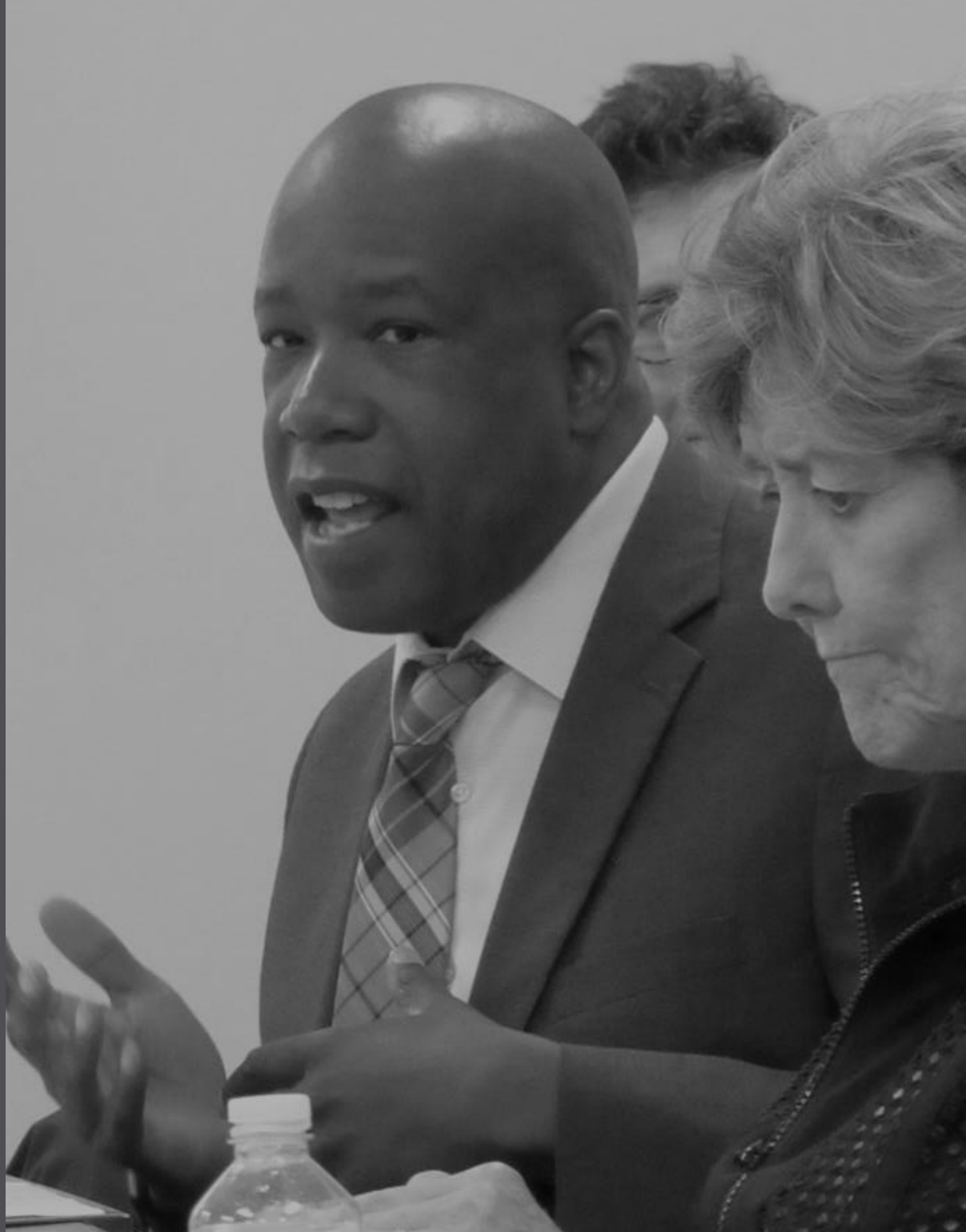


THE WORKER INSTITUTE

ADVANCING WORKER RIGHTS AND COLLECTIVE REPRESENTATION



BUFFALO, NY SINCE THE GREAT RECESSION A WORKSHOP ON ECONOMIC RESTRUCTURING IN THE RUST BELT SINCE THE GREAT RECESSION

BY: DINCER AND WHEATON

AUGUST 14-15 2017
CORNELL IN BUFFALO AND UAW LOCAL 774

PROGRAM

DAY 1, AUGUST 14, Cornell in Buffalo

Welcome, Arthur Wheaton, The Worker Institute, Cornell University
09AM-09.10AM

Introduction: The Contours of Economic Development in the Rust Belt since the Great Recession
Evren Dincer, Uludağ University
09.10AM-09.30AM

Session I

Main Trends and Issues of Economic Development in Buffalo 09.30AM-12PM

The Performance of the Buffalo Economy Since the Great Recession
Jaison Abel, Federal Reserve Bank of New York

Healing Buffalo's Economy: The Buffalo Billion and Priorities for Economic Development
John Slenker, New York State Department of Labor

General Trends in the Labor Market
Cesar Cabrera, New York State Department of Labor

Labor Market and Challenges for Workforce Development
Heather Gresham, Executive Director, Buffalo and Erie County Workforce Investment Board

Labor's Role in Economic Development and Organizing
Richard Lipsitz Jr., Western New York Area Labor Federation

