Buffalo and Erie County Workforce Investment Board, Inc.

2018-2019 Annual Report
CHAIRMAN’S MESSAGE

On behalf of the Buffalo and Erie County Workforce Investment Board (WIB), I am pleased to present our Annual Report for the 2018-2019 year.

While unemployment stands at historic lows, the WIB and our workforce network “Workforce Buffalo,” continue to stand as a lifeline for thousands of individuals living in Buffalo and Erie County who are striving for self-sufficiency.

Low unemployment, while a positive for the overall economy, creates a perfect storm for the many employers we serve. Job opportunities across Western New York continue to go unfilled because of a limited labor pool that is lacking in basic education and skill sets. Our organization is charged with assisting these individuals by providing them with the necessary training and supportive services to ensure employability.

The WIB continues to work with employers, local training providers and partners to ensure our Career Centers provide the highest level of service. We will continue to expand programming and look toward innovative approaches to achieving our goals.

In the past year, we have implemented unique approaches in the area of Career Pathways, developed bilingual training programs, partnered with businesses to address transportation logistics, expanded direct community outreach and tackled client barriers to employment with our partners head on. As an organization, we will continue to evolve for the benefit of all we serve.

Finally, sincere thanks to our staff, partners, and our board for their dedication and service to job seekers and businesses, and to County Executive Mark C. Poloncarz and Buffalo Mayor Byron W. Brown for their continued support of our efforts in Buffalo and Erie County.

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

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Julius Gregg Adams  
Executive Director  
University at Buffalo, EOC

Jomo Akono  
Council Representative  
Northeast Regional Council of Carpenters

Mary Margaret Aprile  
HR Business Professional  
Retired

Fred Boeheim*  
CEO  
Gypsum Systems, Inc.

Carolyn Bright  
Career Center Manager  
NYSDOL

Tracy J. Cardwell  
Owner/President  
TJC PR Consultants

D. Sylvester Dihaan  
Owner  
Rhythms Cultural Club Cafe

Silvia Fakler  
CEO  
AtSilvia

Andrew Federick*  
Sr. Economic Development Specialist  
Erie County

Katherine Grace  
Senior Vocational Rehab Counselor  
ACCES-VR

Joseph Hanna  
Partner  
Goldberg Segalla

Cory Haqq  
President  
Urban Equity Management Group LLC

L. Nathan Hare  
Executive Director  
Community Action Organization, Inc.

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

Brian Manley  
President  
Imagine Staffing Technology

Michael Martin*  
Executive Director  
Native American Com. Services of Niagara & Erie Counties

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

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

Elizabeth Miller  
Marketing Account Manager  
Sealing Devices

Robert Mootry, Jr.*  
Regional Director  
CSEA Region 6

William Paladino  
CEO  
Ellicott Development Company

Scott Pallotta  
Chief Executive Officer  
Zehnder Rittling

Douglas Parks  
Senior Vice President  
Chief Human Resources Officer  
HealthNow New York, Inc.

Patricia Riegel*  
Supervisor of Workforce Development  
Erie 1 BOCES

Bridget Russo  
Chief Human Resources Officer  
Neighborhood Health Center

Ralph Salerno  
Owner  
Keller Bros. & Miller, Inc.

April Sanders  
Construction/Compliance Coordinator  
Uniland Development Company

David Sullivan  
President  
Industrial Support, Inc.

Steven Weathers  
President & CEO  
ECIDA

Myrna Young*  
Executive Director (retired)  
Everywoman Opportunity Center

*Denotes Executive Committee Member  
** Denotes Board Chairman
WORKFORCE INVESTMENT BOARD
Duties and Responsibilities

The federal Workforce Innovation and Opportunity Act (WIOA) of 2014 authorizes the nation’s public workforce development system. The law sets the framework for how state and local workforce development systems work together to serve job seekers and employers, including requirements for funding; employment and training priorities; program eligibility; system oversight, and monitoring. It also establishes workforce investment/development boards in every state. It is designed to help job seekers access the employment; education; training, and support services they need to be successful in the workplace, and to match employers with the skilled workers they need to compete in the global economy.

