BUFFALO AND ERIE COUNTY
Workforce Investment Board

ANNUAL REPORT 2014-2015

A new era in workforce development

Photos by © Joe Cascio
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Board of Directors Back Cover
Established under the provisions of the Workforce Investment Act (WIA) 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 maintains a workforce development system that is user friendly and responsive to the needs of both the individual trainee/job applicant and the business organization seeking our assistance.

**The heart of our system is our One Stop Career Centers.**

These Centers offer a multitude of resources for job seekers and businesses, all under one roof. The typical One Stop Career Center serves thousands of individuals who are seeking employment, changing jobs, reentering the workforce or learning new skills.

On July 1, 2015, a new era in Workforce Development began for Buffalo and Erie County as new legislation under the Workforce Innovation and Opportunity Act (WIOA) of 2014 went into effect, replacing the WIA.

The WIB will continue as a private sector driven board with its membership being appointed by the County Executive and the Mayor. The new legislation maintains many of the positive elements of its predecessor, including maintaining the nationwide system of One Stop Career Centers.

**WIOA improves the current workforce system by mandating greater alignment with regional partners to deliver more comprehensive services to workers, job seekers and employers.**

WIOA strives for a more job-driven approach to training and skills development by building closer ties among key workforce partners, business leaders, labor unions, educational institutions and non-profits.

All data in this report is from fiscal year 2014-2015 – July 1, 2014 to June 30, 2015 – unless otherwise indicated.
As Chairman of the Buffalo and Erie County Workforce Investment Board (WIB), I am happy to present our Annual Report for the 2014-2015 program year.

Since our last report, our regional economy has made great economic strides.

Our organization’s focus on maintaining a workforce system that meets the needs of employers by providing qualified, job-ready candidates has seen great success. In part, this has been accomplished by actively engaging businesses as working partners; aligning workforce and economic development initiatives; supporting training in demand occupations; developing relevant training programs and curriculum with local colleges and eligible training providers; sponsoring and funding work and educationally based programming for in- and out-of-school youth, and collaborating with organizations and agencies to address barriers to employment.

Key industries supported by our workforce system include:

- Advanced Manufacturing
- Health Services/Life Sciences
- Logistics
- Professional Services and Tourism

These industries are consistent with local and state economic development priorities. Despite these economic strides, our local economy still faces many challenges. With a new economy quickly taking shape, we must be positioned to address the workforce needs of the many new industries and technologies that are revitalizing our region. Additionally, retaining and meeting the workforce needs of our core businesses and industries remains a high priority.

As your local Workforce Investment Board, we are committed to meeting and/or exceeding these needs.

Our Board will continue to provide the necessary leadership and direction to ensure Buffalo and Erie County continue to grow and prosper.

We are happy to provide this informative report of our accomplishments this past year, which includes an overview of the many services offered through our One Stop Career Centers.

Cordially,

Charles G. Jones, Jr.,
Wittburn Enterprises, Inc.
Buffalo and Erie County
WIB Board Chairman

“With a new economy quickly taking shape, we must be positioned to address the workforce needs of the many new industries and technologies that are revitalizing our region.”
With an unemployment rate under 5% in the Buffalo Niagara region, there is no question the area is experiencing a resurgence – and the One Stop system continues to lead efforts contributing to this success.

The One Stop system provides comprehensive services, such as resume writing, career exploration and access to training dollars to improve skills, to job seekers who are unemployed or underemployed. The One Stop system assists businesses by providing Human Resources administration assistance, such as employee screening and recruitment, and is able to connect businesses with valuable statewide resources in the form of tax credits and on-the-job training. Customers can access the services of the Buffalo-Erie One Stop system in any One Stop Career Center located 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. 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 have begun to change the way we serve job seekers and businesses, to be more responsive to the needs of the region. In 2016, you can expect more industry-specific information sessions for job seekers, neighborhood outreach events at libraries and streamlined services within our Career Centers. For businesses, we will host employer forums to continue to broaden our conversations and develop policies that fit their needs.

Many thanks to County Executive Mark Poloncarz and Mayor Byron Brown for their support, along with our Board members and the staff and partners 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 the year ahead.

