Erie County Employment Training

RESOURCE GUIDE
2012

MARK C. POLONCARZ
COUNTY EXECUTIVE

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AGENCY PROFILE

Organization Name: **Bryant & Stratton College Professional Skills Center (PSC)**

Address: **3650 Millersport Highway, Getzville, NY 14068**

Contact Information:

Name/Title **Thelma Godert/Director** Email:**tlgodert@bryantstratton.edu**

Phone: **716-625-6300, ext. 212**

Website/URL's for more detail information: **www.psctraining.com**

Geographic area in which your organization operates/serves:

Western New York

Brief description of your Agencies service:

Continuing education and corporate training division of Bryant & Stratton College providing national certification, pre-licensing and professional development training in the areas of Healthcare, Financial Services and Information Technology.

Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☒ Health Trades
- ☐ Vocational Trades (please specify)
- ☒ Computer Training
- ☒ Soft Skills
- ☐ Job Placement Services
- ☒ Other: **Medical Billing and Coding, EKG & Phlebotomy certification prep, Medical secretary training, Financial services and securities pre-licensing**

Please identify your target population, if any: **Erie, Niagara, Chautauqua, Cattaraugus, Orleans, Wyoming and Genesee Counties.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **college website, employer/student referrals, marketing efforts.**

Does your organization provide training for specific industries? ☐ Yes ☒ No
If yes, which industries?

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☒ Oversee training/develop policy
- ☒ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

- ☒ Fee for services
- ☒ Private foundations
- ☒ Government grants
- ☒ Private Sector
- ☒ Other

Training Programs funded or administered

Program Name: Medical Billing

Type of Training: **Prepares participants to take the national Certified Medical Billing Specialist (CMBS) Exam.**

Funding Source:

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **30**
2. Total number successfully completing training: **26**
3. Outcome numbers achieved :
   a. Education advancement **26**
   b. Placed into employment **10**
   c. Retaining Employment **8**
   d. Other **continuing in program - 5**

Program Name: Medical Coding

Type of Training: **Prepares participants to take the national Certified Professional Coder (CPC) Exam.**

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **39**
2. Total number successfully completing training: **30**
3. Outcome numbers achieved :
   a. Education advancement **39**
   b. Placed into employment **12**
   c. Retaining Employment **22**
   d. Other **continuing in program - 5**

Training Programs funded or administered

Program Name: Medical Record Auditor

Type of Training: **Prepares participants for the AAPC Certified Professional Medical Auditor Exam (CPMA)**

Funding Source:

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **6**
2. Total number successfully completing training: **6**
3. Outcome numbers achieved :
   a. Education advancement **6**
   b. Placed into employment
   c. Retaining Employment **6**
   d. Other

Program Name:Certified Professional Coder - Hospital Exam Review Class

Type of Training: **Prepares participants for the AAPC CPC-H exam**

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **5**
2. Total number successfully completing training: **5**
3. Outcome numbers achieved :
   a. Education advancement **5**
   b. Placed into employment **3**
   c. Retaining Employment **2**
   d. Other

Training Programs funded or administered

Program Name: Certified Evaluation & Management Coder

Type of Training: **Prepares participants for the CEMC exam.**

Funding Source:

☒ Fee for Service   ☒ Private sector

☒ Government grants   ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **6**
2. Total number successfully completing training: **6**
3. Outcome numbers achieved :
    a. Education advancement **6**
    b. Placed into employment **2**
    c. Retaining Employment **4**
    d. Other

Program Name:Medical Secretarial

Type of Training: **Healthcare/clerical**

☒ Fee for Service   ☒ Private sector

☒ Government grants   ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **2**
2. Total number successfully completing training: **ongoing**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Training Programs funded or administered

Program Name: Life Accident & Healthcare Pre-Licensing

Type of Training: **Prepares participants for the LAH NYS exam**

Funding Source:

⊠　　Fee for Service　　⊠　　Private sector

⊠　　Government grants　　⊠　　Other

☐　　Private foundation

1. Total number of participants served in the last 12 months: **120**
2. Total number successfully completing training: **120**
3. Outcome numbers achieved :
   a. Education advancement **120**
   b. Placed into employment **60**
   c. Retaining Employment **60**
   d. Other

Program Name:Property, Casualty, Crime & Fidelity Agent Licensing

Type of Training: **Prepares participants for the P&C exam**

⊠　　Fee for Service　　⊠　　Private sector

⊠　　Government grants　　⊠　　Other

☐　　Private foundation

1. Total number of participants served in the last 12 months: **144**
2. Total number successfully completing training: **144**
3. Outcome numbers achieved :
   a. Education advancement **144**
   b. Placed into employment **72**
   c. Retaining Employment **72**
   d. Other

Training Programs funded or administered

Program Name: Securities License: Series, 6, 63, & 7, 66

Type of Training: **Prepares participants for the NYS exam**

Funding Source:

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **24**
2. Total number successfully completing training: **24**
3. Outcome numbers achieved :
   a. Education advancement **24**
   b. Placed into employment
   c. Retaining Employment **24**
   d. Other

Program Name:

Type of Training:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Buffalo Municipal Housing Authority**
Address: **476 Louisiana Street, Buffalo, NY 14204**
Contact Information:
Name/Title **Stanley Fernandez, Deputy Dir. for FSS**   Email: **sfernandez@bmha.ci.buffalo.ny.us**
Phone: **855-0081 ext. 11**
Website/URL's for more detail information: **http:www.city-buffalo.com/HomeCityServices/BuffaloMunicipalHousingAuthority**
Geographic area in which your organization operates/serves:
Operate 27 developments within the City of Buffalo
Brief description of your Agencies service:
BMHA provides affordable, safe, and decent housing for low and very-low income persons. Also available to residents are programs and services to foster self-sufficiency.
Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☒ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☒ Other: **Housing and Self-Sufficiency Programs**