Our local workforce area was formed through a partnership between Erie County and the City of Buffalo. Erie County Executive Mark C. Poloncarz and Buffalo Mayor Byron W. Brown appoint members to the board and bear responsibility for board oversite. Federal legislation mandates a cross-section of leaders from public, private, and educational sectors. The WIB sets workforce policy and oversees workforce activities in our local workforce area. The Governor of New York State designates Workforce Development Areas and certifies local Workforce Development Boards. There are 33 WIB/Workforce Development areas across New York State.

Workforce Buffalo services are provided to job seekers and to businesses through a partnership between the Buffalo and Erie County Workforce Development Consortium, Inc. (WDC) and the New York State Department of Labor (NYSDOL), with the assistance of additional partners that provide wraparound services.

OUR MISSION
Creating opportunities for job seekers.
To provide leadership in promoting the economic vitality of our region by supporting job growth and ensuring that those who are unemployed, underemployed and dislocated have the education, skills and workforce preparation to meet employers’ needs.

OUR VISION
Serving job seekers and our business community.
To create and maintain a demand-driven workforce investment system that is responsive across sectors 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.

OUR GOAL
Working toward a work-ready community.
- Maintain a high quality workforce development system that aligns workforce investments, education and workforce development systems
- Provide increased access to education, training and employment for individuals with socio-economic, cultural, and physical barriers
- Establish Career Pathways as the primary model for skill, credential, and degree attainment
- Create Work-Based Learning Opportunities for Youth
- Increase employer participation through multi-employer workforce partnerships
- Increase labor market relevance and expansion of focused business services
- Expand and continue improvement of workforce delivery systems
- Increase self-sufficiency for all system participants
**OUR STRATEGY**

*Focus on jobs and opportunities.*

Working with partner organizations, local businesses and the New York State Department of Labor, the WIB has focused its efforts on identifying and filling positions that offer both businesses and those individuals we serve the greatest opportunities for success. Highlighted – or demanding – occupations exist locally in the following industry sectors: Advanced Manufacturing; Agriculture; Energy, Health and Life Sciences; Logistics and Tourism. The WIB continues to lead efforts in Buffalo and Erie County to foster innovative and cutting edge strategies that provide the talent needed to fill these opportunities.

**ORGANIZATIONAL FUNDING**

*We bring funding to the region.*

The 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: 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 levels to support our local workforce system.

**WORKFORCE BUFFALO**

Federal law also mandates that identified local and state workforce development partners work in collaboration in serving jobseekers and employers. The law, however, provides enough flexibility to allow for local decision-making based on workforce and economic conditions and employer demand for services. The legislation necessitates a greater level of interagency collaboration, as well as ongoing and consistent outreach to workforce development system stakeholders. The WIB has orchestrated a countywide network of these mandated partners, employment and training providers and community support agencies, working together to provide a unified network of workforce development services. This network is known as Workforce Buffalo.

Workforce Buffalo ensures that those we serve – no matter the barrier to employment – are given an opportunity to succeed in today’s economy. Every individual has unique skills; interests; abilities; aspirations and life situations. Our efforts tailor services to meet individual needs. We focus on providing specialized and forward-thinking employment programs that bring the right support systems and resources. This is accomplished, in part, by combining firsthand employer feedback with labor market data to develop and implement programs, and best practices.

Members of the Workforce Buffalo network include, but are not limited to, the following:

- ACCES-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
- Goodwill of Western New York
- HPOG Buffalo
- Job Corps
- New York Joining Community Forces
- 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.
Organizational Performance
We Design, Deliver and Measure

