Buffalo & Erie County
LOCAL PLAN

JULY 1, 2017 - JUNE 30, 2021
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Strategic Planning Elements

LWDB and Regional Demand Lists are now maintained online at: https://labor.ny.gov/workforcenypartners/lwda/lwda-occsl.htm. Changes to Demand Lists can be made by following the directions on the webpage.

I attest that the priority ranked list of the local area's demand occupations was last updated on [specify date in the below text box].

January 2017

How is this information shared with the Board? What was the last date on which it was shared?

The Demand Occupation list is developed in consultation with the Industry & Business Development Committee and/or the Executive Committee. It was ratified by the full board in April 2017.

a. Provide an analysis of regional economic conditions, including:

i. Existing and emerging in-demand sectors and occupations; and

The following sectors have been targeted by the Western New York Regional Economic Development Council's (WNY REDC) long-term strategy through exhaustive analysis: Advanced Manufacturing, Health/Life Sciences, Hospitality/Tourism, and Logistics.

ii. The employment needs of businesses in those sectors and occupations.

Employers in these sectors are having difficulty finding qualified candidates to fill job openings. The cause is two-fold: a generation of skilled workers who are retiring, and a local labor market without the basic skills to fill those openings. Employers need qualified workers for entry-level positions, and incumbent workers trained to move into advanced positions within the organization. Employers in these sectors cite persistent skills gaps—the difference between the skills possessed by a prospective employee and the skills needed to fulfill the duties and responsibilities of an existing job opening. Working with the employers, the goal in the LWDA is to expand training programs in these high growth sectors, thus assisting employers in fulfilling their hiring needs.

b. Describe the knowledge, skills, and abilities needed to meet the employment needs of businesses, including those in in-demand sectors and employing individuals in demand occupations.

For entry-level positions, businesses need individuals with both soft-skills (i.e. time management, problem solving, effective communication, adaptability, work ethic, etc.) and basic technical skills. For incumbent workers, business require incumbent worker training for advancement along career pathways within the sector industry.

c. Provide an analysis of the regional workforce, including:
i. Current labor force employment and unemployment numbers;

As of September 2017, the unemployment rate was 5.0%, labor force stood at 658,600, the number of employed was 625,700 and the number of unemployed persons was 32,900.

ii. Information on any trends in the labor market; and

The labor force has fallen from 722,500 in September 2008 to 658,600 in September 2017 due largely to the retirements of the baby boomers (-63,900). The region gained 800 jobs total, 6,400 private sector while losing 8,600 manufacturing jobs over the same time. The growth is not consistent across the region, being concentrated in the Buffalo Niagara Falls area. The population has continued to decline losing 8,014 people from 2010 to 2015, while Erie county gained population.

iii. Educational and skill levels of the workforce in the region, including individuals with barriers to employment.

Of the adult population (age 25+) just over 90% have a high school diploma or higher. However, the 10 percent that do not have a high school diploma represent an estimated 95,637 residents in the region and concentrations of poverty and low educational attainment exist in each of the 5 counties. Major barriers such as transportation, childcare and skill mismatch still exist throughout the region.

iv. Provide an analysis of workforce development activities, including education and training, in the region.

i. Identify strengths and weaknesses of these workforce development activities.

Workforce development activities led by our LWDB include sector partnership programming in Health and Life Sciences, Advanced Manufacturing, and Hospitality & Tourism. Our strengths include having strong relationships with businesses and training providers, which allows us to bring them together to develop successful programs that respond quickly to business needs with real-time curriculum development.

We also support the efforts of other stakeholders in developing workforce initiatives, such as the Buffalo Niagara Partnership's Employ Buffalo Niagara project, the United Way of Buffalo & Erie County's ESPRI program, and the WNY Workforce Training Center.

ii. Does the local area have the capacity to address the education and skill needs of the local workforce, including individuals with barriers to employment, and businesses? Please explain.

Working with our partners, we are able to provide comprehensive services to out-of-school youth and adults who have low literacy skills, are English Language Learners, or lack a high school diploma or equivalent. This includes community and workforce literacy, (ESL) English as a Second Language classes, (HSE) High School Equivalency, and the opportunity to attend low cost vocational and post-secondary programs that mirror the needs of the Western New York Community.
With ACCES-VR and other local community agencies, we are able to identify those with disabilities who seek gainful employment and help provide them with programs that build on their strength as future workers.

Our Comprehensive One-Stop Center also provides Steps to Success, Academy of Empowerment program for individuals who are justice-involved. This program addresses the unique barriers that these individuals face in securing employment, thus supporting participants to become positive, contributing members of society. This program provides not only case management and job-readiness, but also challenges participants to examine attitudes that thwart re-entry by teaching positive reflection, while building and restoring self-respect and confidence, and the ability recognize and act upon opportunities leading to long-term success.

In collaboration with local businesses and training providers, we convene and facilitate the design of entry level post-secondary and vocational training that meets the needs of sector industries for a skilled workforce. Our LWDB has facilitated Sector Partnerships and Career Pathways in Advanced Manufacturing (Certified Production Technician), and Hospitality/Tourism (Front Desk Operations, and Hospitality Customer Service). Classroom training in all programs leads to nationally recognized credentials from the Manufacturing Skills Council and the American Hotel & Lodging Institute, respectively.

These community and sector collaborations provide pathways that connect educational components with workforce training leading to entry-level employment in career sectors that provide family sustaining wages.

e. Describe the local board's strategic vision and goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

Developing and maintaining a high quality workforce is critical to attracting and retaining business in Erie County. The LWDB is committed to creating and promoting 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. Our overall goal is to develop and sustain a unified, cost effective, industry-driven system that facilitates economic development and business growth in our community.

i. How do the local area's workforce development programs, including programs provided by partner agencies, support this strategic vision?

All programs within the LWDA are designed proactively, with input from the business sector and other key workforce stakeholders, including economic development intermediaries, such as local chambers of commerce and IDAs.

ii. How will the local area, working with the entities that carry out the core programs, align available resources to achieve the strategic vision and goals?

Our One-Stop System Coordinator will convene and facilitate partner meetings to discuss partner/program responsibilities, system coordination, customer referrals and engagement, and system performance. Through periodic assessment and analysis, the
Coordinator will develop and implement best practices to improve program effectiveness and ensure strategic alignment, including the sharing of services, resources and technologies among partners.

f. Describe the local board’s goals relating to performance accountability measures. How do these measures support regional economic growth and self-sufficiency?

Our local board’s overall goal of sustaining an industry-driven workforce preparation system is evaluated through performance accountability benchmarks designed to measure the effectiveness to that end. Measures related to short-term and long-term employment rates, median earnings, credential attainment, measurable skill gains and effectiveness in serving employers provide critical data as to how well we are addressing educational/employment barriers and skills gaps in our local workforce. Success in these areas aligns with increased self-sufficiency and supports regional economic growth.

Local Workforce Development System

a. Identify the programs, whether provided by the Career Center or any partners, that are a part of the local area’s workforce development system, including:

i. Core programs:

   Our Core Programs include the following: Adult, Dislocated Workers and Youth programs; Job Corps; YouthBuild; Indian and Native American programs; Adult Education and Literacy programs; Wagner-Peyser programs; Trade Adjustment Assistance programs; Jobs for Veterans State Grants programs; State Unemployment Insurance programs; Vocational Rehabilitation: Adult Career and Continuing Education Services (Access-VR); Vocational Rehabilitation: New York State Commission of the Blind; Senior Community Service Employment Programs; Career and Technical Education programs at the postsecondary level; Community services Block Grants employment & training; Housing and Urban Development employment and training; and Temporary Assistance to Needy Families.

ii. Programs that support alignment under the Carl D. Perkins Career and Technical Education Act of 2006; and

   The LWDB works closely with Title II partners and industry leaders to design entry level post-secondary and vocational training that is an extension of students’ completion of basic educational components. Our Title II partners align with these programs by concurrently offering educational and workforce-training programs to facilitate employment faster than if these programs ran consecutively. In addition, they will offer ESL students opportunities to learn workplace language and training skills that will allow them to use their past workforce and training experience in a local business and industry setting. Other programs that support alignment include Computer Literacy, High School
iii. Other workforce development programs, if applicable.

The LWDA has developed and facilitated Sector Partnerships in two key priority industries: Advanced Manufacturing, and Hospitality & Tourism. These partnerships developed occupational training programs that identified and addressed the skills-gap in the local workforce and provided participants with transferable skills and industry recognized credentials that were stackable along career pathways. These occupational training programs included Certified Production Technician (Advanced Manufacturing), Front Office Desk Operations, and Customer Service Training (Hospitality and Tourism).

b. Describe how the local area will ensure continuous improvement of services and service providers.

The One-Stop System Coordinator will coordinate partner responsibilities under the Service Delivery MOU and convene mandated partner meetings to discuss system coordination, customer engagement and system performance. The System Coordinator will meet with BECWIB's Executive Director on a regular basis to report on the assessment, analysis and evaluation of the LWDA's One-Stop Delivery System, its partners and service providers. The System Coordinator will also make recommendations to improve program effectiveness through the sharing of services, resources and technologies among partners. With Executive Director review and input, the System Coordinator will implement corrective action required for improvements. Services by training providers will be reviewed annually for program effectiveness that meets or exceeds local employer needs; adjustments to training programs will be made when necessary. A mid-cycle status report and a final program report will be provided to the Executive Director and to the Board.

c. Describe how eligible providers will meet the employment needs of local businesses, workers, and jobseekers.

Eligible training providers meet the needs of local businesses, workers and job seekers by offering training that is in demand and on the local demand list. The local demand list is developed with input from the local labor market analyst, local businesses, one-stop offices, the economic development community and the Western New York Regional Economic Development Council (REDC).

d. Describe the roles and resource contributions of the Career Center partners.

The resources and contributions of our Career Center Partners are best expressed by Table 3 of the LWDA's Memorandum for Service Delivery. This table is included in the Attachments to the Plan.

Workforce Development and Career Pathways

a. Describe how the board will facilitate the development of career pathways, including co-enrollment in core programs when appropriate.
Since 2014, the LWDB has convened stakeholders to develop successful career-pathway pilot programs in demand industries. We have worked collaboratively with our partners, industry representatives, employers, and other workforce stakeholders to create relevant programming leading to entry-level employment in Advanced Manufacturing and Hospitality/Tourism. During PY 17, we will launch career pathways programming in Customer Service to support hiring within companies in the Professional Services industry.

b. Describe how the board will improve access to activities leading to recognized postsecondary credentials.