Please identify your target population, if any: **Low and very-low income persons.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Instructed to contact BMHA Resident Services**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **General Construction Trades**

Does your organization (Check all that apply):

☒ Fund training programs	☐ Oversee training/develop policy
☒ Provide direct training services	

If your organization provides training, how is that service funded? (Check al that apply)

☐ Fee for services	☐ Private foundations	☒ Government grants
☐ Private Sector	☒ Other	

Training Programs funded or administered

Program Name: GED Prep

Type of Training: **Academic Remediation for Adults**

Funding Source:

       ☐   Fee for Service   ☐   Private sector

       ☒   Government grants   ☒   Other

       ☐   Private foundation

1. Total number of participants served in the last 12 months: **60**
2. Total number successfully completing training: **10**
3. Outcome numbers achieved :
   a. Education advancement **10**
   b. Placed into employment **n/a**
   c. Retaining Employment **n/a**
   d. Other **track only enrollments and completions**

Program Name: After-School Tutoring Program

Type of Training: **Academic Remediation for Youth**

       ☐   Fee for Service   ☐   Private sector

       ☒   Government grants   ☒   Other

       ☐   Private foundation

1. Total number of participants served in the last 12 months: **54**
2. Total number successfully completing training: **46**
3. Outcome numbers achieved :
   a. Education advancement **46**
   b. Placed into employment **n/a**
   c. Retaining Employment **n/a**
   d. Other **Increase one grade level**

Training Programs funded or administered

Program Name: Introduction to Microsoft Office 2010

Type of Training: **Computer Fundamentals**

Funding Source:

☐ Fee for Service ☐ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **72**
2. Total number successfully completing training: **65**
3. Outcome numbers achieved :
   a. Education advancement **65**
   b. Placed into employment **n/a**
   c. Retaining Employment **n/a**
   d. Other **track only enrollments and completions**

Program Name: Microsoft Office 2007 Certification Training and Certification

Type of Training: **Advanced Computer Classes**

☐ Fee for Service ☐ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **67**
2. Total number successfully completing training: **45**
3. Outcome numbers achieved :
   a. Education advancement **45**
   b. Placed into employment **n/a**
   c. Retaining Employment **n/a**
   d. Other **Tracking only/no placement component**

Training Programs funded or administered

Program Name: Section 3 Program

Type of Training: **General Construction Training**

Funding Source:

☐ Fee for Service ☐ Private sector

☒ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **135**
2. Total number successfully completing training: **104**
3. Outcome numbers achieved :
   a. Education advancement **n/a**
   b. Placed into employment **58**
   c. Retaining Employment **26**
   d. Other

Program Name: Community Resource Centers (3 locations)

Type of Training: **Computer Labs for Job Search & Career Exploration**

☐ Fee for Service ☐ Private sector

☒ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **484**
2. Total number successfully completing training: **244**
3. Outcome numbers achieved :
   a. Education advancement **175**
   b. Placed into employment **69**
   c. Retaining Employment **33**
   d. Other

Training Programs funded or administered

Program Name: Family Self-Sufficiency Program

Type of Training: **Case Management & Supportive Services**

Funding Source:

☐ Fee for Service   ☐ Private sector

☒ Government grants   ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **33**
2. Total number successfully completing training: **5**
3. Outcome numbers achieved :
   a. Education advancement **9**
   b. Placed into employment **11**
   c. Retaining Employment **7**
   d. Other

Program Name:

Type of Training:

☐ Fee for Service   ☐ Private sector

☐ Government grants   ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Organization Name: **Buffalo State College**
Address: **1300 Elmwood Avenue, Buffalo, NY 14222**
Contact Information:
Name/Title **Dr. Margaret Shaw-Burnett**   Email:**shawma@buffalostate.edu**   Phone: **716-878-5325**
Website/URL's for more detail information: **www.buffalostate.edu**
Geographic area in which your organization operates/serves:
Western New York and beyond
Brief description of your Agencies service:
SUNY 4 year comprehensive college
Please check your main area of service: (check as many as appropriate)

☐   Education (GED, ESL, ABE, etc.)

☐   Health Trades

☐   Vocational Trades (please specify)

☐   Computer Training

☐   Soft Skills

☐   Job Placement Services

☒   Other:

Please identify your target population, if any: **Residents of Western New York and beyond.**

If you do not serve a target population, who is eligible to receive services from your organization?

All citizens who are in need of training and academic programs.

How are customers referred to your organization? **Website and other marketing.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Nonprofit organizations, military facilities, small businesses, Social Services**

Does your organization (Check all that apply):

☐   Fund training programs   ☒   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒   Fee for services   ☐   Private foundations   ☒   Government grants

☐   Private Sector   ☒   Other

Training Programs funded or administered

Program Name: Mandatory Training for professionals working with autistic children.

Type of Training: **3 Hour workshop approved by New York State Department of Education.**

Funding Source:

☒	Fee for Service	☐	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months: **75**
2. Total number successfully completing training: **75**
3. Outcome numbers achieved :
   a. Education advancement **75**
   b. Placed into employment
   c. Retaining Employment
   d. Other **ReCertification/Certification**

Program Name: Lean Six Sigma Training/Industrial Technology

Type of Training: **Worked with maintenance division to deccrease amount of time for aircraft maintenance. Strategic planning mandate for airforce.**

☒	Fee for Service	☐	Private sector
☒	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months: **20**
2. Total number successfully completing training: **20**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment

Other **Strategic planning initiative for Niagara Falls Air Force Base**

1. **Program Name: Head Start Mandatory Certification**

   Type of Training: Government Grant $1.5 Million over 5 years. $312,881 per year. 48 students will complete programs.

