tr>
<td>Hours worked under the WIA-funded portion of the</td>
<td>$918</td>
</tr>
<tr>
<td>program</td>
<td></td>
</tr>
<tr>
<td>Summer youth hours worked under the OTDA-funded</td>
<td>87,511</td>
</tr>
<tr>
<td>portion of the program</td>
<td></td>
</tr>
<tr>
<td>Total hours worked</td>
<td>122,711</td>
</tr>
<tr>
<td>Number of worksites benefiting</td>
<td>144</td>
</tr>
<tr>
<td>Youth receiving tutoring (in addition to paid work</td>
<td>60</td>
</tr>
<tr>
<td>experience)</td>
<td></td>
</tr>
</tbody>
</table>
Youth Services

Preparing our youth for long-term success.
Youth Services works with disadvantaged youth to develop and enhance the skills necessary to attain a diploma or high school equivalency, enroll in post-secondary education and obtain employment.

Workforce Investment Act (WIA)-eligible youth (ages 14-21) enrolled in our youth services program are provided with the following services:

- Objective assessment of academic and skill levels, as well as a review of basic needs, occupational skills, prior work experience, employability, interests, aptitudes, supportive services and developmental needs
- Development of an Individual Service Strategy that identifies an employment goal, appropriate achievement objectives and services
- Preparation for post-secondary educational opportunities
- Strong links between academic and occupational learning
- Preparation for unsubsidized employment, in certain cases
- Effective connections to intermediaries with strong links to the job market

Goals and objectives are addressed through one or more of the following program elements:

- Tutoring, study skills training and instruction leading to completion of secondary school or equivalent
- Alternative secondary school services
- Summer employment linked to academic and occupational learning
- Paid and unpaid work experience
- Occupational skills training
- Leadership development opportunities
- Supportive services
- Adult mentoring during and after program participation
- Follow-up services after program completion
- Comprehensive guidance and counseling

Local in- and out-of-school youth are served with WIA funds and funds administered by the NYS Office of Temporary and Disability Assistance (OTDA). In-school youth programming is enhanced through formal links with a variety of partner agencies who provide expertise in assisting youth to overcome challenges. The needs of out-of-school youth are met through the work of experienced contractors tasked with improving literacy and numeracy, attaining a high school equivalency and placement into post-secondary education or unsubsidized employment.

Summer Employment Services
Our summer youth employment services, which are part of a year-round strategy, provide eligible youth with valuable work experience during the summer months. This paid work experience is based on each youth’s interests and aptitudes. The goal of this service is to educate youth in workforce skills and qualities needed to be successful in today’s labor market.

Participating youth worked at not-for-profit and for-profit worksites throughout Erie County as daycare aides; classroom aides; food services workers; clerical support aides and healthcare aides, as well as park, pool and grounds maintenance workers. In addition, youth receive tutoring during the summer to maintain academic skill levels in mathematics, reading and writing.
“HPOG Buffalo completely turned my life around. My training as a certified nursing assistant gave me a new lease on life. My job is extremely satisfying – I love taking care of people! This fall I will start classes to become an RN. Thank you, HPOG Buffalo!”

- Bariaaia Toage, Program Participant

“There is no doubt your organization is committed, creative and a key player in Buffalo’s renaissance.”

- Jonathan Hart, Administrator, Harris Hill Nursing Facility
The WIB continually explores options to secure additional workforce training funds for our local area. By participating in a competitive Request for Proposal (RFP) process at the state and federal levels, the WIB secured funding to support the following programs.

**Health Profession Opportunity Grant (HPOG)**

The Health Profession Opportunity Grant of Buffalo (HPOG Buffalo) is a five-year grant funded by the Administration for Children and Families, U.S. Department of Health and Human Services. It is a performance-based grant that provides Temporary Assistance for Needy Families (TANF) and other low-income individuals the opportunity to obtain training in allied healthcare demand occupations. The WIB was awarded one of 32 projects nationwide as part of the Affordable Care Act.