Cordially,

Heather Okoro, Executive Director
Buffalo and Erie County WIB

“In 2016, you can expect more industry-specific information sessions for job seekers, neighborhood outreach events at libraries and streamlined services within our Career Centers.”
“I encountered The One Stop program after being unemployed for two years. The staff guided me toward achieving a ‘state of the art’ perception of myself, my assets and skills, and a positive way of presenting myself to prospective employers. Their coaching aided me in landing a senior management position with a local company. I am forever thankful and impressed with the staff and organization at One Stop.”

- Joseph A. Burakowski, Construction Manager/Operations Manager

“I thank the Buffalo Employment and Training Center. With their help, I received my trade certificate in plumbing and a full-time position as a maintenance technician. The opportunities I received through BETC are a life changer for myself and my family.”

- Daniel J. Hogg
  Maintenance Technician
  Snyder Development
Connecting qualified applicants with meaningful employment in the WNY business community.

The Buffalo and Erie County area includes one comprehensive One Stop Career Center, The Buffalo Employment and Training Center (BETC), and four affiliate Centers that provide assistance to job seekers. BETC offers comprehensive employment, training and career development services to employers, job seekers, workers and youth. In addition, many network partners are conveniently located onsite to assist job seekers.

Four affiliate Employment/Career Centers are conveniently located in Buffalo, Williamsville and Orchard Park. Two affiliates are staffed and operated by the New York State Department of Labor and two are directly operated by Erie Community College. Our primary goal is to help the residents of Buffalo and Erie County find work and assist employers in finding qualified workers.

Centers are open to anyone seeking employment opportunities; services are offered at no cost!

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; 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.

“I would like to thank the Buffalo Employment and Training Center for providing me with a grant to pursue my career in CNC Machining. Shortly after receiving my certification, I was hired and became an employee at Lake Region Medical. Without this grant and my training, I am not sure I would be where I am today.”

- Michael Mayo, Lake Region Medical
Support Services
Eligible customers receive a training allowance to cover transportation costs, and may be eligible for daycare assistance through system funding and/or from the Erie County 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.

Onsite Partner Service Providers
- New York State Employment Services
- Job Corp
- 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 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

Also available are a wide variety of tutorials that allow for self-paced training, including tutorials in MS Office, medical technology, nurse licensing exam preparation and typing.

Career Center Services for Employers
- Assistance in finding qualified workers
- Interview facilities
- 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)
- Information on and referral to business start-up, retention and expansion services

Career Center Services 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
The Employers

The following is a partial list of companies where our clients, with our assistance, have secured employment during fiscal year 2014-2015.

AbsolutCare
Adecco Agency
Aftercare Nursing Services
Airsep
Allied Circuits
Aurora National Health
Aurubis
Baker Victory Services
Beechwood
Continuing Care
Bison Construction
BlueCross BlueShield (Health Now)
Brinkman Alliance Group
Brooks Memorial Hospital
Brothers of Mercy
Buffalo Cardiology & Pulmonary Associates
Buffalo General Hospital
Buffalo Medical Group
Buffalo Museum of Science
Buffalo State College/Advance Buffalo
Buffalo Wire Works
Bureau Veritas
Capital Management Services
Catholic Health Services
ChoiceOne
Century Airport Pediatrics
Certo Brothers
Command Security Corp.
Curbell Medical Products
CVS
Delaware Heights
Delaware North Corporation
Diversified Control
Ebenezer Railcar Services
ECMC
Elderwood
Evolution Dental Science
Express Employment Professionals
FedEx Trade Networks
First Niagara Bank
Flexovit
Forster’s Pharmacy
Fresenius Kabi
Fruit Fresh Up
Gastroenterology Associates of WNY
Gbuahn
GEICO
General Mills
Glenwell DePaul Senior Living Facility
Gowanda Electronics
Goya
Green Meadows
Harbor Freight
Health Force
HSBC
iimak
Imagine Staffing
Independent Health
Internal Revenue Service
Jericho Road Community Health Center
JetBlue
Kaleida Health
Kenmore Prescription Center
Key Bank
Lake Region Medical Lormead, Inc.
M&T Bank
Macy’s
Mayer Brothers
McGuire Group
Mobile Pharmacy Solutions
MOD-PAC
Multisorb Technologies
National Fuel
Niagara Blower
Niagara Lutheran Home
Niagara University
North American Carcibe
P&G Steel
Panera Bread
Parkview Pharmacy
PCB Piezotronics
People Inc.
PIC Group
Premiere Credit of North America
Purina
Rite Aid
Rosina Foods
Safetec of America, Inc.
Safire Group
Schofield Residence
Servotronics
Simon Electric Co.
So Park Corp.
Southeast Works
Southwest Airlines
Superior Group
Superior Tools
Sweetworks
Taylor Devices
Terrace View Nursing Home
Thermo Fisher
Tops Pharmacies
Tops Distribution Center
Unifrax
Uniland
UNYTS
Walgreens
Wegmans
Weinberg Campus
Welded Tube
Yancey’s Fancy
Xylem
“Thank you for redirecting me when I was assigned to you in the REA program. Prior to that, I had used Craigslist and the various agencies it led me to as the means of finding work. Frankly, they never seemed to place me properly, and I struggled for about two years in finding a good job. Your redirecting toward locations on the Medical Campus, Kaleida in particular, has landed me a very good job – in less than two months!” - Joel D.
Total Active System Participants
20,930
Total Individuals Placed in jobs
11,825
Average Annual Salary
$27,257
Individuals Placed in Training*
453
Cost of Training Provided*
$1,025,626
*Includes Health Profession Opportunity Grant Program participants
Average Cost of Training Per Participant Served
$2,259