   # of participants: 48 enrolled

   3 graduated in 2011. 20 will graduate May 2012. 20 will graduate in December of 2012. Others are on track to graduate following year.

   Outcome numbers achieved:

   a. Education advancement

   b. Placed into employment

   c. Retaining employment Mandatory training to retain jobs.

   d. Other:

2. **Program Name: Mandatory Seminars for Teacher**

   Type of Training: Mandatory soft skills seminars for teachers – School Anti-Violence Education, Alcoholism and Other Drugs, Fire and Arson Safety.

   # of participants: 1900 enrolled

   Outcome numbers achieved:

   a. Education advancement

   b. Placed into employment: Mandatory to receive certification for employment

   c. Retaining employment

   d. Other

3. **Program Name: Department of Social Services Training**

   Type of Training: Sponsored training for social service agencies including supervision, management, and worker training enabling agencies to more effectively serve their clients.

   # of participants served over 4100 in state of New York such as social work, child welfare, health and human services, Medicaid programs, management and

   Outcome numbers achieved:

   a. Education advancement

   b. Placed into employment

   c. Retaining employment

   d. Other: Mandated training

4. **Program Name: Management Approach to Wellness Program**

Type of Training: Customize 4 level training program for well prevention. 12 months program provides organizational assessment, health coaching, health management certification.

# of participants enrolled 50 students

Outcome numbers achieved:

a. Education advancement
b. Placed into employment
c. Retaining employment
d. Other: Health Prevention

5. **Program Name: Water Loss Prevention**

Type of Training: Professional development or insurance agents

# of participants enrolled 50 students

Outcome numbers achieved:

a. Education advancement
b. Placed into employment
c. Retaining employment
d. Other – Mandatory certification

6. **Program Name: Small Business Development Center (SBDC)**

Type of Training: The Small Business Development Center at Buffalo State College counsels advises and assists entrepreneurs looking to start a business or expand an existing business in the Western New York Region. Since 1984 the SBDC at Buffalo State has advised more than 19,166 clients for a cash investment of more than $196M in the Western NY economy creating or saving approximately 10,972 jobs. During our most recent Federally funded cycle: September 30, 2009 – October 1, 2010, the Center has advised: 946 clients totaling a Cash Investment of more than $13M to open or expand client businesses, and saved or created jobs in the amount of 550. The Center is active in advising new business start-ups and business expansion in the sectors of agribusiness, advanced manufacturing, logistics and business and personnel services as well as hospitality and tourism, retail and construction.

# of participants: 946

a. Education advancement
b. Placed in employment
c. Retaining employment
d. Other: developing small business

7. **Program Name: Strategic Planning**

   Type of Training: Seminars in multicultural training, strategic planning for supervisions to effect change in organization.

   # of participants: 100

   Outcomes number achieved: 100

   a. Education advancement
   b. Placed in employment
   c. Retaining employment
   d. Other: Strategic planning for change

8. **Program Name: Restaurant Institute**

   Funding Fee for Service

   Type of Training: Information regarding creating, building, growing and sustaining a restaurant business.

   # of participants: 12 restaurant owners

   Outcomes number achieved: 12

   a. Education advancement
   b. Placed in employment
   c. Retaining employment
   d. Other: Growing a business

9. **Program Name: New York State Surety Bond Assistance Program**

   Government Grants funded

   Type of Training: MWBE and Small Business Contractor Bond Readiness Training Program

   # of participants: 38

   Outcomes numbers achieved: 38

   a. Education advancement
   b. Placed in employment
   c. Retaining employment
   d. Other: Creating small business owners

AGENCY PROFILE

Organization Name: **Buffalo Tractor Trailer Institute, Inc.**

Address: **3999 Lakeshore Road, Buffalo, NY 14219**

Contact Information:

Name/Title **Ralph J. Genovese Jr., President**   Email:**bttibuffalo@verizon.net**

Phone: **(716) 627-0044**

Website/URL's for more detail information: **none**

Geographic area in which your organization operates/serves:

All of WNY and Southern Tier (Erie, Niagara, Cattaragus, Chautauqua, Allegany, Orleans, Genesee and Wyoming Counties)

Brief description of your Agencies service:

A commercial driving school offering training in semi's/heavy trucks and school bus.

Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☐ Computer Training
- ☐ Soft Skills
- ☒ Job Placement Services
- ☒ Other: **High skilled hands on training on commercial vehicles**

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

Men and women ages 18 - whatever who hold a valid driver's license.