Economic Development from a Social Justice Perspective
Franchelle C. Hart, Open Buffalo

Lunch Break: 12PM-1PM

Session II

Placing Buffalo in its Geographical and Economic Context: Buffalo as part of New York State and the Rust Belt 1PM-2.45PM

The Role of New York City in the Economy of New York State
James Parrott, Center for New York City Affairs at The New School

Buffalo's Economic Relations with Albany
Bruce Fisher, SUNY Buffalo State

The Role of Community Organizations in Buffalo's Economic Revitalization in a Comparative
Perspective

Ronald Applegate, Cornell University

Buffalo's Economic Development Compared: Buffalo as Part of the Rust Belt
Evren Dincer, Uludağ University

Coffee Break, 2.45PM-3.00PM

Session III
Sectors in Perspective I
3PM-5PM

Buffalo's Housing Market since the Great Recession
Sam Magavern, Partnership for the Public Good

Buffalo's Agricultural Economy since the Great Recession
Diane Held, Cornell University Cooperative Extension

The Finance Sector in Buffalo since the Great Recession
Gary Keith, M&T Bank

Buffalo-Niagara Medical Corridor Experiment: Perspectives on a Project for Economic Revitalization
David Scott, Buffalo Niagara Medical Campus (TBC)

The Energy Sector, Community Development and Sustainability in Buffalo since the Great Recession
Rahwa Ghirmatzion, PUSH Buffalo

Concluding Remarks and Reflections on Day One
Rosemary Batt, Cornell University

DAY 2, AUGUST 15, UAW Local 774

Session IV, 09AM-12PM
Sectors in Perspective II
Manufacturing and the Auto Industry

A Historical Review of the Auto Industry in the U.S. and Western New York
Art Wheaton, The Worker Institute at Cornell University

Recent Trends in Auto Manufacturing in Western New York
Ian Greer, Cornell University

Canadian Auto Industry since the Great Recession: A Look at Buffalo from the other side of the
Border
Mathieu Dupuis, School of Industrial Relations, University of Montreal

The Reindustrialization of the U.S.: Tonawanda Powertrain since the Great Recession
Evren Dincer, Uludağ University

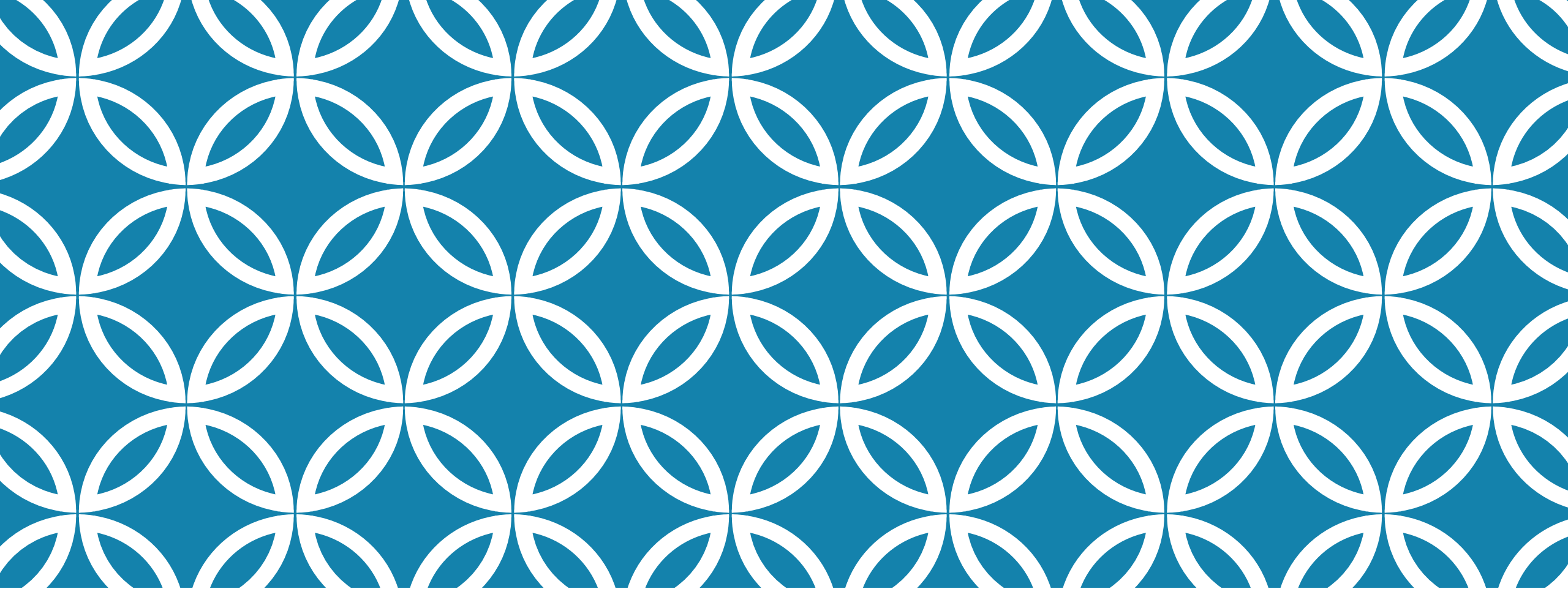
Auto Manufacturing in Buffalo since the Great Recession: A Managerial Perspective
Steve Finch, Plant Manager, GM Tonawanda Powertrain

Labor Management Relations and Restructuring in Manufacturing since the Great Recession:
A Union Perspective
Wenceslao Valentin III, President, UAW Local 774

For more information please contact:

Evren Dincer, email: emd224@cornell.edu, call or text (267) 438-9450

Art Wheaton, email: acw18@cornell.edu, call or text (716) 777-0303



SECTOR BASED WORKFORCE STRATEGIES

The Worker Institute, Cornell
University ILR School
August 14, 2017



Buffalo and Erie County
Workforce Investment Board, Inc.