Year End (July) Unemployment Rate
Buffalo and Erie County

National Unemployment Rate, July 2019: 3.7%*

Priority Growth Industries Served

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</thead>
<tbody>
<tr>
<td>ADVANCED MANUFACTURING</td>
<td>8.5%</td>
<td>7.5%</td>
<td>5.9%</td>
<td>5.3%</td>
<td>4.4%</td>
<td>4.4%</td>
<td>4.2%</td>
<td></td>
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<tr>
<td>AGRICULTURE</td>
<td>5.2%</td>
<td></td>
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<tr>
<td>BI-NATIONAL LOGISTICS</td>
<td>5.9%</td>
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<tr>
<td>ENERGY</td>
<td>5.3%</td>
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<tr>
<td>HEALTH AND LIFE SCIENCES</td>
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<tr>
<td>PROFESSIONAL SERVICES</td>
<td>4.4%</td>
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<tr>
<td>TOURISM</td>
<td>4.2%</td>
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Total System Participants Served: 18,101
Total Participants Placed in Jobs: 12,725

Participants Placed in Training: 501**

<table>
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<tr>
<th>Description</th>
<th>Total</th>
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<tr>
<td>Cost of Training Provided</td>
<td>$1,625,536</td>
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<tr>
<td>Average Cost of Training</td>
<td>$3,245</td>
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<tr>
<td>Average Median Earnings</td>
<td>$25,495</td>
</tr>
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</table>

Participants by Ethnicity

- White: 27.7%
- African American/Black: 6.1%
- Hispanic/Latino: 3%
- Asian: 2.4%
- Native American/Alaskan: 1.2%
- Other: 1.0%
- Hawaiian: 1.0%

Participants by Gender

- Male: 50.8%
- Female: 49.2%

Job Fairs/Customized Recruitments

- Job Fairs/Business Rapid Response: 9
- Participating Businesses: 192
- Job Seeker Attendance: 707
- Customized Recruitments: 43
- Job Seeker Attendance: 1,900
- Business Education Seminars: 4,765

*Source: New York State Department of Labor and U.S. Bureau of Labor Statistics
** Does not include youth placed in training
A strong workforce is our priority
In 2019, Business Services met with more than 3,700 businesses to solidify successful relationships and serve as a vital conduit to workforce collaboration and planning. Through our strategic approach, we identified skill gaps, established comprehensive trainings and coordinated workforce incentives to bridge gaps between public and private sectors. We’re working to identify new ways to improve Workforce Buffalo resources – providing better access to comprehensive solutions that meet industry demand and exceed business expectations.

Innovation
It’s an exciting time to be in business in Buffalo and Erie County. Unemployment is low, the economy is stable and new business is on the rise. Locally, we saw a significant shift in workforce demand over the last program year and a need to step up skilled trainings for in-demand careers. Keeping in line with our commitment to provide businesses with flexible and cost-effective training strategies, we sought out innovative ways to expand our services. Building on our foundations of identification of qualified applicants; marketing job openings; incentivized training assistance; industry specific trainings, and outplacement services – we took our work to the next level.

Growth
Our increased efforts to deepen our impact on our regional workforce led Business Services to spearhead initiatives that resulted in improvements and significant gains to our workforce system, including:

- $1.2 million in federal funding via the Trade and Economic Transition National Dislocated Worker Grant (TET NDWG)
- $91,000 in state funding via the NYS Consolidated Funding Application (CFA)
- Rewriting local policies and procedures to better align workforce objectives

- Creating dozens of stand-alone skills training programs for the priority sectors of Advanced Manufacturing; Advanced Technology Systems; Building Trades; Hospitality and Tourism and Professional Services
- Launching NYS’s first bilingual Advanced Manufacturing Certified Production Technician (CPT-MSSC) training for Spanish speakers
- Working with local industry to find solutions to transportation gaps in Lancaster and Orchard Park
- Establishing cross regional workforce alignment, working on implementation of Pathways to Success programs for new hires and incumbent training in the Capital Region
- Expanding Pathways to Success nationally-certified trainings for dislocated workers into Niagara and Chautauqua Counties

These landmark opportunities address the growing needs of regional employers in a cost-effective manner. They serve as primary examples of how our team works alongside industry, business and regional partners to broaden our approach to growing the regional economy.