How are customers referred to your organization? **Through many state and federal agency, also media and newspapers**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Transportation/Construction and Bus Operators**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☒ Provide direct training services
- ☒ Oversee training/develop policy

If your organization provides training, how is that service funded? (Check al that apply)

- ☒ Fee for services
- ☐ Private foundations
- ☒ Government grants
- ☐ Private Sector
- ☐ Other

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Training Programs funded or administered

Program Name: CDLA Tractor Trailer Training

Type of Training: **Classroom & Hands on Training**

Funding Source:

- ☒ Fee for Service   ☐ Private sector
- ☒ Government grants   ☐ Other
- ☐ Private foundation

1. Total number of participants served in the last 12 months:**279**
2. Total number successfully completing training: **268 (96%)**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **252 (94%)**
   c. Retaining Employment **235 (93.3%)**
   d. Other

Program Name: CDLB Truck & School Bus Training

Type of Training: **Classroom & hands on training**

- ☒ Fee for Service   ☐ Private sector
- ☒ Government grants   ☐ Other
- ☐ Private foundation

1. Total number of participants served in the last 12 months:
   92
2. Total number successfully completing training:**92**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **88>95.7%**
   c. Retaining Employment**(statistics unavailable)**
   d. Other

AGENCY PROFILE

Organization Name: **Campus Linc, Inc.**

Address: **25 John Glenn Dr. Amherst, NY 14228**

Contact Information:

Name/Title **Shaune Dwyer**   Email:**Shaune@campuslinc.com**   Phone: **(716) 688-8688**

Website/URL's for more detail information: **www.CampusLinc.com**

Geographic area in which your organization operates/serves:

We are located in Amherst, NY but provide training to all areas across WNY, Northern Pennsylvania and locations across the U.S.

Brief description of your Agencies service:

We are a training organization in areas such as computers, project management and other critical business skills training.

Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☒ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **Individuals with limited to no computer knowledge background to highly skilled computer proficient experts.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Various different approaches: Internet search engine technology, Campus Linc marketing and company/client based referrals.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **Ronco, Moog, area universities, banks, law firms, government agencies, health care corporations, corporate level training.**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☒ Provide direct training services
- ☐ Oversee training/develop policy

If your organization provides training, how is that service funded? (Check al that apply)

- ☒ Fee for services
- ☐ Private foundations
- ☐ Government grants
- ☐ Private Sector
- ☐ Other

Training Programs funded or administered

Program Name: Please refer to our website www.campuslinc.com

Type of Training:

Funding Source:

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:

2. Total number successfully completing training:

3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name: refer to above

Type of Training:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:

2. Total number successfully completing training:

3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Canisius College**
Address: **2011 Main Street, Buffalo, NY 14208**
Contact Information:
Name/Title **Erica Sammarco** Email:**sammarce@canisius.edu** Phone: **716-888-8203**
Website/URL's for more detail information: **www.canisius.edu**
Geographic area in which your organization operates/serves:
Primarily WNY; national and international students
Brief description of your Agencies service:
Masters level university offering more than 100 degree granting and certificate programs.
Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)

- ☐ Health Trades

- ☐ Vocational Trades (please specify)

- ☐ Computer Training

- ☐ Soft Skills

- ☐ Job Placement Services

- ☒ Other: **Undergraduate/Graduate degree-granting programs**

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

Individuals seeking undergraduate, graduate, or certificate granting programs

How are customers referred to your organization? **N/A**

Does your organization provide training for specific industries? ☒ Yes ☐ No
If yes, which industries? **Various; sometimes upon a corporation's request**

Does your organization (Check all that apply):

☐ Fund training programs ☐ Oversee training/develop policy

☒ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒ Fee for services ☐ Private foundations ☐ Government grants

☐ Private Sector ☒ Other Note: Private foundations or individual donors may support

educational initiatives.

OUTCOMES

Training Programs funded or administered

Program Name: Center for Professional Development

Type of Training: **Professional development, certificate courses**

Funding Source:

    ☒   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **520**
2. Total number successfully completing training: **same**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Program Name: Professional and Technical Studies

Type of Training: **AS-BS degree program (degree completion)**

    ☒   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **5**
2. Total number successfully completing training: **5**
3. Outcome numbers achieved :
    a. Education advancement **5 (expected graduation 5/2012)**
    b. Placed into employment
    c. Retaining Employment
    d. Other

Training Programs funded or administered

Program Name: Women's Business Center

Type of Training: **Professional development, entrepreneurship training**

Funding Source:

☒　　　Fee for Service　　☐　　　Private sector

☒　　　Government grants　☐　　　Other

☒　　　Private foundation

1. Total number of participants served in the last 12 months: **1,857***
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other *** This is a duplicated headcount for multiple programs**

Program Name:

Type of Training:

☐　　　Fee for Service　　☐　　　Private sector

☐　　　Government grants　☐　　　Other

☐　　　Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Community Action Organization of Erie County, Inc.**

Address: **70 Harvard Place, Buffalo, NY 14209**

Contact Information:

Name/Title **L. Nathan Hare, CEO**   Email:**LNHARE@CAOEC.org**   Phone: **(716) 881-5150**

Website/URL's for more detail information: **www.CAOEC.org**

Geographic area in which your organization operates/serves:

Erie County

Brief description of your Agencies service:

Human services and advocacy for the poor and low income residents of Erie County.

Please check your main area of service: (check as many as appropriate)

☒   Education (GED, ESL, ABE, etc.)

☐   Health Trades

☐   Vocational Trades (please specify)

☐   Computer Training

☐   Soft Skills

☒   Job Placement Services

☒   Other: **Housing; substance abuse; emergency services; community center;**

neighborhood services/information & referral

Please identify your target population, if any: **Poor and low income residents.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Word of mouth, Social Services, Emergency Services network**

Does your organization provide training for specific industries?   ☐   Yes   ☒   No

If yes, which industries?