All programming supported by the LWDA leads to stackable credentials accepted by post-secondary institutions. In collaboration with Erie Community College, which is our community college partner, the University at Buffalo, and other local post-secondary institutions, job seekers are made aware of opportunities to attain a post-secondary degree.

We will improve communication with school districts within the LWDA through presentations, field trips to our sites, direct mailings to the community, and an improved digital presence in the community. Employment Specialists and Advisors within Career One- Stops will collaborate with Title II partners to create job fairs, host business and industry meet-and-greets, and be a direct link to dropout youth and adults who are seeking training and employment opportunities. A pre-literacy training program for ESOL students will be offered with counseling in career pathways and occupational skills training leading to post-secondary credential.

i. Are these credentials transferable to other occupations or industries ("portable")? If yes, please explain.

Curriculum development through our LWDA's Industry Sector Partnerships, which includes industry leaders, community organizations, and education and training providers, ensures transferable skills training within priority industries and across sectors. For example, our Customer Service training in Hospitality provides participants with a skill-set transferable to targeted jobs within Hospitality (i.e. lodging, food service, or visitors' bureaus) as well as across other priority industries, such as healthcare and financial services.

ii. Are these credentials part of a sequence of credentials that can be accumulated over time ("stackable")? If yes, please explain.

Through collaborations among partners, our focus in curriculum development is on stackable career pathways in priority industries that ensures on and off ramps in occupations leading to self-sustaining wages.

Access to Employment and Services

a. Describe how the local board and its partners will expand access to employment, training, education, and supportive services for eligible individuals, particularly individuals with barriers to employment.
The LWDB is committed to expanding access to employment, training, education, and supportive services to eligible individuals, particularly those with barriers to employment. To that end, the LWDA has modified its ITA, Supportive Services, and OJT Polices & Protocols to expand access to training and education. Changes have streamlined training processes and created effective synergies with other funding streams. Emphasis is on supportive services, career pathways with contextualized training, work experience, and a priority of service to low-income and basic skills-deficient Adults. Through regional sector partnerships, which include priority industries, training and education providers, and community organizations, resources are leveraged for greater individual access and employment outcomes.

Upon enrollment into the WIOA workforce system, staff meet with each jobseeker for a confidential individualized Initial Assessment to identify the customer’s needs. Information is provided, in usable and understandable formats and languages, relating to the availability of training, education, and supportive services for in-demand occupations, and encourages participants who qualify for those services and assistance offered, such as:

WIOA childcare, lunch and transportation assistance;

New York State Health Plan Marketplace and tax credits;

Information on https://mybenefits.ny.gov to access the Supplemental Nutrition Assistance Program (SNAP) and the Home Energy Assistance Program (HEAP);

Assistance under a state program for Temporary Assistance for Needy Families (TANF), as well as other support services and transportation provided through that program; and

Other supportive services available.

Reentry Assistance:

Finding employment is an extremely important step for all individuals on parole or probation, yet participants with criminal histories face additional systematic barriers to securing good paying jobs. To address this, the Buffalo & Erie County Workforce Investment Board forged critical partnerships with the City of Buffalo, Department of Corrections, and hiring business through its Academy of Empowerment to aid reentry customers. The reentry program provides preparatory steps empowering customers to leave with letters of achievement for parole and probation officers, an updated resume, certificates of completion of various workshops, and direct access to a dedicated job referral bank and network opportunities. Additionally, local employers are assisted with accessing incentive programs to encourage the hiring of societal reentry customers. These include the Federal Bonding Program, the Work Opportunity Tax Credit, and On The Job-Training opportunities.
Providing Industry with Talent Pipelines through the Buffalo & Erie County Health Profession Opportunity Grant:

Robust workforce programming requires strong partnerships from committed nonprofit agencies and hiring employers. The Buffalo and Erie County Workforce Investment Board received grant funding from the U.S. Department of Health and Human Services (HHS) allowing it to create a successful public-private partnership with key educational providers, businesses, and other government agencies to update the region’s workforce and adult educational system. The result has been a job-driven approach to skills-upgrading by building closer ties among key partners, major employers, educational institutions and nonprofits, which has improved the quality of the Western New York workforce while providing economic self-sufficiency for individuals.

Eligible jobseekers can access postsecondary education and recognized credentials related to the following high demand areas:

- Licensed Practical Nurse
- Billing Clerk/Medical Office
- Medical Secretary
- Direct Support Professional
- Pharmacy Technician
- Certified Nurse’s Aide/Home Health Aide

These programs and industry credentials lead to recognized postsecondary credentials that align with in-demand industry sectors and occupations, equipping individuals to enter the workforce upon the completion of training, and accelerates individuals’ educational and employment advancement in career pathways.

b. Describe how the local area will facilitate access to services through the One-Stop delivery system, including remote areas, through the use of technology:

Five Locations to Serve Jobseekers:

Within the LWDA, jobseekers have the option of accessing Basic and Individualized Career Services from its five locations. One of the centers, the Erie Community College South Campus One-Stop Center, is located in the southern tier of the County to serve residents from nearby communities, which includes rural areas. The office provides recruitment opportunities for hiring employers and jobseekers, and has two partners co-located onsite, Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR), and the New York State Department of Labor (NYSDOL).

Technology-Based Services:
The LWDA is currently in the process of implementing a robust new webpage and branding initiative to improve real-time information to jobseekers, including workshop registration. Jobseekers are able to research high demand occupations, Labor Market Information, information on training grants, resume resources, career-coaching services, orientation services, and other resources. Additionally, One-Stop staff uses technology to offer individuals appointments through FaceTime and chat sessions, as well as email and telephone service. All of these options are particularly helpful during the winter months when travel can be difficult.

New Mobile Services through the Western New York Employment Strikeforce:

In May 2016, Governor Andrew M. Cuomo introduced the Western New York Employment Strikeforce spearheaded by the New York State Department of Labor. This initiative targets communities struggling with high unemployment rates in the cities of Buffalo, Lackawanna, and Niagara Falls in partnership with local leadership and community organizations. The model is a multi-pronged campaign and employs an intensive, on-the-ground approach. Strikeforce teams work with local businesses to identify openings, match likely candidates with those positions and, when necessary, leverage relationships with local training partners in order to fill any skill gaps that may serve as a barrier to employment. To date, approximately 7,400 people in the target areas have found work through the Strikeforce program. In addition, Strikeforce staff operating within the New York State Department of Labor have facilitated 10 career fairs and nearly 150 customized recruitments in the region since that time, providing a myriad of career and employment services during the evenings and weekends.

c. Describe how Career Centers are implementing and transitioning to an integrated technology-enabled intake case management information system.

Career Center staff use America’s One-Stop Operating System (OSOS) to manage customer information. It is the sole case management system used for all WIOA enrollees and allows One-Stop managers to run reports to assist staff in their routine follow-up activities. One-Stop staff participate in all required OSOS training, including the implementation of Technical Advisories from the Department of Labor.

d. Provide a description and assessment of the type and availability of programs and services provided to adults and dislocated workers in the local area.

Basic, Individualized, and Follow-up Services are available within all career centers to assist Adult and Dislocated Workers with reemployment.

Basic Career Services Triggering Participation in WIOA:

Basic Career Services requires staff assistance and enrolls participants into WIOA performance. Adult & Dislocated Worker Basic Career Services include the following:

1. Eligibility assessment to determine Adult and Dislocated Worker eligibility.
2. Initial Assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities (including skills gaps);

3. Job vacancy announcements and Labor Market information (LMI);

4. Supportive service needs assessment;

5. Staff-Assisted job search assistance;

6. Placement assistance (includes job matching, job referrals, and job development);

7. Career counseling, including staff-assisted career guidance;

8. Provision of information and assistance regarding filing claims for Unemployment Insurance compensation, through a dedicated telephone number and email;

9. Information relating to state and Erie County in-demand occupations and the earnings, skill requirements, and opportunities for advancement in such occupations;

10. Assistance in establishing eligibility for training; &

11. Provision of job club activities at the local One-Stop Career Centers.

Individualized Career Services:

Individualized Career services are available to Adults and Dislocated Workers, if determined to be appropriate, in order to obtain or retain employment. Individualized Career Services entail significant staff time and customization to each individual's need. They include:

1. A Comprehensive Assessment of the skill levels and service needs of Adults and Dislocated Workers, which may include diagnostic testing and use of other assessment tools;

2. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;

3. Counseling and Career Planning;

4. Development of an Individual Employment Plan (IEP) to identify employment goals and appropriate achievement objectives; &

5. Short-term Prevocational Training.

Dislocated Workers in Erie County receive offsite and extended reemployment services in collaboration with the New York State Department of Labor and local employers:
Rapid Response for Laid-off Workers:

Working with employers, One-Stop representatives deliver early intervention and immediate assistance with layoffs and plant closures at local and regional businesses. Staff provide information about the resources that are available, such as information on filing for Unemployment Insurance, health insurance options, resume assistance, access to skills upgrading and training resources, and more.

Trade Adjustment Assistance (TAA):

The federal government provides extensive resources to eligible workers whose jobs are lost due to foreign trade or shifts in production out of the United States. While not all job loss due to foreign competition meets the requirements of the Trade Act Program, the Erie County workforce system has qualified staff who work with impacted workers and companies to help Dislocated Workers file Trade Act petitions, and provide information on the TAA Program. Individuals enrolled in the TAA Program typically receive one or more years of service from staff, depending upon the customers' needs and their individual training plans.

e. Describe how workforce activities will be coordinated with the provision of transportation, including public transportation, and appropriate supportive services in the local area.

Our local supportive services policy provides eligible participants enrolled in ITAs with funds for training-related expenses such as books, lab fees, tools, uniforms, and exam and license fees where these costs are not covered in the ITA provider agreement but required by the approved course offering. Subject to funding availability and participant eligibility and financial need, the LWDB also provides supportive services for child care, transportation, and needs-related payments.

f. Describe the replicated cooperative agreements in place to enhance the quality and availability of services to people with disabilities, such as cross training of staff, technical assistance, or methods of sharing information.

The LWDB is working with the NYESS Ticket to Work program to evaluate the feasibility of placing a Disability Resource Coordinator in the Career Centers to assist job seekers with career development, benefits advisement, and disability advocacy within the community.

g. Describe the direction given to the One-Stop System Operator to ensure priority for adult career and training services is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

In August of 2017, the LWDB issued an immediately effective directive to One-Stop Career Center staff that outlined the priority of service requirements under WIOA Section 134 (c) (3) (e) to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient seeking Adult-funded career and training services. This directive also included priority of service guidance for Veterans and Eligible Spouses who receive services under any qualified job-training program funded by the U.S. Department of Labor.
h. Describe how One-Stop System Operators and One-Stop partners will comply with the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding:

i. The physical and programmatic accessibility of facilities, programs, and services;

The One-Stop System Coordinator will communicate and convene with One-Stop partners to ensure nondiscrimination compliance under WIOA and the ADA.