Success
The landscape of our regional workforce is changing and we’re changing with it. Our team of workforce experts is continually working to identify solutions that bridge gaps and remove barriers to successful employment. Our approach creates multidimensional strategies to maximize our system to serve both business and workforce candidates. As our knowledge and expertise continue to grow, we are proud to cover new territory in workforce advancements utilizing valuable resources to accomplish the good work of our aligned system – allowing us to pave the way for even greater successes into the future.

“Participating in the Pathways to Building Trades program provided us the ability to work with intern candidates, allowed us the opportunity to assess skills and abilities firsthand, and allowed me to confidently hire.”
- James Wanglin, President, Wanglin Construction
The Buffalo and Erie County area includes one full service Workforce Buffalo Career Center and four affiliate Career Centers that provide assistance to job seekers. The full-service Buffalo Employment and Training Center (BETC) offers comprehensive employment, training and career development services to employers, job seekers, workers and young adults. 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 SUNY 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.

**Buffalo Employment and Training Center (BETC)**
One Stop Career Center
77 Goodell Street
Buffalo, NY 14203
(716) 856-5627
betc@wdcinc.org
www.workforcebuffalo.org

**SUNY ERIE Career Center**
Gleasner Hall, Room 166
6205 Main St
Williamsville, NY 14221
(716) 270-4444
Fax (716) 270-4491
onestop@ecc.edu
www.ecc.edu/onestop

**SUNY Erie Center**
(South Campus)
One-Stop Employment and Training Career Center
4041 Southwestern Blvd
Orchard Park, NY 14127
(716) 270-4444
onestop@ecc.edu
www.ecc.edu/onestop

**NYS Department of Labor Career Centers**
284 Main St
Buffalo, NY 14202
(716) 851-2600

4175 Transit Rd
Williamsville, NY 14221
(716) 634-9081
www.labor.ny.gov

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**Job Seeker Services**

Job seekers have diverse needs. Workforce Buffalo provides a wide range of cost-free services to assist our job-seeking clients, including:

- Access and referral to NYS job openings
- Career assessment and exploration
- Skills training in demand occupations
- Job readiness training
- Social media training
- Resume preparation and cover letter writing assistance
- Career and labor market information library
- Networking opportunities and job clubs
- Computer workshops
- On-site employer interviewing
- Adult training and education
- Work stations designed to assist individuals with disabilities
- Clothes Closet

**Employer Services**

Workforce Buffalo puts a premium on helping to serve the needs of employers. This is accomplished by offering a wide range of business-focused, in-house services. Following is a list of these services, which are offered at no cost to the employer:

- Employee recruitment and screening
- Use of Center facilities for group interviews
- On-the-Job training opportunities based on worker eligibility
- Rapid response to mass layoffs and plant closings
- State and/or federally generated labor market Information (LMI)
- Tax credit assistance
- Information about and referral to business start-up, retention and expansion services

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“Without the help of the Goodell BETC and the great counselors there, it would have been a difficult task for me as a recruiter to find great candidates. They provided a qualified stream of candidates ready and willing to work, and for that, I am grateful. I might also point out that BETC assisted me in finding this rewarding position as an account manager!”

- Jessika Brant, Account Manager, Acara Solutions, Inc.
Workforce Buffalo provides programming to meet the needs of individuals with special needs, specifically, those experiencing significant barriers to employment and/or representing a special population. Following is a partial list of programs developed to assist these individuals.

**Steps to Succeed, Steps to Achieve Academy**
The Steps to Succeed, Steps to Achieve Academy is designed to assist societal re-entry individuals looking for gainful employment. The program provides assistance in identifying and addressing the unique barriers these individuals face. Workshops and individual mentoring are made available to all who participate. Employers partnering with the program 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.