WHAT IS A SECTOR BASED WORKFORCE STRATEGY?

Regional, employer-driven partnerships of industry, education, and training, and other stakeholders that focus on the workforce needs of key industries.

Sector initiatives rely on workforce intermediaries to serve as conveners to engage employers and other stakeholders to:

- Develop expertise in the industry of focus
- Coordinate information and resources to develop and implement coordinated responses.

As defined by organizations such as the Corporation for a Skilled Workforce, National Governors Association Center for Best Practices, and the National Network of Sector Partners



Buffalo and Erie County
Workforce Investment Board, Inc.

SECTOR STRATEGIES ALIGN WITH CAREER PATHWAYS

High quality education, training, and other services that:

- Aligns with industry needs.
- Prepares an individual to be successful in a range of secondary and postsecondary options, including Registered Apprenticeships.
- Includes counseling, education, and workforce preparation activities.
- Organizes education, training, and other services to meet the needs of an individual.
- Enables an individual to attain a secondary school diploma or its equivalent and at least one recognized post-secondary credential.
- Helps an individual enter into or advance within a specific occupation or occupational cluster.



DEVELOPMENT OF SECTOR WORKFORCE STRATEGIES IN BUFFALO/ERIE COUNTY

2011 Regional Economic Development Councils

- Eight priority Industries identified for Western Region
- WNY Job Readiness Workgroup

2012 Empire State Development/McKinsey & Company focus groups



2013 Advance Buffalo

- A workforce initiative of the *Buffalo Billion Economic Development Strategy*
- Led by the NYS Department of Labor - matches job seekers with businesses in the Advanced Manufacturing industry.



SECTOR WORKFORCE STRATEGIES IN BUFFALO/ERIE COUNTY



WIB initiatives build upon groundwork laid by Erie County Executive Mark Poloncarz:

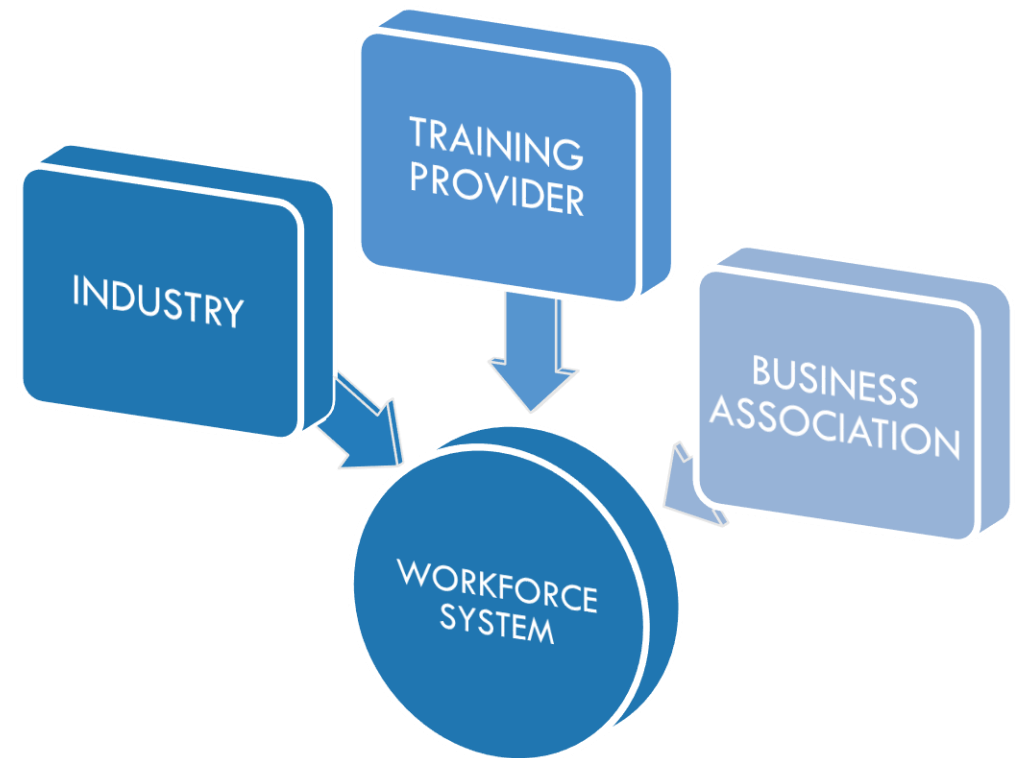
- 2012 Workforce Summits-to identify community needs, employer needs, and available resources.
- 2012-2013 Employer Forums-taking a “deep dive” to learn employer needs for specific industries.
- 2014 Hospitality working group established.
- 2015 First sector program launched.