Our local policy bulletin requires one-stop system partners receiving Title I funds to comply with Section 188 of WIOA and its regulations to ensure non-discrimination and equal opportunity to participation and activities under Title I.

Under the LWDA's Service Delivery MOU, program partners have committed to serving the needs of all workers, especially youth and individuals with barriers to employment. They acknowledge adherence to the Americans with Disability Act, and to provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support. Partners also acknowledge compliance with the NYS Human Rights Law, which prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status or domestic violence victim status of any individual. This also affords protection from employment discrimination for persons with prior convictions records or prior arrests, youthful offender adjudications, or sealed records.

ii. Technology and materials for individuals with disabilities; and

Career Center staff will provide, at minimum, direct linkages by phone or real-time web-based technology to the appropriate program-partner staff that can provide the required services or information requested by the customer.

iii. Providing staff training and support for addressing the needs of individuals with disabilities.

Working through our One-Stop System Coordinator and in collaboration with our program partners, the LWDB will develop cultural competency training to better serve special populations. Program partners serving individuals with disabilities will be invited to one-stop-center staff meetings to present information concerning the individuals they serve, the unique issues these individuals face, and their agency's application process. In addition, we will develop a partner-liaison contact list for direct agency referrals that provide efficient and meaningful assistance to customer.
iv. Describe the roles and resource contributions of the One-Stop partners related to the nondiscrimination requirements of WIOA (section 188), and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.).

In accordance with the non-discrimination requirements of WIOA and the applicable provisions of the Americans with Disabilities Act of 1990, the One-Stop partners agree to provide individuals with disabilities with physical and programmatic accessibility to facilities, program services, technology and materials, including appropriate staff training and support. Working with the One-Stop System Coordinator, the partners will periodically reassess program accessibility and adjust strategies to improve access as needed. In addition, they will develop/facilitate electronic program applications and identify resources to provide seamless and efficient access to all program and services under WIOA.

Business Engagement

a. What strategies and programs, including training programs, will be used to facilitate engagement of businesses, including small businesses and businesses in in-demand sectors and occupations?

The Business Services team utilizing a number of programs and strategies targeted toward the engagement and active participation of businesses throughout Buffalo and Erie County. Our efforts and strategies include:

Regular outreach - cold calls, on-site visits, email distribution, outreach through business associations, information sessions, breakfast clubs and as job club spotlight guests.

Industry Sub-Committees- Allow for active outreach and engagement of local business to identify industry specific needs and participation in the initiation of workforce enhancement programming. Industry sub-committees provide a regular monthly interaction and face-to-face conversation with local business leaders and hiring managers.

Pathways Programming-Post-secondary education and training that is organized as a series of manageable steps leading to successively high credential and employment opportunities. Pathways programming provides a prime opportunity for business engagement, sub-committee engagement in the creation and execution of stackable credential training.

Industry Involvement-Our team of Business Service Specialists serve as defined experts of industry and hold strong relationships with local industry focused associations. Our specialists participate as board members, as advisory members and participate regular by attending industry led events and with outside initiatives.

Career Navigator- The Career Navigator Program © is an intensive training program developed to meet the multi-dimensional needs of the ready-to-work job seeker. The 5-day program covers topics such as self-assessment, interviewing, and networking in a safe environment that encourages communication and learning. The program has been
designed by experienced Career Advisors and nationally recognized business trainers, and incorporates the latest tools, information, and teaching methods for the adult job seeker.

NYS DOL - Cross agency collaboration to provide onsite services to businesses who have recently filed WARN Notices. Business Services Specialists work co-jointly with NYS DOL RR members to provide on-site counseling, job referral, resource information and coordination of job seekers who can be referred for employment to other similar functioning employers.

ECIDA Referral Program - Cross agency referrals and engagement of new businesses to the area and introduction to workforce services. This program is in its third year and functions to not only provide information about our current menu of services, but also provides an opportunity for Business Services to examine and consider the needs of incoming employers.

NYS DOL NEG Regional Sector Partnership Initiative - Pathways based stackable credential training programs that leverage workforce system relationships with other counties to establish cross county training, placement and resources for area business and job seekers. This program engages employers for input on regional need, development of training and subsequent placement. The grant provides resource services to other agencies and convenes industry businesses for regular advisement.

Hybrid Information Sessions - Utilized as a business and networking approach to the job fair model, Hybrid Information Sessions combine aspects of newly developed training models with industry led panel discussions, round robin and speed networking sessions for job seekers and high level business managers, while providing access and information on-site for qualification to system resources.

i. If applicable, describe the local area's use of business intermediaries.

Business Services currently aligns efforts with local business councils, business chambers, industry and trade associations, as well as local Economic Development agencies. We work to engage business with program building, mentoring, resource sharing and overall operations and outreach improvement. Our partners include:

**Buffalo Niagara Manufacturers Alliance**

**Construction Exchange of WNY**

**Women in Construction**

**Buffalo Niagara Hotel and Lodging Association**

**Buffalo Niagara Partnership**

**Amherst Chamber of Commerce**
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b. What strategies or services are used to support a local workforce development system that meets the needs of businesses in the local area?

Business Services actively works to engage local business and provide services that meet the growing needs of industry. In house strategies and services intended to endorse industry engagement, while supporting the workforce system include:

- Pathways Programming
- Industry Committees
- Access to grant funding for workforce training - OJT, ITA's, TAA's, NYS DOL NEG OJT, NYS DOL Grant funding for underserved populations and grants available through the Workforce Development Institute.
- Inter-agency referrals
- Cross agency referrals

System service engagement - Rapid Response, Job Postings, Match and Refer Services

c. Describe how the local area's workforce development programs and strategies will be coordinated with economic development activities.

Business Services continues collaborative efforts with area IDA's including Amherst IDA, ECIDA and Lancaster IDA. Our team sits on the Local Area Managers Committee for the
ECIDA and continues to work with the Amherst Chamber to establish skilled trades programming and transportation advocacy to extend public transportation to hard to reach areas of business. Business Services also cooperates with the Lancaster Chamber and IDA in efforts to expand transportation to underserved business corridors, specifically the Walden and Broadway corridors. Active participation and advocacy on behalf of business continues into the new program year.

i. Describe how these programs will promote entrepreneurial skills training and microenterprise services.

We are currently working to raise our profile within the entrepreneurial and start-up communities by continuing to expand services to local start-ups via The Innovation Hot Spot, the Innovation Center, Z 80 Labs, DIG, 43 North and other local start-up support agencies. We have established a joint referral system with these agencies in an effort to create a broader reach into the entrepreneurial community. Efforts to grow our engagement and program building in this area are ongoing.

d. Describe how the local board will coordinate its workforce investment activities with statewide rapid response activities.

Business Services coordinates regularly with the NYSDOL Rapid Response Team. We meet monthly to discuss current WARN applications and strategies to approach businesses on-site. In addition, we participate in regular Rapid Response coordination, transferable skills training, and access to career exploration and support services, as well as identifying those businesses that may be able to absorb or retrain displaced workers.

Program Coordination

a. How do the local area’s programs and strategies strengthen the linkages between the One-Stop delivery system and unemployment insurance programs?

The local One-Stop system works collaboratively with the NYSDOL Special Programs Unit for Trade Act and the 599 Programs, which assists UI claimants with their unique training needs. One-Stop staff at all locations submit 599 applications to the Department of Labor on behalf of customers, and when appropriate, recommend the approval of training while customers are receiving UI. Access to Unemployment Insurance staff via direct phone lines help jobseekers access staff assistance when they have unusual or urgent needs.

b. Describe how education and workforce investment activities will be coordinated in the local area. This must include:

i. Coordination of relevant secondary and postsecondary education programs;

Working with Title II program providers, our secondary and postsecondary education programs will incorporate and align the workforce skills required by our industry sector-partners.
ii. Activities with education and workforce investment activities to coordinate strategies and enhance services; and

The LWDB is actively engaged in workforce efforts led by community stakeholders such as the Buffalo Niagara Partnership and the United Way of Buffalo & Erie County; these efforts are intended to reshape workforce services provided to businesses, and address issues related to financial hardship, respectively. The LWDB is also leads Regional Sector Partnership efforts, in collaboration with other boards in the region. In this role, the LWDB assists other local areas with exploration of career pathways options, and development of similar strategies in their communities.

iii. A description of how the local board will avoid duplication of services.

To prevent the duplication of services and enhance the area’s ability to coordinate strategies and enhance services, the LWDB will convene quarterly meetings with system and regional partners. The LWDB’s One-Stop System Coordinator is tasked with periodically assessing and analyzing system performance and developing best practices to improve program effectiveness, including the sharing of services, resources and technologies among partners. These activities will serve to highlight performance issues, sharing of best practices and developing innovative approaches for premier workforce services in our LWDA.

c. Describe plans, strategies, and assurances concerning the coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), to improve service delivery and avoid duplication of services.

Wagner-Peyser is co-located in the One-Stops and work closely with One-Stop system partners to coordinate services for customers. WIOA staff work cooperatively with Wagner-Peyser representatives to conduct Initial Assessments on every participant to determine the customer’s needs and who will most likely need additional career services from the One-Stop system. Data entered in our confidential shared system, OSOS, avoids the duplication of services when customers visit multiple centers.

WIOA and Wagner-Peyser staff share the responsibility of conducting Orientations and other career development and job search workshops either in a group setting (depending on the size of the group) or on an individualized basis, that includes information on programs that customers may be eligible for. The workshop consists of information on how to find a job, networking, career planning, preparing for the job hunt, interview techniques, resumes and cover letters, applications and references, social media, interviewing skills, and more.

Wagner Peyser staff work collaboratively with WIOA staff on providing follow-up services to REA participants who have not re-engaged in services, to ensure that they have the support they need to find work, and that jobseekers are taking advantage of job placement services should they need them.