December Year End Unemployment Buffalo and Erie County*

Breakfast Club/Meet the Employer/Job Club Events
232 Participating Employers
89 Attendance
5,083

Employer Rapid Response On-Site Meetings
17 Participating Employees
882
Direct assistance provided to businesses experiencing closure and employment reductions

Sponsored Job/ Career and Pathway Fairs
19 Participating Employers
598 Attendance
3,992

Business Seminars
4 Participating Employers
368

Five Career Center Locations
Buffalo Employment and Training Center (BETC) One Stop Career Center
77 Goodell Street, Buffalo, New York 14203
(716) 856-5627 betc@wdinc.org
www.workforcebuffalo.org

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

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

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

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

*Source: New York State Department of Labor
“The Workforce Development Consortium Business Services Team has been a great help to American Medical Response and Rural/Metro as we continue to build our team in the City of Buffalo and in Western New York.”

- Tom McEntee, AMR East Region CEO, Rural/Metro Corporation
The Business Services Division operates at the intersection of our leader’s directives for economic growth, the business community’s employment needs and our One Stop customers.

**Initiatives**

Building off of the Regional Economic Development Council’s directive, Business Services is aligned to focus on the key target industry sectors of:

- Advanced Manufacturing
- Logistics
- Agriculture
- Tourism
- Energy
- Professional Services
- Health and Life Sciences
- Construction
- Higher Education

Our Business Specialists are experts in their fields and effective conduits of information for the businesses they serve. This enables our team to provide immediate and long-term solutions to industry-wide workforce needs.

Over the last year, working directly with our New York State Department of Labor partner, our Business Services team connected services to more than 1,942 businesses throughout WNY, and contributed to the placement of more than 11,800 clients in new or existing employment opportunities.

Business Services is dedicated to creating deeper and more meaningful partnerships with existing business organizations such as the Buffalo Niagara Partnership (BNP), Buffalo Niagara Enterprise (BNE) and the Erie County Industrial Development Agency (ECIDA). These partnerships help streamline processes and ensure better inter-agency relations. Our efforts help bridge gaps and provide a coordinated approach of programs for businesses considering an expansion or a move to our region.

We also partner with community organizations to increase our reach within underserved populations, including veterans’ services, immigrant/refugee communities and prison re-entry programming.

**Business Incentives**

Incentive programs such as On-the-Job Training (OJT) allow job seekers to earn as they learn, while employers benefit from salary reimbursement opportunities. Participating businesses utilize their own training systems to develop the skills necessary for new hires by bridging the gap between a candidate's existing skills and those required to perform successfully. This past year, Business Services executed $21,059 in OJT contracts to businesses and industries.