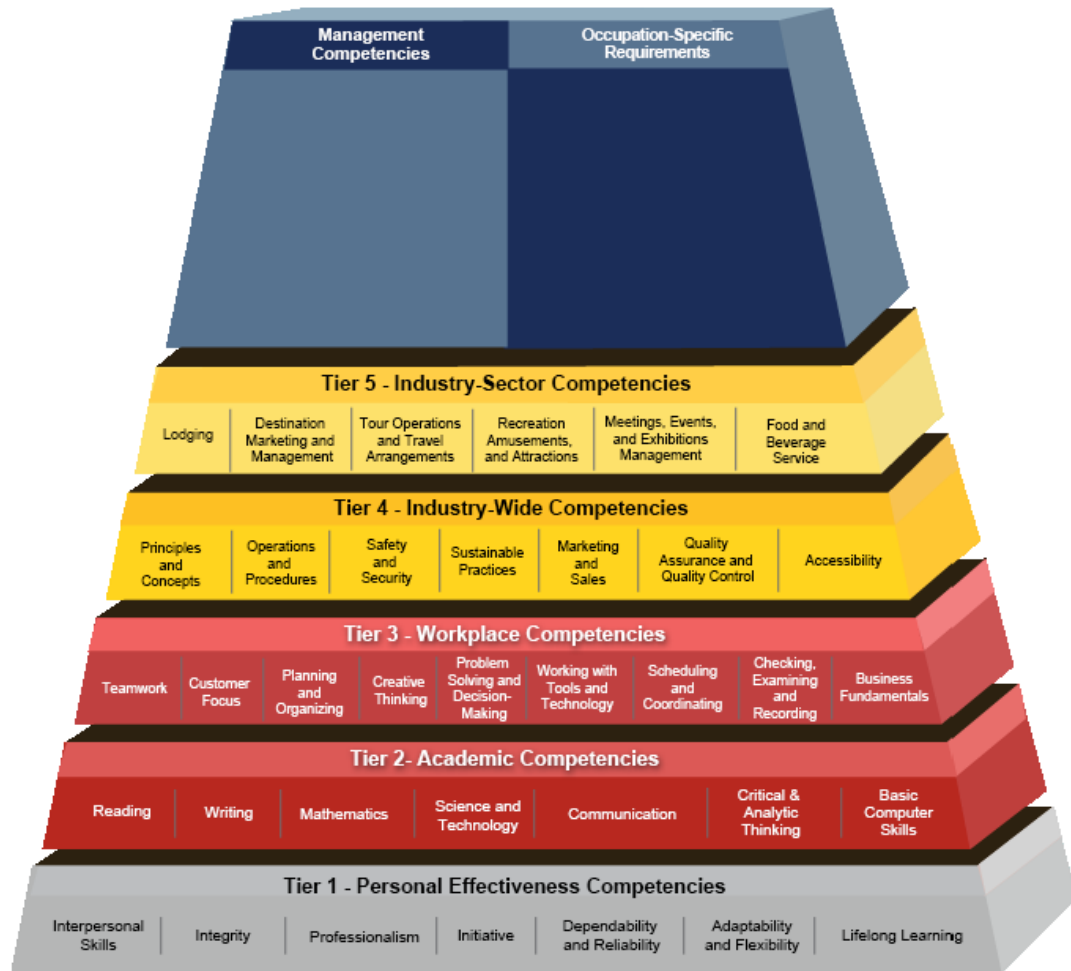
ROLE OF WORKFORCE INVESTMENT BOARD

Convene employers

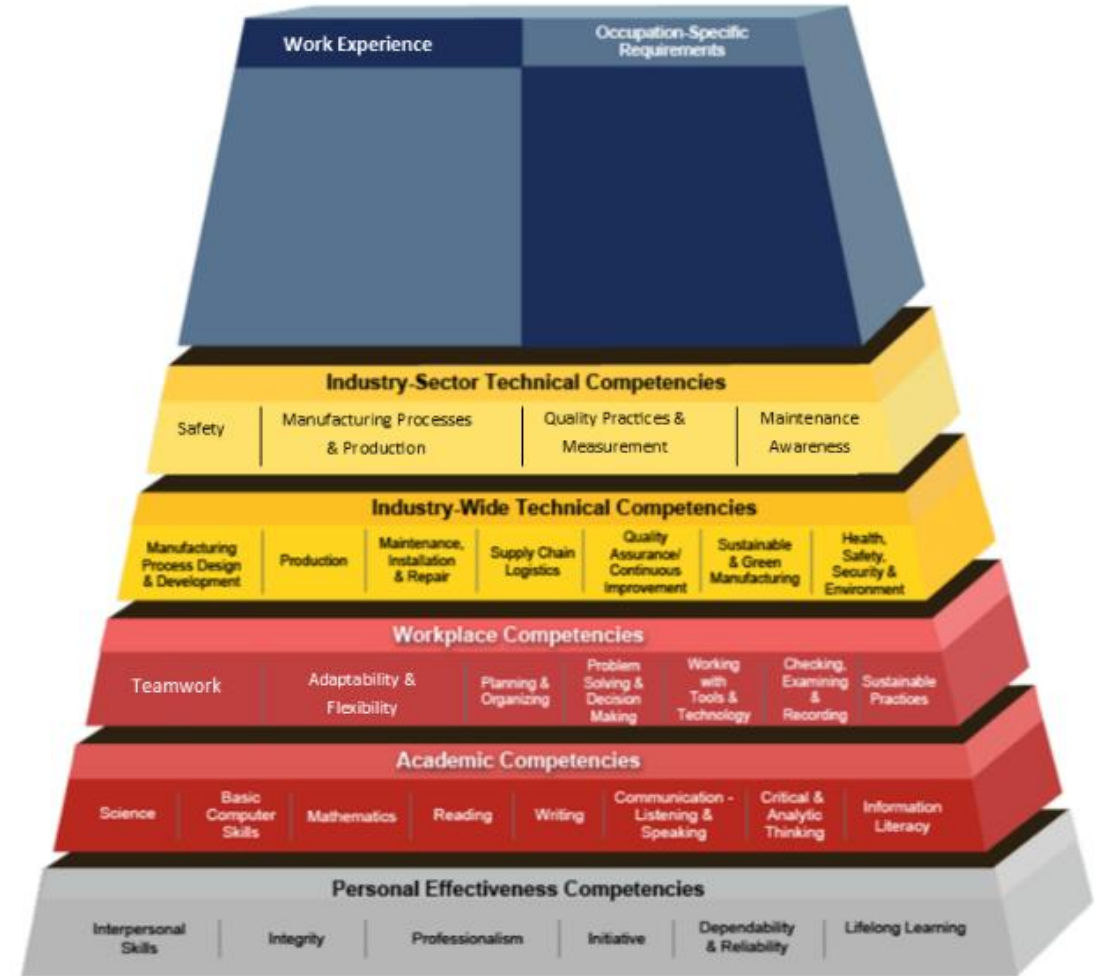
- How can the workforce system be more effective in meeting employer needs?
- Agree to work together
- Select training provider
- Develop training program to fit business needs
- Conversations about what is “really” needed



Hospitality/Tourism



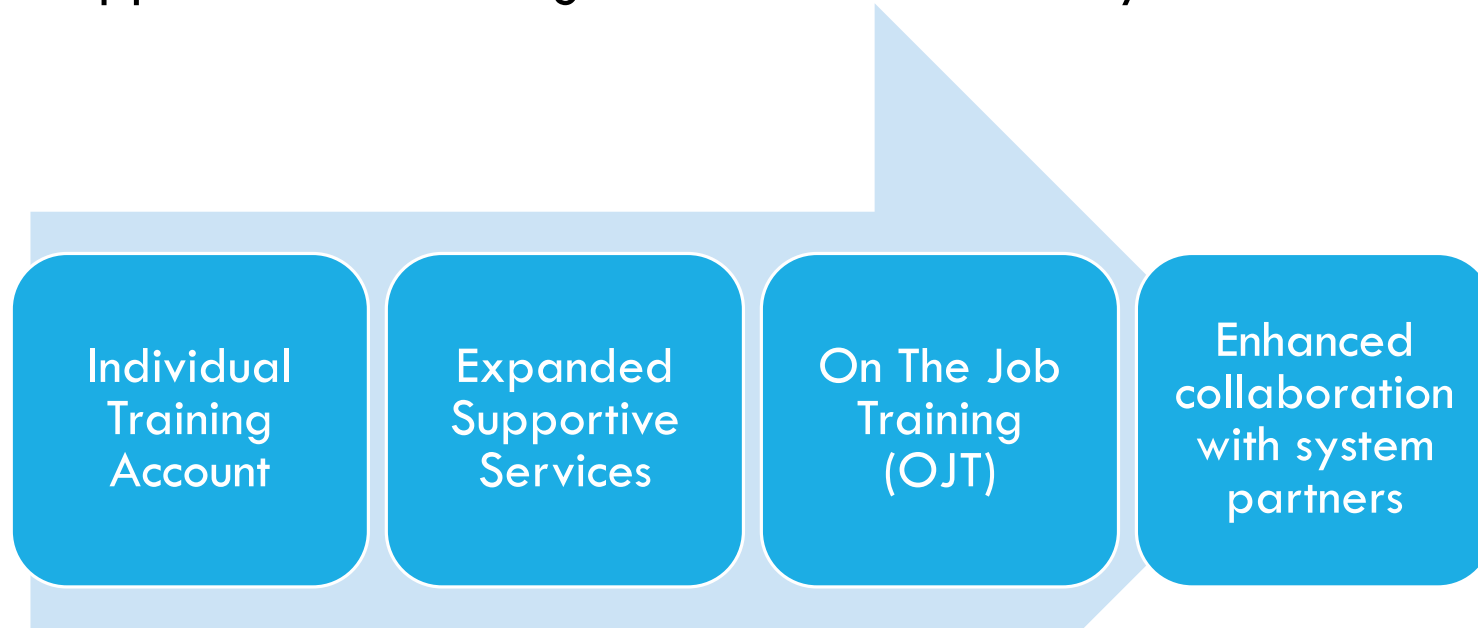
Advanced Manufacturing



WORKFORCE BOARD ACTIVITY

Align workforce strategies with REDC demand industries

Ensure policies support Sector Strategies and Career Pathways



HOSPITALITY/TOURISM WORKFORCE STRATEGIES

Front Desk Operations

- 300-hour training program-developed with employer input
- Led to nationally recognized credential: The American Hotel & Lodging Educational Institute (AHELI)



Erie 1 BOCES Workforce Development

Front Desk Operations



HOW TO ENROLL

- Attend an orientation session ANY WEDNESDAY at 8:30 AM at the Erie 1 BOCES Workforce Development Center, 1526 Walden Avenue, Cheektowaga, NY 14225.
- There is no cost for orientation and no appointment is necessary.
- You will take a placement test in basic math and reading skills during the orientation as well as fill out an application.