Wagner Peyser staff also provide services to businesses in collaboration with the Buffalo & Erie County Workforce Development Business Services team. The team works as a cohesive unit to engage businesses in key industry sectors identified in state and local plans to help
regional business solve their workforce needs. This results in new partnerships and promotes job openings to qualified customers registered with the One-Stop system.

d. Provide a list of executed cooperative agreements that define how all local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center system. This includes agreements between the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

The LWDA’s Memorandum of Understanding for Service Delivery outlines the roles and responsibilities of each partner within the Career Center system, including how individuals eligible under the Rehabilitation Act will be served.

Youth Activities

a. Provide contact details of Youth Point of Contact for your local area:

i. Name of Youth Point of Contact
   Anthony Scello

ii. Email Address
    scello@becwib.org

iii. Name of Organization
    Buffalo & Erie County Workforce Investment Board, Inc.

iv. Title

b. Provide the number of planned enrollments in PY 2017 for:

i. Out-of-School Youth
   180

ii. New In-School Youth
    50

iii. Carry-Over In-School Youth
    100

iv. Work Experience
    205

*Please note that PY 2017 enrollments will provide the baseline estimate for the remaining three years of the Plan.
c. Who provides the WIOA Youth Program Design Framework, which includes Intake and Eligibility, Objective Assessment, and the Individual Service Strategy (ISS)?

Contracted Youth Providers.

i. Describe how career pathways is included in the ISS.

The Individual Service Strategy (ISS) is a planning instrument used to evaluate a youth's strengths and needs in relation to achieving specific training and employment goals. The ISS requires that each goal be associated with a career pathway. Each goal in the ISS must describe the action steps, persons/organizations involved in achieving the goal, projected timeframes to attain each goal and which, if any, performance indicator the goal will advance.

d. In Attachment G, Youth Services, located on the NYSDOL website at [https://labor.ny.gov/workforcenypartners/wioa/workforce-planning.shtm](https://labor.ny.gov/workforcenypartners/wioa/workforce-planning.shtm) under the Local Planning section, identify the organization providing the 14 Youth Program Elements and whether the provision of each element is contractual, with a Memorandum of Agreement (MOA), or provided by the LWDB.

e. Explain how providers and LWDB staff ensure the WIOA elements:

i. Connect back to the WIOA Youth Program Design Framework, particularly Individual Service Strategies; and

The LWDB ensure youth service providers offer access to all WIOA elements through a contractual arrangement. Service providers make all elements accessible directly or through formalized agreements with program partners. These contractual arrangements also include the provision of WIOA youth program design framework activities. This includes an objective assessment leading to the development of an Individual Service Strategy (ISS) outlining specific educational and employment goals for each youth. It also includes ongoing case management and follow-up services. These design framework activities determine the need for specific WIOA program elements designed to achieve individual goals and successful WIOA performance outcomes.

ii. Are made available to youth with disabilities.
Contracted youth service providers serve the needs of the disabled (including learning disabled) population in our local area. Based on individual needs, disabled youth are served through the array of WIOA service elements. Additional vocational rehabilitation services for disabled youth are available through partnerships with ACCESS-VR (NYS Education Department). ACCESS-VR provides an in-depth assessment to identify youth with learning or other disabilities who require special educational or vocational assistance. Each youth's ISS documents the coordination of services with any outside providers in the community.

f. Identify successful models for youth services.

Successful models for the provision of youth services include program designs offered locally. This starts with various recruitment methods, including the use of social media. It includes meeting the needs of the youth through a comprehensive array of education, occupational skills training, work experience opportunities and career development services. It employs teaching modalities that are self-paced and mastery-based. Instruction is intensive and personalized either in small group or individualized tutorial settings leading to maximum effectiveness in most cases.

g. If you plan to serve In-School Youth (ISY) and/or Out-of-School Youth (OSY), using the "Needs Additional Assistance" criteria, please attach a policy that defines reasonable, quantifiable, and evidence based specific characteristics of youth needing additional assistance.

Administration

a. Identify the entity responsible for the disbursal of grant funds as determined by the Chief Elected Official or Governor.

Buffalo and Erie County Workforce Development Consortium, Inc.

b. Describe the competitive process to be used to award sub grants and contracts for WIOA Title I activities in the local area.

A notice announcing the competitive process shall be publicized in such places that are most likely to make prospective bidders aware of the service(s) requested; Notices may be published by printed or electronic means, and will include a timeline for submission of proposals, at least 15 days from the date of publication.

In an effort to keep the size and cost of bid advertisements to a minimum, bid advertisements will reference a specific website address to obtain full bid information.

The WIB staff reviews and ranks proposals and makes recommendations to the WIB Board regarding awards to prospective bidders whose proposals are most advantageous to the program in consideration of cost, technical, and other factors, including any required by 2 CFR 200.

Listed below are the steps taken throughout the competitive award process:
STEP 1. WIB and Workforce Development Consortium (WDC) determine budget, training and service needs;

STEP 2. WIB staff develops RFP/RFO/RFI/IFB

STEP 3. WIB staff publicizes RFP/RFO/RFI/IFB by public notice and email; the notice will identify all evaluation factors and their relative importance.

STEP 4. Proposals received by the WIB; WIB staff reviews proposal and prepares summary for Review Team.

STEP 5. Proposal Review Team reviews proposals, verifies background information where appropriate, and discusses funding availability with WDC Fiscal staff.

STEP 6. Information regarding final proposal summaries is discussed. The Proposal Review Team provides proposal recommendations.

STEP 7. Proposal summaries submitted to the WIB Committee with jurisdiction over related workforce investment activities. The committee makes funding recommendations within parameters established by the full Board.

STEP 8. Committee recommendations are presented to the WIB Executive Committee of full WIB Board for final funding authorization.

STEP 9. Full Board meeting is held. Procurement decisions made by the Executive Committee ratified by the WIB.

STEP 10. WIB Executive Director directs the execution of all required documents to implement actions taken by the WIB.

**

c. Provide the local levels of performance negotiated with the Governor and Chief Elected Official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (when applicable), eligible providers, and the One-Stop delivery system, in the local area.

Local levels of performance starting in Program Year 2017 (PY17) reflect an ongoing transition period to the new WIOA primary indicators of performance. Goals set by NYSDOL are as follows: Employment Rate 2nd Quarter (Qtr.) after Exit...66.8% Adult, 60.5% Dislocated Worker (DW), 63.1% (Youth)...Employment Rate 4th Qtr. after Exit...70.3% Adult, 65.1% DW, 62.2% Youth...Median Earnings 2nd Qtr. after Exit...$5,373 Adult, $5,693 DW and Credential Attainment 4th Qtr. after Exit...46.4% Adult, 48.8% DW, 64.9% Youth.

All other measures have no numerical goals for PY17, as data will be collected as baseline
information to establish goals for future program years. These types of measures are also used to evaluate eligible training provider and One-Stop delivery system effectiveness.

d. Describe the actions taken toward becoming or remaining a high-performing board, consistent with factors developed by the SWIB. A board will be defined as high performing if it meets the following criteria:

i. The board is certified and in membership compliance;

ii. All necessary governance actions and items have been accomplished, including executing a local MOU, selecting a One-Stop System Operator, and implementing all required local policies, etc.;

iii. All One-Stop Career Centers in the LWDA have achieved at least an 80% score in the Career Center Certification process; and

iv. The LWDA meets or exceeds all performance goals.

The LWDB meets all certification and compliance requirements under WIOA. The MOU for Service Delivery is complete and has been approved by NYSDOL. All Career Centers within the LWDB have achieved at least an 80% score in the Career Center Certification process; we have met or exceeded all our performance goals in PY 16, and are on track to do the same in the current program year.

Training Services

a. Describe how training services will be provided in the local area.

Training services will be provided predominantly through individual training accounts (ITAs). These type of training services are available through the Buffalo and Erie’s Eligible Training Provider List. The local area ensures that the individuals enroll into programs that are of high quality and demand driven. Informed choice is always encouraged for those entering programs. Training services may also be offered through OJT, programs that combine the workplace with related instruction, job readiness through program curriculum, and customized training through the local area’s pathway model. Pathways programming is developed with input from local stakeholders, that includes employers and training providers.

b. Describe how contracts will be coordinated with the use of ITAs.

Buffalo and Erie will primarily use ITAs for the procurement of training services under WIOA. If the need arises, the following contract exceptions may occur:
OJT when bundled with ITAs as part of a customized training project

It is determined that there are an insufficient number of eligible training providers in the local area to accomplish the mission of ITAs.

When training services are offered by a community-based organization or other private organization for the purpose of serving individuals with barriers to employment.

It is determined that training should be provided by an institution of higher learning or other provider of training services in order to train multiple individuals for employment in demand. This contract must not limit customer choice.

c. Describe how the local board will ensure informed customer choice in the selection of training programs regardless of how training services are provided.

The local area will ensure that training programs are on the local area's eligible training provider list, the programs are in a demand occupation or sector, and the customer is cognizant of program performance through periodic report cards.

Public Comment

a. Describe the process used by the local board to provide a 30-day opportunity for public comment and input into development of the plan by representatives of business, labor organizations, and education prior to submission.

The Board, system partners, and other workforce stakeholders were notified of development of the Local Plan in writing, and through discussion at the October LWDB meeting. All were invited to participate in the writing process prior to public comment. Several system partners contributed to Plan development.

The NYSDOL State Representative was consulted several times during Plan development for guidance; the Plan was also provided to our State Representative prior to posting for public comment. Following submission to the State Representative, the Plan was posted for public comment for 30 days on the LWDB's website, in the Central Library within our LWDB, and was shared with our Board, CLEO's, and other workforce stakeholders electronically, with a request for comment or edits within the 30-day comment period.

b. Did the NYSDOL State Representative review the plan before submission? If no, please submit to your State Representative for review prior to posting for public comment.
List of Attachments:

Please complete all attachments.

Attachment A – Units of Local Government
Attachment B – Fiscal Agent
Attachment C – Signature of Local Board Chair
Attachment D – Signature of Chief Elected Official(s)
Attachment E – Federal and State Certifications
Attachment F – Youth Services Chart
Attachment G – Local Plan Budget 2017

Original signature pages (Attachments C, D, E, and F) must be delivered to NYSDOL in one of the following two ways:

- Electronic signature (if the board has the capability for it) – Note that electronic signature must follow the requirements and guidelines of the Electronic Signature and Records Act (ESRA). Further information on ESRA standards and requirements can be found at https://its.ny.gov/nys-technology-law#art3. Boards choosing to submit signature pages via electronic signature may submit these pages via email with the Local Plan.

- Mail original versions – Hard copies of traditional signature pages may be sent to:

  Attn: Local Plan
  New York State Department of Labor
  Division of Employment and Workforce Solutions
  Building 12 – Room 440
  W. Averell Harriman Office Building Campus
  Albany, New York 12240

All other attachments must be submitted along with the LWDB Local Plan Template via email.