**Customer Outreach**

Business Services is dedicated to preparing our job seekers with skills to embark on career paths. In 2014, our Career Pathway Programming in Construction and Tourism brought together industry leaders to identify trending high-demand occupations and their corresponding skills. This information served as a foundation for program curriculum launched through Erie 1 BOCES and a multitude of recruitment events, including career information sessions, workshops and on-the-job volunteer experiences.

Business Services provides continuous information and support to our One-Stop customers through weekly job clubs and the highly acclaimed Career Navigator program. Last year, this business boot camp served more than 110 mid- to upper-level job seekers throughout the region. Focusing on activities such as building individual marketing strategies and narrative responses to behavioral-based interview questions, the Career Navigator program boasts 75% placement and is a highlight of Business Services' efforts within the WNY workforce community.
Youth Program by the numbers 2014-2015

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth served</td>
<td>1,220</td>
</tr>
<tr>
<td>Youth in summer employment services</td>
<td>981</td>
</tr>
<tr>
<td>Out-of-school youth served</td>
<td>120</td>
</tr>
</tbody>
</table>

| Out-of-school youth attaining a high school      | 40      |
| equivalency diploma                             |         |
| Youth attaining the National Work Readiness     | 25      |
| credential                                       |         |

| Achieved percentage of NYS Department of Labor    | 84.4%   |
| (NYSDOL) goal for the youth placement in          |         |
| employment or education performance measure      |         |
| Achieved NYSDOL goal for youth attainment of a    | 83.5%   |
| degree or certificate                             |         |
| Achieved NYSDOL goal for literacy and numeracy   | 75.3%   |
| gains                                            |         |
Preparing today’s youth for tomorrow’s challenges.

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.

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

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
- 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 upon program completion
- Comprehensive guidance and counseling
- 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 upon program completion
- Comprehensive guidance and counseling

As of July 1, 2015 under new WIOA legislation, the needs of both in- and out-of-school youth are now being met through outside contracted service providers, selected through a formalized competitive procurement process.

Summer Youth Employment Service

This paid work experience is based on each youth’s interests and aptitudes. The goal is to educate youth in workforce skills needed to be successful in today’s labor market. Participants work 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, they receive tutoring to maintain academic skill levels in mathematics, reading and writing.

Summer Employment Services by the numbers 2014-2015

Youth served 981
Workers, earnings under the OTDA $740,176
Earnings under the WIA $265,486
Total earned by all workers $1,005,662
Average income per youth under OTDA $1,066
Average income per youth under WIA $1,007
Hours worked under OTDA 92,522
Hours worked under the WIA 33,186
Total hours worked 125,708
Number of worksites benefiting 140
Youth receiving tutoring (in addition to paid experience) 48
"I love my work as a Pharmacy Technician. HPOG has afforded me opportunities I never would have found anywhere else. It set me on a path to a future without any limits. This program changed my life for the better!"

- Sydney LaChelle Brooks
HPOG Pharmacy Technician Student

“I actually got the job I was hoping for! Thanks for all your support. I am very impressed with everyone who works at your office – very professional people who care about helping folks out.”

- Ken Wagner, Medical Sales Representative, Integra
Health Profession Opportunity Grant (HPOG)

In our initial five-year cycle, which ended September 29, 2015, Health Profession Opportunity Grant Buffalo enrolled 1,281 WNY residents, with 1,071 completing training. Of those, 77% were placed in the following allied healthcare occupations:

- LPNs, RNs, BSNs
- Pharmacy Technicians
- Respiratory Therapists
- Medical Billers
- Direct Support Professional
- Dental Assistants
- Medical Secretaries
- Certified Nurse Assistants/Home Health Aides
- Physical Therapy Assistants
- Medical Lab Technicians

On September 30, 2015, the WIB was one of 32 applicants across the country to be awarded a HPOG to serve TANF recipients and other low-income individuals, from the Administration for Children and Families, U.S. Department of Health and Human Services (HHS). We were awarded $8 million over a five-year period. This is the second five-year award that HPOG Buffalo has received from HHS, clearly validating the quality of our program and its demonstrated success.