Does your organization (Check all that apply):

☐   Fund training programs   ☒   Oversee training/develop policy

☐   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☐   Government grants

☐   Private Sector   ☐   Other

Training Programs funded or administered

Program Name:

Type of Training:

Funding Source:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:

2. Total number successfully completing training:

3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name:

Type of Training:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:

2. Total number successfully completing training:

3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Organization Name: **Community Foundation for Greater Buffalo**
Address: **712 Main Street**
Contact Information:
Name/Title **Cara Matteliano, VP, Program**   Email:**caram@cfgb.org**   Phone: **(716) 852-2857**
Website/URL's for more detail information: **cfgb.org**
Geographic area in which your organization operates/serves:
8 counties of WNY
Brief description of your Agencies service:
Public charity holding more than 750 different charitable funds
Please check your main area of service: (check as many as appropriate)

☒ Education (GED, ESL, ABE, etc.)

☐ Health Trades

☒ Vocational Trades (please specify)

☐ Computer Training

☐ Soft Skills

☐ Job Placement Services

☒ Other: **We facilitate collaboration and fund programs, but do not provide direct service**

Please identify your target population, if any: **Low income individuals**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization?   **Grantees and partners submit proposals.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **lead remediation, home enviornmental interventions, weatherization**

Does your organization (Check all that apply):

☒ Fund training programs   ☐ Oversee training/develop policy

☐ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐ Fee for services   ☐ Private foundations   ☐ Government grants

☐ Private Sector   ☐ Other

Training Programs funded or administered

Program Name: Green and Healthy Homes Workforce Development (just started)

Type of Training: **OSHA 10, RRP, Asbestos & mold remediation, healthy homes essentials**

Funding Source:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☐   Other

☒   Private foundation

1. Total number of participants served in the last 12 months:**78**
2. Total number successfully completing training: **8**
3. Outcome numbers achieved :
   a. Education advancement **8**
   b. Placed into employment **2**
   c. Retaining Employment
   d. Other **We just started this a month ago**

Program Name:

Type of Training:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:

2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Daemen College**

Address: **4380 Main Street, Amherst, NY 14226**

Contact Information:

Name/Title **Edwin Clausen**   Email:**eclausen@daemen.edu**   Phone: **(716) 839-8210**

Website/URL's for more detail information: **www.Daemen.edu**

Geographic area in which your organization operates/serves:

WNY & National

Brief description of your Agencies service:

College with 3,000 students - Masters II, Undergraduate, 2 Doctorates

Please check your main area of service: (check as many as appropriate)

- ☒   Education (GED, ESL, ABE, etc.)
- ☐   Health Trades
- ☐   Vocational Trades (please specify)
- ☐   Computer Training
- ☐   Soft Skills
- ☐   Job Placement Services
- ☒   Other: **Higher Education Services**

Please identify your target population, if any: **People seeking higher education**

If you do not serve a target population, who is eligible to receive services from your organization?

Special population: Business growth throughout International Center for Excellence in Animation; new job development.

How are customers referred to your organization? **Multiple methods**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Animation**

Does your organization (Check all that apply):

- ☐   Fund training programs
- ☒   Provide direct training services
- ☐   Oversee training/develop policy

If your organization provides training, how is that service funded? (Check al that apply)

☒	Fee for services	☒	Private foundations	☒	Government grants
☒	Private Sector	☐	Other		

Program Name: Entry Level: Advanced Animation

Type of Training:

Funding Source:

☒   Fee for Service   ☐   Private sector

☒   Government grants   ☐   Other

☒   Private foundation

1. Total number of participants served in the last 12 months: **new**
2. Total number successfully completing training: **new**
3. Outcome numbers achieved :
   a. Education advancement **X**
   b. Placed into employment **new positions**
   c. Retaining Employment
   d. Other

Program Name: International Center for Excellence in Animation

Type of Training:

☒   Fee for Service   ☐   Private sector

☒   Government grants   ☐   Other

☒   Private foundation

1. Total number of participants served in the last 12 months: **new**
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Dream It Do It W.N.Y.**

Address: **512 Falconer Street, Jamestown, NY 14701**

Contact Information:

Name/Title **Dave Johnson**   Email:**djohnson@chautauquachamber.org**

Phone: **(716) 484-1101**

Website/URL's for more detail information: **www.DIDIWNY.com**

Geographic area in which your organization operates/serves:

Currently Chautauqua, Cattaraugus & Allegany Counties expanding into Erie & Niagara

Brief description of your Agencies service:

Dream It Do It is designed to educate students about careers in Advanced Manufacturing.

Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☐ Computer Training
- ☒ Soft Skills
- ☒ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **See counties listed above. Ages 16-26.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **We work with the private sector as well as all educational institutions.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Manufacturing**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☒ Oversee training/develop policy
- ☐ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐ Fee for services	☒ Private foundations	☒ Government grants
☒ Private Sector	☐ Other	

Training Programs funded or administered

Program Name:

Type of Training: **Most of what we do is educational programs, not specific trainings.**

Funding Source:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name:

Type of Training:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Erie 1 BOCES**
Address: **355 Harlem Road West Seneca, NY 14224**
Contact Information:
Name/Title **Patricia Riegle, Supervisor**   Email:**priegle@e1b.org**   Phone: **716-821-7027**
Website/URL's for more detail information: **www.e1b.org/adulted**
Geographic area in which your organization operates/serves:
Erie 1's geographic area consists of the northern 20 Erie County Public School Districts.
Brief description of your Agencies service:
Erie 1 BOCES is a public school. We train adult students in Career and Technical programs as well as classes in GED and English as a second language. Erie 1 also works extensively with Business and Industry.
Please check your main area of service: (check as many as appropriate)

- ☒   Education (GED, ESL, ABE, etc.)
- ☒   Health Trades
- ☒   Vocational Trades (please specify)
- ☒   Computer Training
- ☒   Soft Skills
- ☒   Job Placement Services
- ☐   Other:

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

Adults 18 years of age and older is our main population.