In addition to these attachments, LWDBs must provide copies of the agreements listed in the Program Coordination section of this template under (d). If possible, it would be preferable to provide a list of hyperlinks to these agreements made available on your LWDB website.
Local Workforce Development System

d. Describe the roles and resource contributions of the Career Center partners.
<table>
<thead>
<tr>
<th>Follow-up Services</th>
<th>Workforce Preparation</th>
<th>Education Support</th>
<th>Employment Support</th>
<th>Financial Assistance</th>
<th>Office of Employment and Training</th>
<th>Comprehensive Assessment</th>
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<tr>
<th>Employment and Follow-up Services (Check To Service Delivery Model)</th>
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<th>Eligibility of Title I</th>
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<td>TANF</td>
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**Table 3**

describe these career services under WIOA, as follows:

The applicable career services available and currently provided by the local area's program partners, and the definitions that

Service Delivery Model

The Urban and the County Workforce Development Areas
Definitions

In the following definitions, “customer” is equivalent to participant, consumer, client, student, or recipient, as used by the various partners. Where appropriate, partners who provide the same Applicable Career Services agree to deliver those services in a coordinated manner with appropriate points of contact, meaningful referrals, and roles of the Career Center System operator.

Basic Career Services

[20 CFR §678.430(a) and §678.435]

- **Eligibility for Title I Services** – Determination of whether a customer is eligible to receive services from the Adult, Dislocated Worker, or Youth programs.

- **Outreach, Intake, and System Orientation** – Outreach is intended to promote awareness of the availability of the System services to/for individuals and businesses that may need these services. Intake and System orientation is the process of gathering basic information to determine the program(s) appropriate for the customer, and providing the customer with information on the services available to determine if he/she is interested in pursuing those services.

- **Initial Assessment** – The collection and assessment of information on a customer’s skill levels, including literacy, numeracy, and English language proficiency; work history; employment barriers; employment goal(s) and occupational knowledge; supportive service needs; and whether referrals to other programs are necessary.

- **Labor Exchange Services** – Providing job search and placement services to the customer, including but not limited to, information on in-demand industry sectors and occupations and non-traditional employment, when appropriate; development of a work search plan; placement in workshops; posting jobs on the state job bank; providing job matching and referrals; and advising how to maintain a record of job search.

In some instances, programs may require their customers to maintain and submit a log detailing the amount of time spent on job search activities including identifying, applying, and interviewing for potential jobs, and time spent preparing and sending follow-up material to businesses.

Labor exchange services also include appropriate recruitment and other business services, which may include, but are not limited to, customized screening and referral of qualified customers in training services to businesses; customized services to businesses, business associations, or other such organizations, on employment-related issues; customized recruitment events for businesses and targeted job fairs; human resource consultation services which may include writing/reviewing job descriptions and employee handbooks, developing performance evaluations and personnel policies, creating orientation sessions for new employees, honing job interview techniques for efficiency and compliance, analyzing employee turnover, creating job accommodations and using assistive technologies, and explaining labor law to help businesses comply; and customized labor market information for specific businesses, sectors, industries, or clusters.

- **Referrals to Programs** – Referrals and coordination of activities with other appropriate programs and services that meet specific customer needs, assist them in overcoming barriers to employment, and provide services to gain/retain employment. These other programs and services may include, but are not limited to, employment and training services; treatment for alcohol, substance abuse or
mental health issues; Unemployment Insurance benefits; Workers’ Compensation; NYS Disability Insurance; and vocational rehabilitation services.

- **Labor Market Information** – Staff provides workforce and labor market employment statistics to assist job seeking customers in the development of employment goal(s) and businesses in the development and implementation of sector partnerships and career pathways. The employment statistics include local, regional, and national labor market conditions; career counseling and career exploration services; characteristics of industries, occupations, and the workforce area; business-identified skill needs; short and long-term industry and occupational growth and salary projections; worker supply and demand; and high-growth and high-demand industries.

- **Performance on the Local Workforce System** – The provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s NYS Career Center System.

- **Performance and Program Cost of Eligible Providers** – The provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of provider.

- **Referrals to Supportive Services** – Staff provides customers with referrals to supportive services that enable the customer to participate in authorized WIOA activities. Under the various partner programs, these supportive services may include transportation; child care; dependent care; housing; needs related payments; interpreter services; reasonable accommodation for youth with disabilities; legal aid services; assistance with uniforms or other appropriate work attire; assistance with books, fees, and school supplies; payments and fees for employment and training related applications, tests, and certifications; and tools or instruments. Depending on the program, information may also be provided on how to continue these supportive services after program services are completed.

- **Unemployment Insurance (UI) Information and Assistance** – Career Center and UI staff provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. Meaningful assistance means providing assistance on-site using staff that is well trained in UI compensation claims filing and the rights and responsibilities of claimants or providing assistance by phone or via other technology as long as the assistance is provided by trained and available staff within a reasonable time.

- **Financial Aid Assistance** – Providing assistance in establishing eligibility, accessing, and applying for programs of financial aid for training and education programs not provided under WIOA.
Program Coordination

d. Provide a list of executed cooperation agreements that define how all-local service providers, including additional providers, will carry out the requirements for integration of and access to the entire set of services available in the local Career Center system. This includes agreements between the LWDB and entities that serve individuals eligible under the Rehabilitation Act. If no such agreements exist, provide an explanation why this is the case and/or progress towards executing such agreements.

BUFFALO & ERIE COUNTY WORKFORCE DEVELOPMENT AREA WIOA SERVICE DELIVERY MOU
A. Intent of the Service Delivery MOU

This MOU is meant to capture partner roles and responsibilities in the New York State Career Center System (the System) and memorialize the way the partners, listed on Table 1 below, will work collaboratively to satisfy the federal regulations in the operation of that System.

The partners executing this MOU acknowledge and agree that this document is not a contract; it does not create or otherwise give rise to any contractual rights or obligations between them and their representatives; and is not enforceable by a court of law.

Each partner’s responsibilities as generally summarized in this MOU may only be legally enforced in the event the relevant partners execute a separate joint use or collaboration agreement.

This MOU does not replace or supersede any prior agreements entered into by any partner to this the MOU, including but not limited to any separate agreements the partners have executed.

This MOU was developed and executed to ensure compliance with the MOU required by 20 CFR 678.500. An additional Infrastructure Funding and Shared Services MOU covering the sharing of costs for infrastructure and shared services is intended to be executed by the relevant partners, on or before December 31, 2017 to comply with 20 CFR 678.500(b)(2).
### B. Parties to the Service Delivery MOU

The Buffalo and Erie County Workforce Investment Board (BECWIB), the Chief Elected Officials, and the following partners are the parties to his MOU:

<table>
<thead>
<tr>
<th>Partner Entity or Program Name (as applicable to the LWDA)</th>
<th>Point(s) of Contact (Name, title, address, email, phone)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Local Workforce Development Board (LWDB):</td>
<td>Heather Gresham, JD&lt;br&gt;Buffalo and Erie County Workforce Investment Board, Inc.&lt;br&gt;Executive Director&lt;br&gt;726 Exchange Street, Suite 630&lt;br&gt;Buffalo NY 14210&lt;br&gt;(716) 504-1480 ext. 103&lt;br&gt;<a href="mailto:gresham@becwib.org">gresham@becwib.org</a></td>
</tr>
<tr>
<td>2. Chief Elected Official (CEO)</td>
<td>Mark C. Poloncarz, Erie County Executive&lt;br&gt;Erie County Executive Offices&lt;br&gt;95 Franklin Street, 16th Floor&lt;br&gt;Buffalo NY 14202&lt;br&gt;Byron W. Brown, Mayor of the City of Buffalo&lt;br&gt;(716) 858-8500&lt;br&gt;Buffalo City Hall&lt;br&gt;65 Niagara Square, Rm. 201&lt;br&gt;Buffalo NY 14202&lt;br&gt;(716) 851-4841&lt;br&gt;<a href="mailto:brown@city-buffalo.com">brown@city-buffalo.com</a></td>
</tr>
<tr>
<td>3. Adult, Dislocated Worker (DW), and Youth under Title I of WIOA:</td>
<td>Lavon Stephens, Administrative Director&lt;br&gt;Buffalo and Erie County Workforce Development Consortium, Inc.&lt;br&gt;726 Exchange Street, Suite 630&lt;br&gt;Buffalo NY 14210&lt;br&gt;(716) 819-9845 ext. 104&lt;br&gt;<a href="mailto:lstephens@wkeinc.org">lstephens@wkeinc.org</a></td>
</tr>
<tr>
<td>4. Job Corps under Title I of WIOA:</td>
<td>Adam Dolce, Business &amp; Community Liaison&lt;br&gt;Cassadaga Job Corps Academy&lt;br&gt;8115 Glasgow Road&lt;br&gt;Cassadaga, NY 14718&lt;br&gt;(716) 595-4237&lt;br&gt;<a href="mailto:dolce.adam@jobcorps.org">dolce.adam@jobcorps.org</a></td>
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<td>Partner Entity or Program Name</td>
<td>Point(s) of Contact</td>
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<tr>
<td>3. YouthBuild under Title I of WIOA</td>
<td>Kate Sarata, Executive Director&lt;br&gt;The Service Collaborative of WNY, Inc.: YouthBuild&lt;br&gt;173 Elm Street&lt;br&gt;Buffalo NY 14203&lt;br&gt;(716) 418-8500 ext. 139&lt;br&gt;<a href="mailto:katesarata@tsenw.ny.org">katesarata@tsenw.ny.org</a></td>
</tr>
<tr>
<td>6. Indian and Native American Programs (INAP) under WIOA Title I</td>
<td>Michael N. Martin, Executive Director&lt;br&gt;Native American Community Services of Erie and Niagara Counties, Inc.&lt;br&gt;1005 Grant Street&lt;br&gt;Buffalo NY 14207&lt;br&gt;(716) 874-4460&lt;br&gt;<a href="mailto:mnmartin@nacswny.org">mnmartin@nacswny.org</a></td>
</tr>
<tr>
<td>7. Migrant and Seasonal Farmworker Programs (MSFW) under Title I of WIOA</td>
<td>Does not have a presence in the Local Area; therefore, is not a signatory to this MOU.</td>
</tr>
<tr>
<td>8. Adult Education and Family Literacy Act programs under Title II of WIOA (Adult Ed.)</td>
<td>Robert Purga, Director of Adult Education&lt;br&gt;New York State Education Department&lt;br&gt;89 Washington Ave. EBA 460&lt;br&gt;Albany NY 12234&lt;br&gt;(518) 474-8940&lt;br&gt;<a href="mailto:robert.purga@nysed.gov">robert.purga@nysed.gov</a></td>
</tr>
<tr>
<td>9. New York State Department of Labor (NYSDOL) administered programs:</td>
<td>Carolyn Bright, Manager&lt;br&gt;NYSDOL Buffalo and Erie County Offices&lt;br&gt;290 Main Street&lt;br&gt;Buffalo NY 14202&lt;br&gt;(716) 851-2753&lt;br&gt;<a href="mailto:carolyn.bright@labor.ny.gov">carolyn.bright@labor.ny.gov</a></td>
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<tr>
<td>• Wagner-Peyser program under Title III of WIOA (WP)</td>
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<td>• Trade Adjustment Assistance (TAA) under Title II of Trade Act</td>
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<tr>
<td>• Jobs for Veterans State Grants (Vets) under Title 38, U.S.C.</td>
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<td>• State Unemployment Insurance (UI) programs</td>
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<tr>
<td>Partner Entity or Program Name (as applicable to the LWDA)</td>
<td>Point(s) of Contact</td>
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<td>----------------------------------------------------------</td>
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</tr>
<tr>
<td>10. Vocational Rehabilitation—Adult Career &amp; Continuing Education Services (ACCES-VR) under Title IV of WIOA</td>
<td>Christine Hannotte Luly, District Office Manager New York State Education Department ACCES-VR Buffalo District Office 508 Main Street Buffalo NY 14202 (716) 848-8012 <a href="mailto:Christine.Luly@nysed.gov">Christine.Luly@nysed.gov</a></td>
</tr>
<tr>
<td>11. Vocational Rehabilitation—Office of Children and Family Services (OCFS)/ New York State Commission for the Blind (NYSCB) under Title IV of WIOA</td>
<td>Jane Sullivan, District Manager NYS Commission for the Blind 295 Main Street, Rm. 545 Buffalo, NY 14203 (716) 847-3516 <a href="mailto:jane.sullivan@ocfs.ny.gov">jane.sullivan@ocfs.ny.gov</a></td>
</tr>
<tr>
<td>12. Senior Community Service Employment Programs (SCSEP) State Office for the Aging (SOFA) under Title V of Older Americans Act</td>
<td>Timothy Hogues, Commissioner Erie County Department of Senior Services 95 Franklin Street Suite 1335 Buffalo, NY 14202 (716) 858-7881 <a href="mailto:Timothy.Hogues@erie.gov">Timothy.Hogues@erie.gov</a></td>
</tr>
<tr>
<td>13. Senior Community Service Employment Programs (SCSEP) - National Grantees under Title V of Older Americans Act</td>
<td>Senior Service America, Inc., the national grantee and administrator of funds to Erie County Department of Senior Services, is not a signatory to this MOU.</td>
</tr>
<tr>
<td>15. Community Services Block Grants (CSBG) employment &amp; training:</td>
<td>L. Nathan Hare, Executive Director Community Action Organization of Erie County, Inc. 45 Jewett Ave. Buffalo NY (716) 881-5150 <a href="mailto:lnhare@caoec.org">lnhare@caoec.org</a></td>
</tr>
<tr>
<td>Partner Entity or Program Name (as applicable to the LWDA)</td>
<td>Point(s) of Contact</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>16. Housing and Urban Development (HUD) employment &amp; training:</td>
<td>Linda Gleason, Employment and Training Coordinator Buffalo Municipal Housing Authority 320 Perry Street Buffalo, NY 14204 (716) 855-7580 ext. 304 <a href="mailto:lgleason@bmhahousing.com">lgleason@bmhahousing.com</a></td>
</tr>
<tr>
<td>17. Re-entry Employment Opportunity (REO) programs under Second Chance Act</td>
<td>Does not have a presence in the Local Area; therefore, is not a signatory to this MOU.</td>
</tr>
<tr>
<td>18. Temporary Assistance for Needy Families (TANF) Employment and training under Part A of Title IV of the Social Security Act</td>
<td>Sandra Neubert, Director of Employment County of Erie Department of Social Services-Employment Division 290 Main Street Buffalo NY 14202 (716) 858-1382 <a href="mailto:Sandra.Neubert@erie.gov">Sandra.Neubert@erie.gov</a></td>
</tr>
</tbody>
</table>

C. System Design and Services

1. Service Provision Locations/Resources

BECWIB currently has one Comprehensive Career Center and four affiliate locations serving the needs of WIOA customers. List on Table 2, are center locations identified by type, location address, and contact information. The parties acknowledge that BECWIB may update and modify Exhibit I as local needs dictate. BECWIB will provide updates of Table 2 to all partners in the Local Area’s Service Delivery System.

<table>
<thead>
<tr>
<th>Type of One-Stop Career Center</th>
<th>Name of Career Center</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Center</td>
<td>Buffalo and Erie County Employment and Training Center (BETC)</td>
<td>77 Goodell Street, Buffalo, NY 14203 Phone: (716) 856-5627 <a href="http://www.workforcebuffalo.org">www.workforcebuffalo.org</a></td>
</tr>
<tr>
<td>Affiliate Office</td>
<td>ECC One-Stop Career Center</td>
<td>Gleasner Hall, Room 166 6205 Min Street Williamsville NY 14221 Phone: (716) 270-4491</td>
</tr>
<tr>
<td>Type of One-Stop Career Center</td>
<td>Name of Career Center</td>
<td>Location</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Affiliate Office</td>
<td>NYS Department of Labor Career Center</td>
<td>[Website]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>284 Main Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Buffalo, NY 14202</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone: (716) 851-2600</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[Website]</td>
</tr>
<tr>
<td>Affiliate Office</td>
<td>NYS Department of Labor Career Center</td>
<td>[Website]</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4175 Transit Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Williamsville, NY 14221</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone: (716) 634-9081</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[Website]</td>
</tr>
<tr>
<td>Self-Serve Resources</td>
<td>JobZone</td>
<td>[Website]</td>
</tr>
<tr>
<td></td>
<td>CareerZone</td>
<td>[Website]</td>
</tr>
</tbody>
</table>

2. Common Identifier for Branding

The partners will use and incorporate the nation's designated branding "American Job Center Network" or "A Proud Partner of the American Job Center Network," on branded electronic resources and any newly print, purchased or created materials.

3. Applicable Career Services, Coordination and Delivery

Career services under WIOA include basic, individualized and follow-up services. These services are provided in the Local Area through one-on-one appointments, group orientations, and self-service resources. The partners will deliver the Applicable Career Services listed in Table 3 below in a coordinated manner through points of contact, meaningful referrals, and in cooperation with other partners who provide similar Applicable Services.
| Task | Workforce Development Program | Education and Training | Workforce and Economic Development | Workforce Readiness | Workforce Competencies | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience | Workforce Readiness | Workforce Experience |
|------|-------------------------------|------------------------|-----------------------------------|---------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
|      |                               |                        |                                   |                     |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |

Table 3

Table 3 lists the services available under WIOA, as follows:

The available services include education and training, work experience, and workforce readiness. The definitions and requirements for each service are provided in the local area's program partners, and the definitions are subject to change.

Service Delivery Model

The Bureau of Labor and the County Workforce Development Areas
Definitions

In the following definitions, "customer" is equivalent to participant, consumer, client, student, or recipient, as used by the various partners. Where appropriate, partners who provide the same Applicable Career Services agree to deliver those services in a coordinated manner with appropriate points of contact, meaningful referrals, and roles of the Career Center System operator.

Basic Career Services

[20 CFR §678.430(a) and §678.435]

- **Eligibility for Title I Services** – Determination of whether a customer is eligible to receive services from the Adult, Dislocated Worker, or Youth programs.

- **Outreach, Intake, and System Orientation** – Outreach is intended to promote awareness of the availability of the System services to/for individuals and businesses that may need these services. Intake and System orientation is the process of gathering basic information to determine the program(s) appropriate for the customer, and providing the customer with information on the services available to determine if he/she is interested in pursuing those services.

- **Initial Assessment** – The collection and assessment of information on a customer's skill levels, including literacy, numeracy, and English language proficiency; work history; employment barriers; employment goal(s) and occupational knowledge; supportive service needs; and whether referrals to other programs are necessary.

- **Labor Exchange Services** – Providing job search and placement services to the customer, including but not limited to, information on in-demand industry sectors and occupations and non-traditional employment, when appropriate; development of a work search plan; placement in workshops; posting jobs on the state job bank; providing job matching and referrals; and advising how to maintain a record of job search.

In some instances, programs may require their customers to maintain and submit a log detailing the amount of time spent on job search activities including identifying, applying, and interviewing for potential jobs, and time spent preparing and sending follow-up material to businesses.

Labor exchange services also include appropriate recruitment and other business services, which may include, but are not limited to, customized screening and referral of qualified customers in training services to businesses; customized services to businesses, business associations, or other such organizations, on employment-related issues; customized recruitment events for businesses and targeted job fairs; human resource consultation services which may include writing/reviewing job descriptions and employee handbooks, developing performance evaluations and personnel policies, creating orientation sessions for new employees, honing job interview techniques for efficiency and compliance, analyzing employee turnover, creating job accommodations and using assistive technologies, and explaining labor law to help businesses comply; and customized labor market information for specific businesses, sectors, industries, or clusters.

- **Referrals to Programs** – Referrals and coordination of activities with other appropriate programs and services that meet specific customer needs, assist them in overcoming barriers to employment, and provide services to gain/retain employment. These other programs and services may include, but are not limited to, employment and training services; treatment for alcohol, substance abuse or
mental health issues; Unemployment Insurance benefits; Workers’ Compensation; NYS Disability Insurance; and vocational rehabilitation services.

- **Labor Market Information** – Staff provides workforce and labor market employment statistics to assist job seeking customers in the development of employment goal(s) and businesses in the development and implementation of sector partnerships and career pathways. The employment statistics include local, regional, and national labor market conditions; career counseling and career exploration services; characteristics of industries, occupations, and the workforce area; business-identified skill needs; short and long-term industry and occupational growth and salary projections; worker supply and demand; and high-growth and high-demand industries.

- **Performance on the Local Workforce System** – The provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s NYS Career Center System.

- **Performance and Program Cost of Eligible Providers** – The provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of provider.