COURSE CONTENTS

- Upon completion of this course, you will have the skills to obtain employment as a Front Desk Clerk.
- This course includes property management, private branch exchange, and professionalism in the hospitality industry.
- You will gain knowledge of the lodging industry which includes the hotel guest cycle, services, shopping, dining, and travel directions.
- This course includes instruction in Microsoft office, business math, and professional writing.

COST

- \$2,400 (Tuition assistance may be available)

Employment Outlook

- Tourism is one of the largest growing demand occupations in Western New York. Many hotels and motels are seeking qualified help.
- Erie 1 BOCES assists its graduates by helping to prepare resumes and connects you with local business and industry.

Salary Range in Western New York

- Entry level Front Desk Clerks can expect to earn an average of \$10 - \$12 / hour.

Call or Go Online!

- (716) 821 – 7500
- www.e1b.org/adulted

Erie 1 BOCES does not discriminate on the basis of race, color, national origin, creed, sex, sexual orientation, age, or disability as defined by law and is in compliance with Title IX of the Education Amendments of 1972 and with Section 504 of the Rehabilitation Act of 1973.

300
HOUR COURSE

DATES

December 7, 2015 -

April 12, 2016

DAYS / TIMES

Monday – Friday

8:00 am – 12:00 pm

LOCATION

Erie 1 BOCES

Workforce Development
Center

1526 Walden Avenue

Cheektowaga, NY 14225

HOSPITALITY/TOURISM WORKFORCE STRATEGIES

Check-In to Success: Customer Service for Hospitality-November-December 2016

- Sponsored by Delaware North Companies, Inc.
- Specifically for City of Buffalo residents
- 45-hour course- led to nationally Recognized Credential
 - The American Hotel & Lodging Educational Institute (AHELI)
 - Guest Path Training



Buffalo and Erie County
Workforce Investment Board, Inc.



Delaware
NorthSM



Workforce Development Program

Coming Soon– Fall 2016 in Buffalo, NY

If you have a passion for guest service and interest in working in the hospitality sector, Delaware North offers unique and exciting environments to pursue your true passion.

Develop the skills and competencies to succeed in hospitality and
START your Career Path at Delaware North



To learn more, please contact Megan Farry, Buffalo and Erie County Workforce Development Consortium, Inc. | 716.819.9845 x143 | mfarry@wdcinc.org



Check-in to Success: Customer Service For Hospitality

A Career Pathway Curriculum created in conjunction with the Buffalo and Erie County Workforce Investment Board.



HOW TO ENROLL

- Attend an orientation session at Erie 1 BOCES Workforce Development Center, 1526 Walden Avenue, Cheektowaga, NY.
- The orientation is free and no appointment is necessary.
- You will take a placement test in basic math and reading skills during the orientation as well as fill out an application.
- Applicants must possess a High Diploma or HSE.
- Interviews with Delaware North will follow the orientation.

COURSE CONTENTS

- When you complete this course you will have the skills necessary to obtain entry level employment as a guest service professional in the hospitality industry.
- This course will include written and verbal business communication and telephone techniques, as well as basic keyboarding.
- This class will also focus on professionalism in the hospitality industry, which will assist you in interacting and engaging with hotel guests.
- Successful completion of this program will result in a nationally recognized certification.

COST

- \$600 (Tuition assistance may be available)

EMPLOYMENT OUTLOOK

- Erie 1 BOCES assists its graduates by helping to prepare resumes and connects you with local business and industry.
- Prospective Employers include: ♦The Westin Buffalo ♦Jake's Café ♦The Key Bank Center ♦Buffalo Niagara International Airport ♦New Era Field ♦Niagara Falls State Park ♦Hamburg Gaming ♦New York State Travel Thruway Plazas
- Employer protocol requires drug testing

SALARY RANGE IN WESTERN NEW YORK

- Entry level hospitality professional can expect to earn an average of \$10 / hour.

Call or Go Online!

(716) 821 – 7500
www.e1b.org/adulted

We're committed to those we serve - students, staff, and communities - by understanding, anticipating, and responding to their needs.

45
 HOUR COURSE

DATES

November 7, 2016
 through
 December 14, 2016

DAYS / TIMES

Monday, Wednesday,
 Thursday
 5:00 pm – 8:00 pm

LOCATION

Erie 1 BOCES
 Workforce Development Center
 1526 Walden Avenue
 Cheektowaga, NY 14225

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ADVANCED MANUFACTURING WORKFORCE STRATEGIES

CONNECTING
JOB SEEKERS



ASSEMBLING YOUR FUTURE:

CERTIFIED PRODUCTION TECHNICIAN

An industry endorsed training program that provides fundamental skills and on-the-job training for entry-level manufacturing.