In collaboration with our employer-partners, including Kaleida Health, the Catholic Health System, The McGuire Group and Greater Buffalo United Accountable Healthcare Network, 1199 Service Employee International Union, and training partners, including the Erie 1 and 2 BOCES and Erie Community College, HPOG Buffalo continues to prepare individuals for demand-driven employment in healthcare jobs offering advancement opportunities and career ladders. We anticipate the greatest number of trainees in the following occupations: Certified Nursing Assistants/Home Health Aides; Licensed Practical Nurses; Pharmacy Technicians; Medical Secretaries and Community Health Workers.

Academy of Empowerment

The Academy of Empowerment (Steps to Succeed) is funded through a grant from The Margaret L. Wendt Foundation. The grant helps formerly incarcerated adults find employment by addressing the unique barriers these individuals face. Through workshops and mentoring, clients are provided with a 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. During the 2014-2015 program year, 418 individuals completed all program requirements. Of those, 257 were placed in employment, resulting in a 61.5% 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.
“The Buffalo Employment and Training Center helped me enroll in the Welding Certification course offered by Erie 1 BOCES. The staff was very helpful in updating my resume and sending me job leads – just a great support. I started my new career as a professional welder. I partially owe my success to my Center counselor. I felt it necessary to make you aware of this great asset.” - Maurice Shavers, Welder, Hard Manufacturing
Overall revenue to support WIB activities, from all sources, was reduced by $478,528 from fiscal year 2013-2014 to fiscal year 2014-2015.

## Expenditures 2014-2015

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Career Center Operations</td>
<td>$3,117,126</td>
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<tr>
<td>Youth Program Contracts</td>
<td>$535,981</td>
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<tr>
<td>Youth Wage Subsidies</td>
<td>$2,198,692</td>
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<tr>
<td>Other Direct Services</td>
<td>$143,858</td>
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<tr>
<td>Central Operations</td>
<td>$1,252,537</td>
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<tr>
<td>Individual Training Support</td>
<td>$1,364,393</td>
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<tr>
<td>Business Training Grants</td>
<td>$19,368</td>
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<tr>
<td>General and Administrative</td>
<td>$1,297,844</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$9,929,799</strong></td>
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### Revenue Changes from 2013 to 2015

<table>
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<tr>
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<tbody>
<tr>
<td>WIA</td>
<td>$229,085</td>
<td></td>
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<tr>
<td>TANF</td>
<td>-$35,970</td>
<td></td>
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<tr>
<td>Trade Act</td>
<td>-$78,144</td>
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<tr>
<td>Other Grants</td>
<td>-$665,439</td>
<td>-$478,528</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td></td>
<td><strong>-$478,528</strong></td>
</tr>
</tbody>
</table>

Overall revenue to support WIB activities, from all sources, was reduced by $478,528 from fiscal year 2013-2014 to fiscal year 2014-2015.
WIB Board of Directors

Julius Gregg Adams
Executive Director
EOC, University of Buffalo

Mary Margaret Aprile*
Associate Director of
Human Services
Heritage Centers

Fred Boehm
CEO
Gypsum Systems

Carolyn Bright
Career Center Manager
NYS Department of Labor

Elizabeth Burakowski*
Deputy Director of
Upstate Revitalization
NYS Homes and
Community Renewal

Tracy Jordan Cardwell
Public Affairs Manager
LP Ciminelli

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

D. Sylvester Dihaan
President
Rhythms Cultural Club Cafe

Silvia Fakler
CEO
OATC/AtSilvia.com

Ellen Grant
Senior Vice President,
Chapter Programming
Say Yes To Education

Joseph Maron Hanna
Partner
Goldberg Segalla LLP

Cory R. Haaq
President
Urban Equity
Management Group, LLC

L. Nathan Hare*
President & CEO
Community Action
Organization

Gloryanne Holbrook
Human Resources Manager
General Insurance Co. of
America

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

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 Riegel*
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.

Steven Weathers
President & CEO
Erie County Industrial
Development Agency

Phillip Wilcox
International Brotherhood of
Electrical Workers Local 97

Myrna Young*
Partner
Kavanaugh Young &
Associates

Michael G. Zwick
Senior Consultant
Global H, LLC

* Denotes member of Board’s Executive Committee
** Denotes Board Chairman

WIB Board of Directors

BUFFALO AND ERIE COUNTY
Workforce Investment Board

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www.becwib.org

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