- **Referrals to Supportive Services** – Staff provides customers with referrals to supportive services that enable the customer to participate in authorized WIOA activities. Under the various partner programs, these supportive services may include transportation; child care; dependent care; housing; needs related payments; interpreter services; reasonable accommodation for youth with disabilities; legal aid services; assistance with uniforms or other appropriate work attire; assistance with books, fees, and school supplies; payments and fees for employment and training related applications, tests, and certifications; and tools or instruments. Depending on the program, information may also be provided on how to continue these supportive services after program services are completed.

- **Unemployment Insurance (UI) Information and Assistance** – Career Center and UI staff provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. Meaningful assistance means providing assistance on-site using staff that is well trained in UI compensation claims filing and the rights and responsibilities of claimants or providing assistance by phone or via other technology as long as the assistance is provided by trained and available staff within a reasonable time.

- **Financial Aid Assistance** – Providing assistance in establishing eligibility, accessing, and applying for programs of financial aid for training and education programs not provided under WIOA.

**Individualized Career Services**

[20 CFR §678.430(b)]

- **Comprehensive Assessment** – Staff conducts a specialized assessment of a job seeker’s barriers to employment, occupational and employment goal(s), educational and skill levels, and personal circumstance to determine his/her service needs. This may include diagnostic testing and use of other assessment tools, and in-depth interviewing and evaluation. Under WIOA Title I, the comprehensive assessment is used to develop the Individual Employment Plan (IEP), while under Title IV, it is used to develop the Individualized Plan for Employment (IPE).
• **Individual Employment Plan (IEP)/Individualized Plan for Employment (IPE)** – The IEP/IPE identifies the appropriate employment goal(s) chosen by the customer. The initial and comprehensive assessment is used to develop the IEP/IPE in consultation with the customer. The plan outlines the necessary services to be provided to achieve the planned goals; steps and timelines for achieving the goals; and the terms, conditions, and responsibilities associated with the plan. The IEP for Title I Adult/DW/Youth programs also includes information about eligible training providers, when applicable. The IPE for Title IV Vocational Rehabilitation Programs must also include those specific rehabilitation services needed to achieve the employment outcome, including assistive technology devices and services, when applicable.

• **Career Planning and Counseling** – One-on-one or intensive career planning and counseling with a professional counselor uses initial and comprehensive assessments and the IEP/IPE, and aims at enhancing job seeking and retention skills and career advancement of customers by:
  
  i. Helping the customer analyze and understand career information, and gain a better understanding of his/herself using career information gained through assessment tools and counseling strategies to more realistically choose or change short and long-term occupational goals; and

  ii. Preparing service strategies to assist in the achievement of occupational goal(s) and to ensure customers have access to necessary workforce activities and supportive services, which may include, but are not limited to, drug and alcohol abuse counseling, mental health counseling, and referrals to partner programs appropriate to the needs of the customer.

Counseling may also include notification of available training in entrepreneurial skills which may include, but is not limited to, taking initiative; creatively seeking out and identifying business opportunities; developing budgets and forecasting resource needs; understanding options for acquiring capital; and communicating effectively to market oneself and ideas.

• **Short-term Pre-Vocational Services** – Development of skills customers need to live independently and enter the workforce fully prepared to engage in employment. These services may include academic education and job readiness trainings for development of work readiness skills, including but not limited to, learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, higher-order reasoning, problem-solving skills, work attitudes, and professional conduct.

• **Internships and Work Experience** – A planned, structured learning experience, linked to a career that takes place in a workplace for a limited period of time. For most partner programs, work experiences may be in the form of internships, work-study, externship, on-the-job training, apprenticeship, summer employment for youth, and/or other work placement opportunities. For most partner programs, work experience may be paid or unpaid and may be arranged within the private for-profit sector, the non-profit sector, or the public sector. The purpose of a work experience is to provide the customer with an understanding of the work environment and job responsibilities, specific work skills, and experience on how the customer performs in the work setting. WIOA Title I Youth work experiences also include an academic and occupational education component. Partners follow all applicable work experience requirements for their respective programs.

• **Out of Area Job Search and Relocation Assistance** – Staff provides information on labor exchange activities in other local areas, regions, or states and whether businesses the customer may
be interested in offer assistance with relocation. Allowable relocation expenses may be paid to eligible customers by the appropriate program.

- **Financial Literacy Services** – Educate and support customers to gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high quality, age-appropriate, and relevant learning strategies. The learning, where possible, may include, but is not limited to, creating a budget; initiating checking and/or savings accounts at banks; learning how to effectively manage spending, credit, and debt; learning how to protect against identity theft; and benefits advisement. These services may also include opportunities to put financial literacy lessons into practice, based on the needs of the customer.

- **English Language Acquisition and Integrated Education** – Adult Education staff provides an integrated program of services that incorporates English literacy and civics education concurrently and contextually with workforce preparation and training for a specific occupation/sector for the purpose of educational and career advancement of customers. These services allow customers to attain economic self-sufficiency and are designed for partnerships among adult education programs and postsecondary educational institutions, training providers, and/or businesses. Other partners provide direct linkages and information on how to locate and enroll in English as a Second Language (ESL) or English for Speakers of Other Languages (ESOL) classes.

- **Workforce Preparation** – Activities to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment and other employability skills that increase an individual’s preparation for the workforce. For Adult Education these activities are incorporated into all literacy instruction.

**Follow-Up Services**
[20 CFR §678.430(a)]

These services may include counseling regarding the workplace for customers in adult or dislocated worker programs, who are placed in unsubsidized employment, for up to 12 months after the first day of employment. For youth programs, the follow-up services include critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. These services may include regular contact with a youth’s business and education provider, including assistance in addressing work-related or education-related problems that arise.

4. **Referral of System Customers**

The partners agree to:

- Participate in a customer-focused referral system that will assist both job seekers and business customers to access resources from one-stop partners and increase the quality of outcomes in the Local Area;
- Communicate regularly regarding the status of interagency referrals
• Offer customers information on how to apply for a partner’s services and/or arrange an appointment for the customer;
• Continually develop agreed-upon standards and protocols for making quality referrals between partners;
• Identify a referral liaison for each system partner;
• Provide ongoing training to frontline staff on partner services and eligibility; and
• Consistently strategize to improve referral toward a standard of real-time referrals to all applicable program partners.

5. Confidentiality

The partners to this MOU agree to adhere to the requirements of their individual program in making information available to a partner program. The customer information provided for referral to a partner program will be shared only in accordance with each partner’s respective confidentiality requirements. The partners agree to share this customer information within a reasonable timeframe.

The partners acknowledge that the Vocational Rehabilitation partners may only share information upon a signed written release from the customer. This time-limited release form will specify the information that may be released and to whom it may be released.

Personally identifiable information obtained from customers of specific programs during outreach, intake, system orientation, initial assessment, referral to a partner programs, referral to supportive services, or otherwise is confidential and will not be released, disclosed, or re-disclosed without obtaining the proper program specific release. Programs for which program specific releases may be required to ensure customer confidentiality include but are not limited to TANF, NYSDOL programs, and Vocational Rehabilitation programs.

6. System Access

The partners are committed to serving the needs of all workers, especially youth and individuals with barriers to employment. Staff at the Comprehensive Career Center will provide, at minimum, direct linkages by phone or real-time web-based technology to the appropriate program staff that can provide the required service or information requested by the customer.

In addition, the partners will work together to ensure system access of all workers through the following plan of activities:

• Cross-training of partner program staff
• Direct linkages through technology
• Providing a program liaison as a direct resource and linkage for other partner-program staff
• Facilitating electronic program applications and resources for seamless and efficient access
• Conducting on-site orientations
• Providing cultural competency training to better serve special populations
• Periodic review of access activities for continuous improvement
In compliance with the Americans with Disabilities Act, the partners will provide individuals with disabilities with physical and programmatic accessibility to facilities, programs, services, technology and materials, including appropriate staff training and support. The partners will commit to periodically reassess program accessibility and adjust strategies to improve access as needed.

The partners recognize that the New York State Human Rights Law prohibits discrimination or harassment against any employee, applicant for employment or customer due to age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, familial status, marital status, or domestic violence victim status of any individual.

The partners understand that the New York State Human Rights Law affords protections from employment discrimination for persons with prior conviction records, or prior arrests, youthful offender adjudications, or sealed records.

D. Applicable Career Services System Operating Budget

The parties acknowledge that the Applicable Career Services System operating budget is composed of each program partner’s average annual budget through their existing funds to support the System in the Local Area, as opposed to costs only associated with the Career Centers.

The Average Annual System Operating Budget of each partner is as follows:

<table>
<thead>
<tr>
<th>Partner Entity Name</th>
<th>Average Annual Budget to Support the System</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Buffalo and Erie County Workforce Development Consortium, Inc. (Adult/DW/Youth)</td>
<td>$4,411,358</td>
</tr>
<tr>
<td>2. Job Corps Academy</td>
<td>$3,669,000</td>
</tr>
<tr>
<td>3. The Service Collaborative of WNY, Inc. YouthBuild</td>
<td>$412,500</td>
</tr>
<tr>
<td>4. Native American Community Services of Erie and Niagara Counties, Inc.</td>
<td>$138,775</td>
</tr>
<tr>
<td>5. MSFW</td>
<td>Does not have a presence in the Local Area</td>
</tr>
<tr>
<td>6. New York State Education Department (Adult Ed)</td>
<td>$1,586,182</td>
</tr>
<tr>
<td>7. New York State Department of Labor (WP, TAA, Vets, UI)</td>
<td>$4,798,891</td>
</tr>
<tr>
<td>8. New York State Education Department (ACCES-VR)</td>
<td>$6,383,239</td>
</tr>
<tr>
<td>9. Office of Children and Family Services/ New York State Commission for the Blind</td>
<td>$1,655,193</td>
</tr>
<tr>
<td>10. Erie County Department of Senior Services (SCSEP/SOFA)</td>
<td>$111,267</td>
</tr>
<tr>
<td>11. SCSEP – National Grantee</td>
<td>Does not have a presence in the Local Area</td>
</tr>
<tr>
<td>12. New York State Department of Education</td>
<td>$1,006,447</td>
</tr>
<tr>
<td>(CTE, post-secondary level)</td>
<td></td>
</tr>
<tr>
<td>13. Community Action Organization of Erie County, Inc. (CSBG, employment and training)</td>
<td>$141,420</td>
</tr>
<tr>
<td>14. Buffalo Municipal Housing Authority</td>
<td>$410,000</td>
</tr>
<tr>
<td>(HUD employment and training)</td>
<td></td>
</tr>
<tr>
<td>15. Re-entry Employment Opportunities</td>
<td>Does not have a presence in the Local Area</td>
</tr>
<tr>
<td>16. Erie County Department of Social Services (TANF employment &amp; training)</td>
<td>$10,310,000</td>
</tr>
</tbody>
</table>

E. General Provisions and Assurances

1. Duration

This Service Delivery MOU is the product of local discussion and negotiation. It will become effective on July 1, 2017 (the “Effective Date”) and will remain in effect until the parties to this MOU agree to modify it, as necessary, with written mutual consent.