This Pathways Program has been created in partnership with:



TO TRAINING &
EMPLOYERS



Course Components Included:

- Safety
- Manufacturing Processes & Production
- Quality Practices & Measurement
- Maintenance Awareness
- Included “Earn While You Learn” component

Assembling Your Future

A Career Pathways Program in conjunction with the
Buffalo and Erie County Workforce Investment Board

Certified Production Technician

HOW TO ENROLL

- Attend an orientation session ANY WEDNESDAY at 8:30 AM at the Erie 1 BOCES Workforce Development Center, 1526 Walden Avenue, Cheektowaga, NY 14225.
- There is no cost for orientation and no appointment is necessary.
- You will take a placement test in basic math and reading skills during the orientation as well as fill out an application.

COURSE CONTENTS

- Upon completion of this course, you will have the skills to obtain employment as an entry level Certified Production Technician.
- The core of this program focuses on four major areas of instruction: Safety, Manufacturing Processes & Production, Quality Practices & Measurement and Maintenance Awareness.
- You will earn the National Work Readiness Credential, National Manufacturing Skill Standards Council (MSSC) Credential and OSHA 10 for General Industry.
- A paid work experience will be provided through Goodwill Industries of WNY, Inc. of \$9.70/hr. to prepare students for employment in Manufacturing.

COST

- \$3,000 (Tuition assistance may be available)

EMPLOYMENT OUTLOOK

- The following companies are interested in well trained candidates: Sealing Devices Inc., Tapecon Inc., Taylor Devices, Inc. and Zehnder Ritting.

SALARY RANGE IN WESTERN NEW YORK

- Entry level Certified Production Technicians can expect to earn an average of \$10.00 - \$15.00 / hour.

Call or Go Online!

(716) 821 – 7500

www.e1b.org/adulted

We're committed to those we serve - students, staff, and communities - by understanding, anticipating, and responding to their needs.



600
HOUR COURSE

DATES

December 12, 2016 -
April 5, 2017

DAYS / TIMES

Monday - Friday
7:30 am – 11:30 am @ WDC
11:30 am – 12:30 pm break
12:30 pm – 4:30 pm
@ Goodwill on
William Street Buffalo

LOCATION

Morning Session:

Erie 1 BOCES
Workforce Development
Center
1526 Walden Avenue
Cheektowaga, NY 14225

Afternoon Session:

Goodwill Industries of WNY,
Inc.
1119 William Street
Buffalo, NY 14206

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CERTIFIED PRODUCTION TECHNICIAN

CRITICAL PRODUCTION FUNCTIONS COVERED BY MSSC COURSES AND ASSESSMENTS:

The Manufacturing Skill Standards Council (MSSC) credentialing system leading to a CPT covers the four critical production functions, as defined by MSSC's industry-led, nationally validated skills standards, common to all sectors of manufacturing: Safety, Quality & Continuous Improvement, Manufacturing Processes & Production, and Maintenance Awareness. Each area is addressed with a separate assessment. MSSC training and assessments are organized around those four modules. An individual can earn a "Certificate" if they pass one or more assessments. However, they must pass all four assessments to earn the full "CPT" certification. MSSC strongly recommends that individuals be at the 9th grade level of math and 10th grade level of English before attempting MSSC courses and assessments. The four critical functions and their related key activities are described below:

SAFETY

1. Work in a Safe and Productive Manufacturing Workplace
2. Perform safety and environmental inspections
3. Perform emergency drills and participate in emergency teams
4. Identify unsafe conditions and take corrective action
5. Provide safety orientation for all employees
6. Train personnel to use equipment safely
7. Suggest processes and procedures that support safety of work environment
8. Fulfill safety and health requirements for maintenance, installation, and repair
9. Monitor safe equipment and operator performance
10. Utilize effective, safety-enhancing workplace practices

MANUFACTURING PROCESSES & PRODUCTION

1. Identify customer needs
2. Determine resources available for the production process
3. Set up equipment for the production process
4. Set team production goals
5. Make job assignments
6. Coordinate work flow with team members and other work groups
7. Communicate production and material requirements and product specifications
8. Perform and monitor the process to make the product
9. Document product and process compliance with customer requirements
10. Prepare final product for shipping or distribution

