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# COUNTY OF ERIE

**MARK C. POLONCARZ**  
COUNTY EXECUTIVE

July 29, 2016

Erie County Legislature  
92 Franklin Street, 4<sup>th</sup> Floor  
Buffalo, New York 14202

**Re: Appointment to the Commissioner of Senior Services**

Dear Honorable Members:

Pursuant to Article 16 § 1601 of the County's Charter, I hereby appoint Timothy Hogues to be the Commissioner of the Senior Services beginning August 1, 2016.

Should your Honorable Body require further information, I encourage you to contact my Chief of Staff Jennifer Hibit. Thank you for your consideration on this matter.

Sincerely yours,



Mark C. Poloncarz, Esq.  
Erie County Executive

# Timothy R. Hogue

• Buffalo NY 14204 •

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## ***Organizational Leadership • Strategic Planning • Community Service***

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**Tim is an accomplished organizational and community Leader with over 17 years of progressive leadership experience. Each challenging career move has presented itself with plenty of opportunity for learning and growing.**

### **Core Competencies**

- Problem Solving
- Customer Relations
- Service Coordination
- Quality Management
- Project Management
- Employee Development

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### **Accomplishments**

#### **Organizational Leadership**

As Community Planning Coordinator for Erie County Department of Senior Services (ECSS) I worked with Community Connections of New York, Inc. a quality improvement organization to evaluate our Nutrition Services Program associated with congregate dining and our vendor Meals on Wheels for WNY (MOW) to establish highly effective continuous improvement processes to maximize the provision of excellent service to the clients of Erie County. As a result of the project we were able to develop an ongoing Continuous improvement process that allows both MOW and ECSS the ability to objectively review feedback given through our jointly developed Client Complaint form/process. MOW and ECSS now meet on a biweekly basis to review the data and work together to determine and implement corrective action steps needed.

#### **Strategic Planning**

Developed and supervised process to recruit, interview, hire and train over 65 new employees in 18 months. My team created the first fully staffed and operational 2<sup>nd</sup> shift sensor assembly and test team at PCB. Developed a staffing model that showed how many technicians we needed for different levels of production efficiencies. Through the implementation of the 2<sup>nd</sup> shift team we helped the company improve customer satisfaction and achieve 25% sales growth in 2011.

#### **Community Service**

Over the past 10 years I have been dedicated to developing people and communities through mentoring, coaching, teaching, workshops and seminars. Over 90% of the young men that participated in the Boys 2 Men mentoring program have successfully graduated from high school and are active in their communities. As Director of the Boys 2 Men program we have teamed up with Elim for the past three years to meet the needs of over 85 families in the Central Park Plaza neighborhood each year during the Thanksgiving and Christmas time with food, clothing and toy drives. As Vice President of Investors Committed to Excellence we have been able to facilitate over 10 community street cleanup events and we have covered over 700 city blocks and talked to hundreds of people about available services and educational and job opportunities available in WNY, during our ICE Hope community walks. In 2009 I was awarded the General Motors/Eastern United Way Fred Bruski Memorial Award as the Lockport site salaried volunteer campaign representative. In 2012 I received two awards for community service the Black Achievers award and the N DA Streetz, Inc. service award.

## **Professional Experience**

### **Erie County Department of Senior Services, Buffalo, New York**

#### **Long Term Care Coordinator**

June 2016-Present

*Responsible for developing a long term assessment and placement process in line with the goals and procedures of the New York State Point of Entry initiative. Also works with the Erie County NY Connects Planning Team and Long Term Care Council and oversees the development of interagency relationships as groups collaborate to serve the long term care population of Erie County.*

#### **Community Planning Coordinator**

2014-2016

*Responsible for the oversight of home and community-based services and programs, including: Wellness, Case Management, New York Connects, HEAP and Transportation for aging and disabled clients in Erie County; As well as the implementation and evaluation of utilization of services provided by Erie County and its' contracting partners; Monitor procedures for program administration, quality improvement protocols, and quality assurance programs. Supervise recruitment, training and evaluation of Senior Services staff; Also works with staff to ensure program compliance with various regulations and funding source requirements are met.*

- Successfully expanded living healthy program throughout Erie County 10 core sites
- Implemented Quality improvement process for congregate dining program (46 sites)
- Worked with the PRIDE Center of WNY to establish onsite office hours to better serve LGBT seniors

### **Erie County Legislature, Buffalo, New York**

#### **Erie County Legislator 1<sup>st</sup> District**

2012-2013

*Responsible for ensuring the concerns and issues of citizens living in the 1<sup>st</sup> Legislative District were properly addressed through community meetings, committee work sessions, proposed legislation/resolutions and the County Budget approval process.*

- Selected Chair of Finance and Management and Public Safety Committees in 2012 & 2013
- Successfully facilitated Erie County's \$1.3 Billion mid/end of year departmental budget review sessions, completing Budget work on time in both 2012 & 2013
- Partnered with County Executive to get approval funding for a new health care facility in the 1<sup>st</sup> District