To ensure appropriate funding and delivery of services, this MOU will be reviewed and re-implemented not less than once every three (3) years from its effective date and every three (3) years thereafter, unless the needs of Local Area dictate sooner.

Either party may cease to be a party to this MOU by providing at least 30-days prior written notice to the other of its intention to do so.

2. Procedures for Amendment

This MOU may be amended by written agreement of the parties. Except for updates and modifications made by BECWIB to Table 2 amendments to this MOU will require the signature of all parties affected by such amendment.

In the event State and/or Federal law requires changes to this MOU, the MOU will be amended to comply with current law without changing the MOU’s Intent as stated in Section A above. The parties agree to collaborate to amend this MOU to comply with any new State and/or Federal requirements.

F. Signatures

This MOU may be executed in counterparts, which together shall constitute an original MOU. This MOU shall not be deemed valid until executed by all parties.
Youth Activities

g. If you plan to serve In-School Youth (ISY) and/or Out-of-School Youth (OSY), using the “Needs Additional Assistance criteria, please attach a policy that defines reasonable, quantifiable, and evidence based specific characteristics of youth needing additional assistance.

LOCAL WIB POLICY BULLETIN 5-15, LOCAL DEFINITION – Youth Who Requires Additional Assistance to Enter or Complete an Educational Program or to Secure or Hold Employment under WIOA
LOCAL POLICY BULLETIN

BECWIB Bulletin # 5-15 Date: October 16, 2015

TO: Lavon Stephens, Administrative Director, WDC

FROM: Heather Okoro, Executive Director, WIB

SUBJECT: Local Definition – Youth who requires additional assistance to enter or complete an educational program or to secure or hold employment under WIOA

Effective Date: IMMEDIATELY

Effective immediately, our local workforce area is updating BECWIB Bulletin #10-14 to reflect the legislative changes of the Workforce Innovation and Opportunity Act (WIOA).

The purpose of this policy is to update the local definition of a youth who requires additional assistance to enter or complete an educational program or to secure or hold employment as part of youth eligibility under WIOA (WIOA Secs. 3 (27 & 46) and 129 (a) (B & C)).

Under WIOA, the seventh barrier for in-school youth eligibility and the eight barrier for out-of-school youth address this eligibility criteria. In the case of out-of-school youth, the youth must be a low-income individual who requires additional assistance (all in-school youth are required to be a low-income individual under all eligible criteria and circumstances.)

As per BECWIB Bulletin #10-14, the following instructions and definitions apply:

During the eligibility determination process, identification and verification of the criterion of the “requires additional assistance” barrier that are listed below will be accomplished through initial assessment of individual basic literacy and work readiness skills.

Supportive documentation is required and must include a copy of the results from the individual basic literacy assessment and an objective assessment of the individual’s work readiness skills. Examples of additional and acceptable documentation verifying a youth requiring additional assistance may include, for example, school records stating that the individual repeated at least one secondary grade level, telephone verification, a written statement from an agency that is aware of the individual’s barrier (s), Applicants Statement, case notes of “observable condition” documented in the Comments tab of OSOS, etc.

The following list defines the criterion of the youth barrier where it has been documented that one of the following specific barriers exists:
1. Has repeated at least one secondary grade level;
2. Has a limited English proficiency;
3. Is an emancipated youth;
4. Has aged out of foster care;
5. Has been referred to or is being treated by an agency for a substance abuse related problem;
6. Has experienced recent traumatic events, is a victim of abuse, or resides in an abusive environment as documented by a school official or professional;
7. Has emotional, medical, physical, cognitive or psychological impairment which creates a significant impediment to employment;
8. Has never held a job (youth 18 years or older);
9. Has been fired from a job within the 12 months prior to program application (youth 18 years or older);
10. Has never held a full time job for more than 13 consecutive weeks (youth 18 years or older);
11. Has a family history of chronic unemployment, including long-term public assistance;
12. Resides in a non-traditional family setting (i.e., single parent, lives with guardian, latchkey, domestic partners, etc.)

Thank you for complying with this policy.
Please direct any questions to me at okoro@becwib.org

c: Kathy Antalik, Crystal Austin, Terry Chatfield, Cynthia Coney-Trowman, Deborah Miller, Jeff Nixon, Christel Peacock, Karen Simmons, Darrell Slisz, Demone Smith, James Szwejbka, Kraven Weeks and WIB staff
<table>
<thead>
<tr>
<th>Item</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
<th>2026</th>
</tr>
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<tr>
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<td>48,048</td>
<td>48,048</td>
<td>48,048</td>
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<tr>
<td>Program Operations (Promotion)</td>
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<td>1,747,357</td>
<td>1,747,357</td>
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<tr>
<td>Total Funding</td>
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<tr>
<td>Other Funding</td>
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<tr>
<td>Total Revenue</td>
<td>48,048</td>
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<td>48,048</td>
<td>48,048</td>
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<tr>
<td>Program Operations (Promotion)</td>
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<td>1,747,357</td>
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<td>1,747,357</td>
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<tr>
<td>Total Funding</td>
<td>1,747,357</td>
<td>1,747,357</td>
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<tr>
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<tr>
<td>Account</td>
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<td>FY17</td>
<td>FY18</td>
<td>FY19</td>
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<tr>
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<td>$15,000</td>
<td>$16,000</td>
<td>$17,000</td>
<td>$18,000</td>
</tr>
<tr>
<td>Other</td>
<td>$10,000</td>
<td>$11,000</td>
<td>$12,000</td>
<td>$13,000</td>
</tr>
<tr>
<td>Totals</td>
<td>$46,000</td>
<td>$59,000</td>
<td>$72,000</td>
<td>$85,000</td>
</tr>
</tbody>
</table>

Additional Notes:
- Total Revenue: $137,000
- Total Expenses: $137,000
- Operating expenses: $98,000
- Non-operating expenses: $39,000
- Administrative expenses: $10,000
- General and administrative expenses: $9,000
- Other expenses: $4,000
- Total Other Expenses: $4,000
- Total Revenue: $137,000
- Total Operating Expenses: $98,000
- Total Non-operating Expenses: $39,000
- Total Administrative Expenses: $10,000
- Total General and Administrative Expenses: $9,000
- Total Other Expenses: $4,000

Attachment 6
<table>
<thead>
<tr>
<th>Category</th>
<th>Admin</th>
<th>Dislocated Worker</th>
<th>Youth</th>
<th>Total</th>
<th>Other Funding</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Administration</td>
<td>$12,130.00</td>
<td>$10,000.00</td>
<td>$1,000.00</td>
<td>$23,130.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Services</td>
<td>$2,970.00</td>
<td>$4,000.00</td>
<td>$4,000.00</td>
<td>$2,970.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Care</td>
<td>$1,000.00</td>
<td>$2,000.00</td>
<td>$3,000.00</td>
<td>$3,000.00</td>
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<td></td>
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<tr>
<td>Travel and Other Related Services</td>
<td>$1,000.00</td>
<td>$2,000.00</td>
<td>$3,000.00</td>
<td>$3,000.00</td>
<td></td>
<td></td>
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<tr>
<td>Other Related Expenses</td>
<td>$1,000.00</td>
<td>$2,000.00</td>
<td>$3,000.00</td>
<td>$3,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$12,130.00</td>
<td>$10,000.00</td>
<td>$1,000.00</td>
<td>$23,130.00</td>
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<td></td>
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</table>

**Difference**: $23,130.00 - $23,130.00 = $0.00

**Attachment G**
<table>
<thead>
<tr>
<th>Function Type of Service</th>
<th>Total</th>
<th>WDA Adult</th>
<th>WDA DW</th>
<th>WDA Youth</th>
<th>WIA Adult</th>
<th>WIA DW</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>streatch</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Other Admin Staff</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Other Program Staff/Service Provider</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
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</tr>
<tr>
<td>System Director/Program</td>
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<td>0.00</td>
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<tr>
<td>WBD (Program and Admin)</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
<td>WBD (Program and Admin)</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Difference between Actual FY 26 and Projected FY 2017**

<table>
<thead>
<tr>
<th>Function Type of Service</th>
<th>Actual FY 26</th>
<th>Projected FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>$31,806</td>
<td>$31,806</td>
<td>$0</td>
</tr>
<tr>
<td>WDA DW</td>
<td>$6,369</td>
<td>$6,369</td>
<td>$0</td>
</tr>
<tr>
<td>WDA Youth</td>
<td>$1,928</td>
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</tr>
<tr>
<td>Total</td>
<td>$40,033</td>
<td>$40,033</td>
<td>$0</td>
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</table>

**Difference for carry-over:**

<table>
<thead>
<tr>
<th>Items</th>
<th>Actual FY 26</th>
<th>Projected FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Operational Costs</td>
<td>$12,358</td>
<td>$12,358</td>
<td>$0</td>
</tr>
<tr>
<td>Maintenance/Repair</td>
<td>$6,984</td>
<td>$6,984</td>
<td>$0</td>
</tr>
<tr>
<td>Supplies/Equipment</td>
<td>$300</td>
<td>$300</td>
<td>$0</td>
</tr>
<tr>
<td>Utilities/Telephone/Expense</td>
<td>$7,348</td>
<td>$7,348</td>
<td>$0</td>
</tr>
</tbody>
</table>

**Difference between FY 26 and FY 27:**

<table>
<thead>
<tr>
<th>Items</th>
<th>Actual FY 26</th>
<th>Projected FY 2017</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Operational Costs</td>
<td>$12,358</td>
<td>$12,358</td>
<td>$0</td>
</tr>
<tr>
<td>Maintenance/Repair</td>
<td>$6,984</td>
<td>$6,984</td>
<td>$0</td>
</tr>
<tr>
<td>Supplies/Equipment</td>
<td>$300</td>
<td>$300</td>
<td>$0</td>
</tr>
<tr>
<td>Utilities/Telephone/Expense</td>
<td>$7,348</td>
<td>$7,348</td>
<td>$0</td>
</tr>
</tbody>
</table>