After four years, 1,039 Western New York residents have participated in this training, with 76% now actively employed with local healthcare providers. Years of successful collaboration with Erie 1 BOCES; People, Inc.; Suburban Adult Services, Inc.; Erie Community College and Erie 2 BOCES have provided eligible residents with training in the following demand-driven healthcare occupations:

- LPNs, RNs, BSNs
- Direct Support Professional
- Medical Assistant
- Medical Secretary
- Billing Clerk for the Medical Office
- Medical Secretary
- Dental Assistants
- Respiratory Therapists
- Physical Therapy Assistants
- Medical Lab Technicians
- Pharmacy Technicians

**Academy of Empowerment**

The Academy of Empowerment was funded through a grant from The Margaret L. Wendt Foundation to aid formerly incarcerated adults looking to find gainful employment. The program provides assistance in identifying and addressing the unique barriers these individuals face. Through workshops and individual mentoring, clients are provided with a structured plan to address these barriers. Partnering employers may be eligible for federal and state incentive programs, including bonding insurance, work opportunity tax credits, on-the-job training funding and drug testing reimbursement.

More than 240 adults have attended the Academy and 210 have successfully completed the program. Of those, 130 were placed in employment, resulting in a 61% placement rate.

**Career Pathways**

Eligible residents participated in Career Pathways training funded through the NYS Office of Temporary Disability Assistance. Our performance-based partnership with Erie 1 BOCES; the Buffalo Public Schools; UB’s Equal Opportunity Center; Kaleida Health and Catholic Charities provided training leading to greater economic self-sufficiency.

Three hundred participants were trained and achieved recognized occupational credentials resulting in employment in manufacturing, healthcare and the service industry.
“I would like to personally thank the WDC for all the help they have provided us in identifying employees over the last decade. The WDC has always worked with us to help with our employment needs. Because of their efforts, we have been able to provide numerous job seekers with the opportunity of gainful employment.”

- David Sullivan, President, Industrial Support, Inc.

“Working with the Buffalo and Erie County Workforce Development Consortium has proven to be a large asset to my growing business.”

- Don Papaj, President, Marketing Technologies
Overall revenue to support WIB activities, from all sources, was reduced by $312,523 from fiscal year 2012-2013 to fiscal year 2013-2014.
Mary Margaret Aprile*  
Associate Director  
of Human Services  
Heritage Centers  

Aaron Bartley  
Executive Director  
PUSH Buffalo  

Carolyn Bright  
Career Center Manager  
NYS Department of Labor  

Elizabeth Burakowski*  
Sr. Economic Development  
Specialist  
Office of the Erie County  
Executive  

Jack Connors  
President and Publisher  
Buffalo Business First/Buffalo Law Journal  

Carol Dankert-Maurer  
Commissioner  
Erie County Department of Social Services  

Silvia Fakler  
CEO  
OATC/AtSilvia.com  

Ellen Grant  
Deputy Mayor  
City of Buffalo  

Joseph Maron Hanna  
Partner  
Goldberg Segalla LLP  

L. Nathan Hare*  
President & CEO  
Community Action  
Organization  

Randall Hoak  
Commissioner  
Erie County Dept. of Senior Services  

Gloryann Holbrook  
Human Resources Manager  
General Insurance Co. of America  

Charles G. Jones, Jr.*  
President  
Wittburn Enterprises, Inc.  

Marnie LaVigne  
President and CEO  
LAUNCH NY  

Michael Martin*  
Executive Director  
Native American Community Services  

Brenda McDuffie*  
President/CEO  
Buffalo Urban League, Inc.  

Oswaldo Mestre, Jr.*  
Director of Citizen Services  
City of Buffalo  

Robert Mootry, Jr.  
Regional Director  
CSEA Region 6  

William Paladino  
CEO  
Ellicott Development Company  

David S. Quackenbush  
President  
Quackenbush Co., Inc.  

Patricia Riegle*  
Supervisor of Workforce Development  
Erie BOCES I  

Arthur Ruska  
Access VR  

Ralph J. Salerno  
Owner  
Keller Bros. & Miller, Inc.  

David Sullivan  
President  
Industrial Support, Inc.  

Steve Weathers  
President & CEO  
Erie County Industrial Development Agency  

Phillip Wilcox  
International Brotherhood of Electrical Workers Local 97  

Myrna Young*  
Executive Director (Retired)  
Everywoman Opportunity Center  

Michael G. Zwick  
Senior Consultant  
Global H, LLC  

*Denotes member of Board’s Executive Committee.

BUFFALO AND Erie County Workforce Investment Board

726 Exchange Street, Suite 630, Buffalo, NY 14210  
716.504.1480, fax 716.504.1483  
info@becwib.org  
www.becwib.org

An equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.