QUALITY PRACTICES & MEASUREMENT

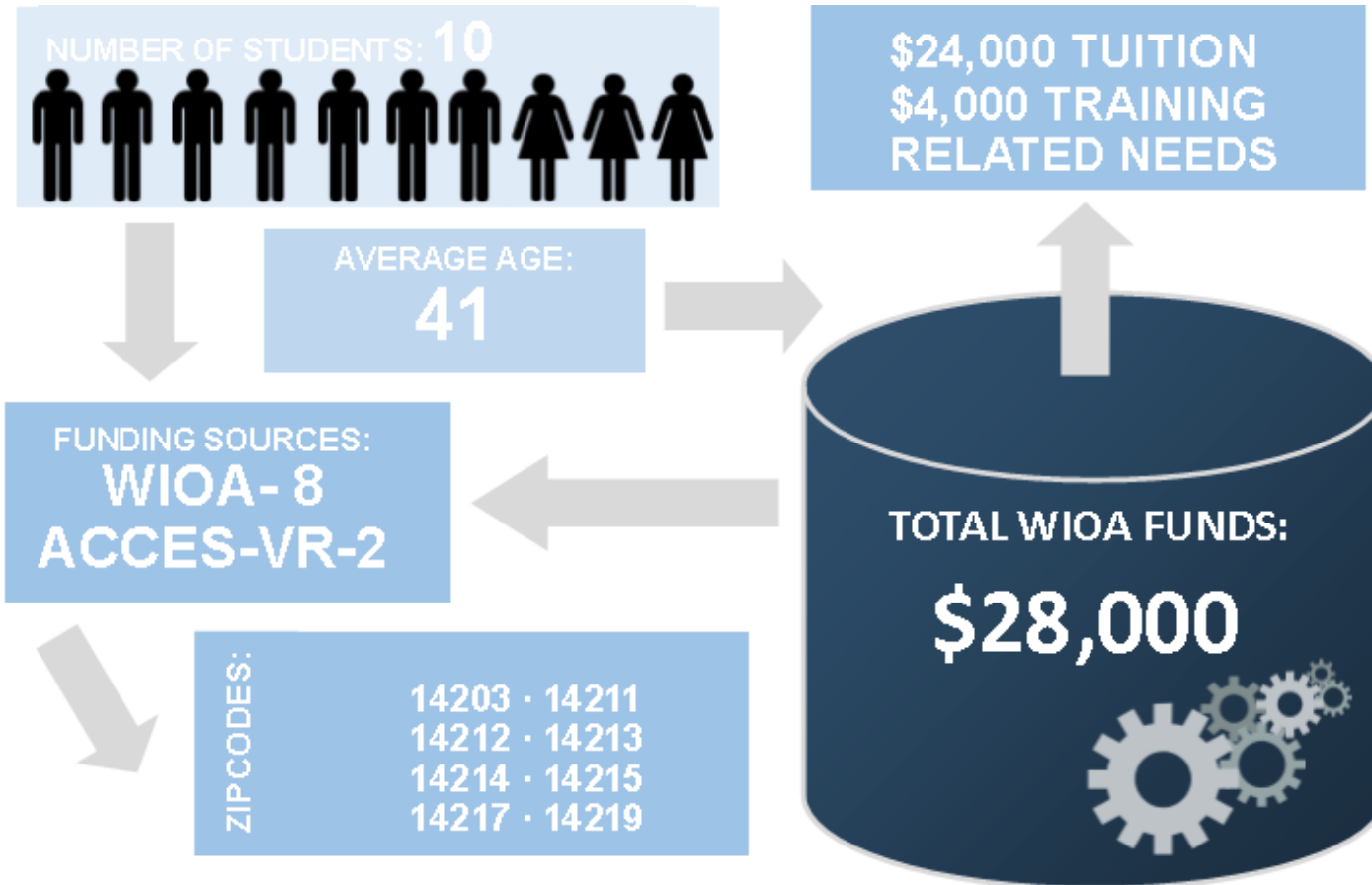
1. Participate in periodic internal quality audit activities
2. Check calibration of gages and other data collection equipment
3. Suggest continuous improvements
4. Inspect materials and product/process at all stages to ensure they meet specifications
5. Document the results of quality tests
6. Communicate quality problems.
7. Take corrective actions to restore or maintain quality
8. Record process outcomes and trends
9. Identify fundamentals of blueprint reading
10. Use common measurement systems and precision measurement tools

MAINTENANCE AWARENESS

1. Perform preventive maintenance and routine repair
2. Monitor indicators to ensure correct operations
3. Perform all housekeeping to maintain production schedule
4. Recognize potential maintenance issues with basic production systems, including knowledge of when to inform maintenance personnel about problems with:
 - Electrical systems
 - Pneumatic systems
 - Hydraulic systems
 - Machine automation systems
 - Lubrication processes
 - Bearings and couplings
 - Belts and chain drives

NOTE: MSSC assesses core understanding of the key work activities and core technical knowledge and skills needed in high-performance manufacturing, as defined by MSSC Production Skill Standards. Given online, MSSC Assessments also help measure basic computer, problem-solving and analytical skills and one's ability to apply knowledge to specific situations identified in the assessments. There are no experiential or hands-on requirements for MSSC certification as it is expected that individual employers will determine those requirements based upon their own specific needs. MSSC does not require that individuals take MSSC courses prior to testing.

ASSEMBLING YOUR FUTURE: CERTIFIED PRODUCTION TECHNICIAN



OTHER WORKFORCE STRATEGIES

- Western Region Sector Partnership Program
- Planning grant awarded to Buffalo & Erie County Workforce Investment Board
- Work with workforce boards in Western Region
- Identify workforce strategies within targeted industry sectors
- Develop career pathway template



WHAT'S NEXT?

Expansion of existing pilot programs

Assembling Your Future - Winter 2018



Development of pilot program for Customer Service industry



THANK YOU!

Heather Gresham, Executive Director

Buffalo and Erie County Workforce Investment Board

Gresham@becwib.org

www.becwib.org

716-504-1480



Buffalo and Erie County
Workforce Investment Board, Inc.