**Trade Adjustment Assistance Program (TAA)**
The Trade Adjustment Assistance (TAA) Program is a federally funded program that provides a path for employment growth and opportunity to U.S. workers who have lost their jobs as a result of foreign trade. The TAA program provides trade-affected workers with opportunities to gain the skills, resources and support they need to become re-employed. TAA offers a variety of benefits and services, including job training, job search and relocation allowances, income support, and assistance with healthcare premium costs. TAA participants come from a variety of backgrounds and industries. Many enter the program with a wide array of skills and experience. The majority of TAA participants who enter the program face similar challenges in obtaining reemployment: no post-secondary degree, job skills solely in the manufacturing sector and an average age of 46, with more than 12 years' experience in a specific job that may no longer exist.

**Priority of Service for Veterans**
“Priority of Service” is afforded to veterans and their eligible spouses in accordance with the Jobs for Veterans Act of 2002 and the Veterans’ Benefits, Health Care and Information Technology Act of 2006. Veterans’ priority of service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining all available system services. Workforce Buffalo Career Centers provide knowledgeable staff who understand the value and challenges of military experience in the civilian workforce. These dedicated staff members assist veterans in articulating military skills, connecting with veteran-friendly employers and accessing benefits available specifically to support veterans.

**Suited For Success and Finishing Touches Clothes Closet**
The Buffalo Employment and Training Center offers clients, at no cost, access to a stocked Clothes Closet of donated men’s and women’s business apparel. Clients are free to select and retain apparel needed for upcoming interviews.
**SUNY Erie Career Center Food Pantry**

In Governor Cuomo’s 2018 State of the State address, he announced a comprehensive plan to combat hunger for students in kindergarten through college by providing healthy, locally sourced meals to children in the state who do not have access to adequate nutrition. As part of that plan, the Governor tasked SUNY and CUNY colleges with establishing physical food pantries on campus to create stigma-free access to free food.

SUNY Career Center staff saw this as an opportunity to expand its services to support its neighbors and students served at its Center, many of whom were in critical need. Over the last year the Career Center has been working to establish permanent food pantries at each campus through a new partnership with FeedMore WNY. The FeedMore WNY team has been incredibly generous, providing consistent deliveries of fresh food from their warehouse, refrigeration and shelving, and supporting pantry operations through operational and nutritional guidance.

The new food pantries allow individuals to discreetly “shop” for seven-meal food packages for themselves and their entire households on a weekly basis. The pantries have only been in existence since March 2019, but have already provided approximately 1,800 to 2,000 nutritious meals per month. Pantries have been established at the following locations:

- **SUNY Erie City Campus Food Pantry**
  121 Ellicott Street, Room 145
  Buffalo, NY 14203

- **SUNY Erie North Campus Career Center Food Pantry**
  6205 Main Street, Gleasner Hall, Room 166,
  Williamsville, NY 14127

- **SUNY Erie South Campus Career Center Food Pantry**
  4041 Southwestern Blvd., Room 6202
  Orchard Park, New York 14127

**Breaking Down Barriers Through Innovation**

In March 2019, representatives from Workforce Buffalo’s Business Services staff and the New York State Department of Labor met with several key employers in the south towns to discuss transportation issues impacting their ability to hire qualified candidates. These employers had production openings for over 100 entry and skilled positions and were unable to find viable candidates. The employers – McGard; Astronics; Servotronics; Polymer Conversion, and Imagine Staffing – stepped forward and agreed to fund a transportation initiative with First Student Transportation, focused on transporting workers from the City of Buffalo and Lackawanna to participating manufacturers in Orchard Park and East Aurora. Workers would be provided with round-trip transportation regardless of the shift worked.

To help these employers identify and qualify potential job candidates, several Job Fairs were held at NYS Department of Labor and Workforce Buffalo Career Centers. More than 256 individuals completed applications and were interviewed for the positions. To date, this new innovative initiative is breaking boundaries to achieve the goal of helping Erie County residents find economic stability and develop marketable skills in manufacturing. Several other employers have reached out seeking to become a part of this collaboration.

“We’ve worked alongside the Workforce Investment Board and the Business Services team for years to introduce new workers to the construction industry. Their efficient use of grant funding and ability to bring multiple organizations together has been instrumental in the training and placement of hundreds of workers. Successful programs like these are essential for both WNY workers and employers.”