How are customers referred to your organization? **We advertise weekly, also we get referrals from the One Stops.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Any industry or business that hires adults with Career & Technical Education.**

Does your organization (Check all that apply):

- ☐   Fund training programs   ☐   Oversee training/develop policy
- ☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

- ☒   Fee for services   ☐   Private foundations   ☒   Government grants
- ☒   Private Sector   ☐   Other

Training Programs funded or administered

Program Name:

Type of Training:

Funding Source:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Program Name:

Type of Training:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Erie 1 BOCES Workforce Development

Numbers based on 2010-2011 unless otherwise noted

ANIMAL SCIENCE

Program Name	Hours	Funding						# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co. Sponsored	Self Pay	Fed. Grants					
Pet Grooming – New Program 2012	72		X			X		53	48			

Computer

Program Name *Free programs offered at BETC & DOL/Williamsville	Hours	Funding						# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co. sponsored	Self Pay	Fed. Grants					
Access	24							19	19			
Excel	21							187	167			
Internet Job Search	21							42	41			
Intro to Computers	24							153	147			
Keyboarding	27							174	141			
PowerPoint	21							106	97			
Publisher	24							20	15			
Word	21							166	156			

Erie 1 BOCES Workforce Development

Numbers based on 2010-2011 unless otherwise noted

HEALTH

Program Name	Hours	Funding						# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co. sponsored	Self Pay	Fed. Grants					
Certified Nurse Assistant	140	X					X	115	95	0	62	62
Home Health Aid – New Program 2012	115						X	8				
Licensed Practical Nurse	1100		X	X		X	X	401	185		141	141
Medical Biller	250		X	X		X	X	66	58		29	29
Medical Office Assistant	250		X	X		X	X	32	29		21	21
Phlebotomy	200		X			X		27	27		12	12
Medical Transcription	60		X			X		18	12		10	10

INDUSTRIAL

Program Name	Hours	Funding						# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co. sponsored	Self Pay	Fed. Grants					
Blue Print Reading	36		X		X	X		17	16		13	13
CNC Machining – New Program Fall 2012	72		X		X	X			15			
Heavy Equipment Simulation – New Program 2012												
Hydraulic Excavator	60		X		X	X		15	15			
Wheel Loader	60		X		X	X		15	15			
Hydraulics – New Program 2012	36		X		X	X		64	64		64	64
Industrial Electricity	36		X		X	X		16	12		12	12
Machining – New Program 2012	72		X		X	X		34	34			
Mechanical Drives – New Program 2012	144		X		X	X		71	71		64	64
Pipe Fitting – New Program 2012	36		X		X	X		68	68		64	64
Pneumatics – New Program 2012	36		X		X	X		64	64		64	64
Programmable Logic Controls	72		X		X	X		21	19		19	19
Sheet Metal – New Program 2012	36		X		X	X		67	67		64	64

Erie 1 BOCES Workforce Development

Numbers based on 2010-2011 unless otherwise noted

OFFICE

Program Name	Hours	Funding							# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co. Sponsored	Self Pay	Fed. Grants						
Account Clerk – New Program 2012	300	X	X			X		12				
Quickbooks – Free Class BETC & DOL	30		X			X		55	48			

PERSONAL ENHANCEMENT

Program Name	Hours	Funding							# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co Sponsored	Self Pay	Fed. Grants						
Cosmetology – Open Enrollment	1000	X	X			X		102	66	4	56	56
Esthetician	600	X	X			X		13	11		11	11
Nail Technician – New Program 2012	250		X			X		21	17			
Waxing	75		X			X		9	8			

Erie 1 BOCES Workforce Development
Numbers based on 2010-2011 unless otherwise noted

Skilled Trades

Program Name	Hours	Funding						# entering prog. In last 12 mo.	# comp. prog. In last 12 mo.	Edu. Adv	Place into Employ	Retain Employ
		Title IV	VESID	ITA	Co. Sponsored	Self Pay	Fed. Grants					
Automotive Service	250		X	X		X		11	10		7	7
Electrical	225		X	X		X		38	32		25	25
HVAC	600		X	X		X		48	38		30	30
Auto CAD	36		X		X	X		18	12		7	7
Automotive												
Collision	36		X		X	X		10	7		6	6
Custom Painting	72		X		X	X		16	13		13	13
Maintenance & Repair	36		X		X	X		15	10		10	10
Small Engine	36		X		X	X		15	12		7	7
Building Trades												
Finish Carpentry	36		X		X	X		19	17		16	16
Floor Installation	36		X		X	X		19	17		16	16
Rough Carpentry	36		X		X	X		19	17		16	16
Electrical												
Basic Electricity	36		X		X	X		97	86		73	73
Commercial	36		X		X	X		17	16		12	12
Residential	36		X		X	X		12	11		8	8
Electronics	72		X		X	X		25	21		21	21
HVAC												
Heating	72		X		X	X		9	8		8	8
Refrigeration & Air	72		X		X	X		25	23		21	21
Motorcycle Maint. & Diagnostics Repair - New 2012	72		X		X	X						
Plumbing	72		X		X	X		11	10		9	9
Welding												
Stick	144		X		X	X		80	72		47	47
MIG	72		X		X	X		80	72		47	47
TIG	72		X		X	X		80	72		47	47

AGENCY PROFILE

Organization Name: **Erie 2 Chautauqua Cattaraugus BOCES**

Address: **8685 Erie Rd., Angola, NY 14006**

Contact Information:

Name/Title **Gretchen Varney** Email:**GVarney@e2ccb.org**   Phone: **549-4454**

Website/URL's for more detail information: **E2CCB.org**

Geographic area in which your organization operates/serves:

Erie, Chautauqua, Cattaraugus Counties

Brief description of your Agencies service:

The Adult Education Division of a BOCES providing Literacy and Career Training Services

Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)
- ☒ Health Trades
- ☒ Vocational Trades (please specify)
- ☒ Computer Training
- ☒ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **All residents of Erie, Chautauqua and Cattaraugus Counties**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Website, mail, newspapers, one-stops, agencies, word of mouth**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Manufacturing, health care**

Does your organization (Check all that apply):

☒ Fund training programs		☐ Oversee training/develop policy
☒ Provide direct training services		

If your organization provides training, how is that service funded? (Check al that apply)

☒ Fee for services	☐ Private foundations	☒ Government grants
☒ Private Sector	☐ Other	

Training Programs funded or administered

Program Name: Small Animal Care

Type of Training: **certificate**

Funding Source:

☒   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training: **1**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment **1**
    c. Retaining Employment **1**
    d. Other

Program Name: Automotive Technology

Type of Training: **certificate**

☒   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **2**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment **2**
    c. Retaining Employment **2**
    d. Other

Training Programs funded or administered

Program Name: Construction Technology

Type of Training: **certificate**

Funding Source:

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name: CADD/DDA

Type of Training: **certificate**

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **1**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **1**
   c. Retaining Employment
   d. Other

Training Programs funded or administered

Program Name: Conservation/Natural Resource Management

Type of Training: **certificate**

Funding Source:

☒	Fee for Service	☒	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name: Cosmetology

Type of Training: **certificate**

☒	Fee for Service	☒	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months: **4**
2. Total number successfully completing training: **2**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **1**
   c. Retaining Employment **1**
   d. Other

Training Programs funded or administered

Program Name: Criminal Justice

Type of Training: **certificate**

Funding Source:

☒	Fee for Service	☒	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months: **0**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Program Name: Culinary Arts

Type of Training: **certificate**

☒	Fee for Service	☒	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months: **1**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Training Programs funded or administered

Program Name: Diesel Mechanics

Type of Training: **certificate**

Funding Source:

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training: **1**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name: Emergency Medical Services

Type of Training: **certificate**

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training:**1**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **1**
   c. Retaining Employment**1**
   d. Other

Training Programs funded or administered

Program Name: Graphic Technology

Type of Training: **certificate**

Funding Source:

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name: Health Careers

Type of Training: **certificate**

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **0**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Training Programs funded or administered

Program Name: Heating Air Conditioning, Refrigeration

Type of Training: **certificate**

Funding Source:

☒   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **8**
2. Total number successfully completing training: **8**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment **7**
    c. Retaining Employment **7**
    d. Other

Program Name: Information Technology/Computer Systems

Type of Training: **certificate**

☒   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **0**
2. Total number successfully completing training: **0**
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Training Programs funded or administered

Program Name: Landscape/Green House Management

Type of Training: **certificate**

Funding Source:

☒   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:**0**

2. Total number successfully completing training: **0**

3. Outcome numbers achieved :

    a. Education advancement

    b. Placed into employment

    c. Retaining Employment

    d. Other

Program Name: Motor Sport Fabrication/Precision Machining

Type of Training: **certificate**

☒   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **0**

2. Total number successfully completing training: **0**

3. Outcome numbers achieved :

    a. Education advancement

    b. Placed into employment

    c. Retaining Employment

    d. Other

Training Programs funded or administered

Program Name: Pre-Engineering Technology

Type of Training: **certificate**

Funding Source:

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training: **1**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **1**
   c. Retaining Employment **1**
   d. Other

Program Name: Small Animal Science

Type of Training: **certificate**

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **5**
2. Total number successfully completing training:**1**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **1**
   c. Retaining Employment**1**
   d. Other

Training Programs funded or administered

Program Name: Welding/Metal Fabrication

Type of Training: **certificate**

Funding Source:

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**4**

2. Total number successfully completing training: **4**

3. Outcome numbers achieved :

a. Education advancement **1**

b. Placed into employment **3**

c. Retaining Employment **2**

d. Other

Program Name: Automotive Body Repair

Type of Training: **certificate**

☒ Fee for Service ☒ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **1**

2. Total number successfully completing training:**1**

3. Outcome numbers achieved :

a. Education advancement

b. Placed into employment

c. Retaining Employment**1**

d. Other

Training Programs funded or administered

Program Name: Personal Care Aide

Type of Training: **Health Care**

Funding Source:

⊠   Fee for Service   ⊠   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **91**
2. Total number successfully completing training: **88**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **88**
   c. Retaining Employment **88**
   d. Other

Program Name: LPN

Type of Training: **Practical Nursing**

⊠   Fee for Service   ⊠   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **212**
2. Total number successfully completing training:**110**
3. Outcome numbers achieved :
   a. Education advancement **11**
   b. Placed into employment **104**
   c. Retaining Employment **100**
   d. Other

Training Programs funded or administered

Program Name: Industrial Safety

Type of Training: **OSHA certificate**

Funding Source:

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**36**
2. Total number successfully completing training: **36**
3. Outcome numbers achieved :
   a. Education advancement **10**
   b. Placed into employment **16**
   c. Retaining Employment **16**
   d. Other