### **PCB Piezotronics, Depew, New York**

#### **Operations Manager**

2010-2012

*Responsible for strategic management of a \$100M manufacturing business and leading all Production managers through the implementation of Lean Manufacturing principals - Lead Time Reduction, Right Part / Right Time / Right Qty, Built-In Quality, Capacity Utilization, and Resource Utilization. Direct reports include manufacturing and maintenance. Cross functional influence extends to all corporate functions*

- Managed a Layered Process Audit that drives accountability and discipline at all Levels of organization
- Facilitated production review with President of Engineering/Operations and Director of Operations
- Implemented Visual Communication Board system

### **Delphi Corporation, Lockport, New York**

#### **Lead Supervisor/Value Stream Segment Leader**

2004-2010

Responsible for managing a \$50M business segment. Provided cross-functional management and general oversight of 130 employees. Managed product and process changes, daily operations, continuous improvement, equipment maintenance, and production planning activities.

## **Timothy R. Hogues • Page 3**

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### **Delphi Corporation, Lockport, New York**

#### **Production Supervisor**

1999-2004

Responsible for leading over 25 hourly employees to ensure all customer requirements and delivery schedules were met. I ensured the health and safety of employees by implementing regular training schedules and enforcing the proper adherence to workplace organization guidelines.

- 99% on time delivery to customers
- 75% reduction in lost work day incidents
- 97% First Time Through quality

### **Roadway Express, West Seneca, New York**

#### **City planner/Supervisor**

1996-1999

Responsible for directly supervising thirty-five unionized employees ensuring on time quality delivery of products to our customers. As a member of Site Safety Committee I reviewed OSHA requirements and implemented necessary changes to ensure site compliance.

- Successfully completed Incident Commander training for Hazardous Chemical Spills
- Improved the overall efficiency of the shipping operation by standardizing trailer departure times
- Built solid business relationships with customers through honest and proactive customer service

### **Investors Committed to Excellence, Inc., Buffalo, New York**

#### **Vice President**

2007-Present

Worked with the Board of Directors to develop the company bylaws, operating structure and business plan. Responsible for setting up and coordinating work group committee structure and ensuring business objectives are met. Developed good working relationships with local government officials, organize and facilitate community workshops (home buying, home maintenance, credit history, credit card pitfalls, community investment, health eating and proper exercise).

- Successfully facilitated in school presentations and talks concerning community involvement and the importance of a quality education with youth throughout Buffalo Public and Charter Schools.
- Oversee all housing renovation projects to ensure projects are finished on time and within budget

### **Elim Christian Fellowship, Buffalo, New York**

#### **Licensed Minister**

2012-Present

Facilitate biweekly leadership training sessions for young men between the ages of 12yrs - 21yrs. Prepare and update lesson plans, progress reports, help schedule and document the group's community service assignments and hours. Meet with parents to discuss progress and future action plans. I plan youth field trips and outings. Coordinate with ministry other directors, community outreach and community services programs. Work with area block clubs, and community centers to hold and facilitate informational sessions. Review school report cards of all of the youth, set up tutoring opportunities. Help plan, facilitate and raise money for our annual feed the community Thanksgiving food drive and Christmas Toy give away. Coordinate community HEAP sign up sessions.

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Page 4 of 5

**Elim Christian Fellowship**, Buffalo, New York

**Boys 2 Men Mentor/Director**

2003-2013

*Developed annual program direction, created and submitted budget for approval and developed strategic fund raising activities. Trained mentors on appropriate conduct, health and safety precautions and emergency instructions. Ensured annual mentor security background screenings were completed on time, assigned mentors to their mentees and reviewed progress monthly. I worked with the mentors to develop age appropriate lesson plans and class activities. I facilitated role playing activities to teach the group how to improve their problem solving and conflict resolution skills. We worked with outside agencies to help the young men practice interviewing techniques and teamed up with banking professionals to teach the group about basic banking principals and functions. My team helped plan and facilitate the annual youth end of year graduation and gala event.*

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## **Education and Credentials**

**Bachelor of Science in Business Administration • University at Buffalo, Buffalo, New York**

Graduate of the FBI Citizens Academy Program (2012)

Black Achievers Award (2012)

N DA Streetz Inc. Community Service Award (2012)

General Motors/Eastern Niagara United Way Fred Bruski Memorial Award (2009)

Shainin Red X Apprentice Certification (2008)

Delphi Corporate Headquarters Situational Leadership (2006)

Canisius College Management Certificate Program (2006)

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## **Board Experience**

Salvation Army (Advisory Board)

Buffalo Society of Natural Sciences (Board of Managers)

Erie County Central Police Services (Advisory Board)

Buffalo Place (Board of Directors)

Buffalo Academy of Science Charter School (Advisory Board)

Elim Christian Fellowship (Board of Directors)

Investors Committed to Excellence (Board of Directors)