- Joseph Benedict, President, Construction Exchange of Western New York
On September 29, 2019, HPOG Buffalo completed its fourth year of its second five-year grant from the Administration of Children and Families, the U.S. Department of Health and Human Services. HPOG Buffalo provides TANF and other low income individuals in Erie and Niagara Counties the opportunity to obtain training for healthcare occupations in high demand.

During training and the first month of employment, the program offers participants case management services and support in the form of transportation assistance, childcare, and emergency aid such as car repairs; housing; tutoring, and obtaining a driver’s license. The program also teaches pre-employment skills to prepare graduates for the workplace. Participants of the program are trained for healthcare occupations such as licensed practical nurse; registered nurse; pharmacy technician; certified nursing assistant; physical therapy assistant, and medical assistant. To date, more than 1,500 TANF and low-income individuals have completed training, with more than 1,200 entering employment at a current average yearly starting wage of $30,971. HPOG Buffalo works with more than 150 WNY employers in placing the graduates of the program. Placements at The McGuire Group, Catholic Health and Kaleida Health have been a key element in the success of HPOG Buffalo.

HPOG Buffalo, one of 32 projects awarded nationwide, includes as its training partners Erie 1 BOCES; Erie 2 BOCES; Erie Community College; Trocaire College; D’Youville College; the University at Buffalo; Villa Maria College, and Niagara County Community College.

HPOG PROGRAM PERFORMANCE  July 1, 2018–June 30, 2019

<table>
<thead>
<tr>
<th>208</th>
<th>Enrolled</th>
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<tr>
<td>232</td>
<td>Completed Training</td>
</tr>
<tr>
<td>156</td>
<td>Entered Employment</td>
</tr>
<tr>
<td>67.2%</td>
<td>Placement Rate</td>
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<tr>
<td>$30,971</td>
<td>Average Yearly Starting Salary</td>
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*Includes carryover from previous year

HPOG Success Story, Michelle Hassan, Buffalo, NY
Michelle Hassan was a stay-at-home mom to six children. Months after her husband lost his job, he left the family. She had little work history and knew her situation was dire. Having spent so much time in and out of hospitals and doctors’ offices with a severely disabled child, Michelle knew she wanted to become a nurse. She enrolled in the RN program at Trocaire College. HPOG provided her with tuition assistance, money for books, transportation support, and child care assistance during her training. She now works as an RN at Buffalo General Hospital, making $66,560/yr., thus enabling her to support her family.
Youth Services staff members work 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/or obtain employment.

Local In-School Youth and Out-of-School Youth (e.g. school dropouts) were served with funding provided through the Workforce Innovation and Opportunity Act (WIOA). With technical guidance provided by the Workforce Investment Board and its staff, the needs of in-school and out-of-school youth were met through the work and expertise of competitively procured contractors (Buffalo Urban League, Catholic Charities and The Service Collaborative of WNY). Contractors were tasked with improving measurable skills gains, high school diploma and/or equivalency attainment and placement in advanced training or education. The ultimate goal was to provide services leading to unsubsidized employment with reasonable earning growth potential.

**Total Youth Served**

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<thead>
<tr>
<th></th>
<th>Out-of-School served</th>
<th>In-School served</th>
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<tbody>
<tr>
<td>Out-of-School youth attained a High School Equivalency</td>
<td>66</td>
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<tr>
<td>Youth attained other recognized credentials</td>
<td>25</td>
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<tr>
<td>Youth entered unsubsidized employment, education or training</td>
<td>161</td>
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<tr>
<td>Youth were assisted in attaining NYS Driving Permits/Licenses</td>
<td>46</td>
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<tr>
<td>Youth participated in year round paid work experience activities</td>
<td>79</td>
<td></td>
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<tr>
<td>Youth assisted in attaining their High School Diploma</td>
<td>122</td>
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“Catholic Charities has given me motivation to achieve my high school equivalency diploma. I can also receive assistance to enroll in college. I like that they also helped me write a resume, look for a job and soon I will be opening a bank account.”

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

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

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

- Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies leading to completion of secondary school or equivalent
- Alternative secondary school services
- Paid and unpaid work experiences that have as a component academic and occupational education
- Occupational skills training
- Education offered concurrently with and in the same context as workforce preparation activities
- Leadership development opportunities
- Supportive services
- Adult mentoring during program participation and subsequent period of at least 12 months
- Follow-up services for a minimum of 12 months after program completion
- Comprehensive guidance and counseling services
- Financial literacy education
- Entrepreneurial skills training
- Services that provide labor market and employment information about in-demand industry sectors
- Activities that help youth prepare for and transition to postsecondary education and training

Youth Services Success Story

“Keira has battled depression, anxiety and ADHD since 5th grade, and was bullied out of school. Overcoming all of these challenges, Keira has persevered and earned her high school equivalency diploma through Catholic Charities and the Kenmore-Tonawanda School District Adult Education. Keira will be starting classes at Villa Maria College in January! We are all very proud of Keira and look forward to her future accomplishments.”

- Kaitlin Jackson, Communications and Public Relations Specialist, Catholic Charities of Buffalo, NY
Financial Summary

Expenditures 2018-2019

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Center Operations</td>
<td>$2,659,876</td>
<td>27.2%</td>
</tr>
<tr>
<td>Central Operations</td>
<td>$1,502,058</td>
<td>15.4%</td>
</tr>
<tr>
<td>Youth Program Contracts</td>
<td>$1,313,199</td>
<td>13.5%</td>
</tr>
<tr>
<td>Individual Training Support</td>
<td>$1,625,536</td>
<td>16.7%</td>
</tr>
<tr>
<td>Youth Wage Subsidies</td>
<td>$1,787,258</td>
<td>18.3%</td>
</tr>
<tr>
<td>Other Direct Services</td>
<td>$305</td>
<td>-</td>
</tr>
<tr>
<td>General and Administrative</td>
<td>$874,618</td>
<td>8.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$9,762,850</strong></td>
<td><strong>100.0%</strong></td>
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</tbody>
</table>

Revenue Changes

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>WIOA</td>
<td>$6,126,773</td>
<td>$6,050,708</td>
<td>($76,065)</td>
</tr>
<tr>
<td>TRADE ACT</td>
<td>$230,519</td>
<td>$144,552</td>
<td>($86,967)</td>
</tr>
<tr>
<td>OTHER GRANTS</td>
<td>$3,330,762</td>
<td>$3,567,589</td>
<td>$236,827</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$9,688,054</strong></td>
<td><strong>$9,762,849</strong></td>
<td><strong>$74,795</strong></td>
</tr>
</tbody>
</table>

Overall revenue to support WIB activities, from all sources, was increased by $74,795 from fiscal year 2017-2018 to fiscal year 2018-2019.

“At a time when Western New York is experiencing low unemployment rates and a thriving economy, the Business Services Department of the Buffalo and Erie County Workforce Investment Board is playing a major role to ensure we continue to attract a high-quality workforce that supports long-term economic growth and meets the needs of employers in our region.”

- Mo Sumbundu, Assistant Director, Empire State Development WNY Regional Economic Development Council
“I worked closely with the SUNY Erie Career Center to secure a Department of Labor grant and enroll in the program. From day one, the staff in the Career Center offered exceptional support, resources and advice. My Career Coach was a tremendous asset in narrowing the scope of my job search, providing guidance on networking, and helping refine my resume and cover letter. I encourage all students to make the most of this amazing resource.”

- Suzanne Crean,
SUNY Erie Career Center grant awardee and 2019 graduate

“Catholic Charities has given me motivation to achieve my high school equivalency diploma. I can also receive assistance to enroll in college. I like that they also helped me write a resume, look for a job and soon I will be opening a bank account.”

- Jamere, Youth Program Participant
Funded under the Workforce Innovation and Opportunity Act (WIOA). An equal opportunity employer/program. All Career Centers are handicapped accessible. Auxiliary aids and services are available upon request to individuals with disabilities.

A proud partner in the American Jobcenter Network and