Program Name: Commercial Driver's License

Type of Training: **License**

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **40**
2. Total number successfully completing training: **38**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **38**
   c. Retaining Employment **38**
   d. Other

Training Programs funded or administered

Program Name: Phlebotomy

Type of Training: **Health Care**

Funding Source:

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**19**
2. Total number successfully completing training: **19**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **6**
   c. Retaining Employment **6**
   d. Other

Program Name: Certified Nursing Assistant

Type of Training: **Health Care**

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **14**
2. Total number successfully completing training:**12**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **12**
   c. Retaining Employment **12**
   d. Other

Organization Name: **Erie Community College One-Stop Center**
Address: **3176 Abbott Road, Orchard Park, NY 14127**
Contact Information:
Name/Title **Denise Raymond** Email:**raymond@ecc.edu**   Phone: **(716) 270-4444**
Website/URL's for more detail information: **www.ecc.edu/workforce/onestop/**
Geographic area in which your organization operates/serves:
Erie County although anyone can access the One-Stop's free workshops and Clothes Closet
Brief description of your Agencies service:
The ECC One-Stop provides a wide range of free job search.
Please check your main area of service: (check as many as appropriate)

- ☒   Education (GED, ESL, ABE, etc.)
- ☐   Health Trades
- ☐   Vocational Trades (please specify)
- ☒   Computer Training
- ☒   Soft Skills
- ☒   Job Placement Services
- ☒   Other: **Training services; cost-free Clothes Closet available with business attire**

Please identify your target population, if any: **All jobseekers are welcome.**

If you do not serve a target population, who is eligible to receive services from your organization?

ITA services are for eligible Erie County residents only. Free noncredit computer classes are available for most job seekers in WNY - unemployed and under-employed.

How are customers referred to your organization? **NYS Dept. of Labor and other agencies**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Demand Occupations (occupations that lead to employment)**

Does your organization (Check all that apply):

☒   Fund training programs   ☒   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☒   Private foundations   ☒   Government grants

☐   Private Sector   ☒   Other

Training Programs funded or administered

Program Name: ECC One-Stop ITA, Trade Act, and Noncredit MS Office Computer classes

Type of Training: **Vocational and computer training**

Funding Source:

    ☐   Fee for Service   ☐   Private sector

    ☒   Government grants   ☒   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**1116**
2. Total number successfully completing training: **1031**
3. Outcome numbers achieved :
   a. Education advancement **1031**
   b. Placed into employment **938**
   c. Retaining Employment **Info pending**
   d. Other **820 MS classes, 107 ITA & 189 Non-ITA Services**

Program Name:

Type of Training:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Organization Name: **Erie County Department of Social Services Comprehensive Employment Division**

Address: **290 Main Street Buffalo, NY 14202**

Contact Information:

Name/Title **Sandra Neubert, Director of Employment**   Email:**sandra.neubert@erie.gov** Phone: **(716) 858-1053**

Website/URL's for more detail information:

http://www2.erie.gov/socialservices/index.php?q=employment

Geographic area in which your organization operates/serves:

Erie County

Brief description of your Agencies service:

The mission of the Department of Social Services is to maximize personal independence and economic self sufficiency of children, adults and families

Please check your main area of service: (check as many as appropriate)

- ☐   Education (GED, ESL, ABE, etc.)
- ☐   Health Trades
- ☐   Vocational Trades (please specify)
- ☐   Computer Training
- ☐   Soft Skills
- ☐   Job Placement Services
- ☒   Other: **The Erie County Department of Social Services Comprehensive Employment Division is comprised of multiple units that enroll Temporary Assistance (TA) applicants and recipients in job search, work experience and other "work first" activities designed to enable clients to enter employment and to increase hours and earnings of those already employed. Services such as developing individual employment plans, job readiness training, referrals to education and vocational training, and job placement, subsidized employment are provided. The depatrment also contracts with community agencies to support these efforts. Work supports including child care and transportation benefits are provided.**

Please identify your target population, if any: **Temporary Assistance applicants and recipients**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization?

Does your organization provide training for specific industries?   ☐   Yes   ☒   No
If yes, which industries?

Does your organization (Check all that apply):

☒   Fund training programs   ☐   Oversee training/develop policy

☐   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐ Fee for services   ☐ Private foundations   ☐ Government grants

☐ Private Sector   ☐ Other

OUTCOMES

Training Programs funded or administered

Program Name: PIVOT (Placing Individuals in Vital Opportunity Training)

Type of Training: **Subsidized Employment program and on-the-job training skills**

Funding Source:

     ☐ Fee for Service   ☐ Private sector

     ☒ Government grants   ☐ Other

     ☐ Private foundation

4. Total number of participants served in the last 12 months: **423**

5. Total number successfully completing training: **309**

6. Outcome numbers achieved :

     e. Education advancement **N/A**

     f. Placed into employment **423**

     g. Retaining Employment **309**

     h. Other

Program Name:

Type of Training:

     ☐ Fee for Service   ☐ Private sector

     ☐ Government grants   ☐ Other

     ☐ Private foundation

4. Total number of participants served in the last 12 months:

5. Total number successfully completing training:

6. Outcome numbers achieved :

     e. Education advancement

     f. Placed into employment

     g. Retaining Employment

     h. Other

AGENCY PROFILE

Organization Name: **Erie County Probation Department**
Address: **1 Niagara Plaza, Buffalo, NY 14202**
Contact Information:
Name/Title **Brian McLaughlin**   Email:**brian.mclaughlin@erie.gov**   Phone: **716-858-7031**
Website/URL's for more detail information: **www2.erie.gov/probation**
Geographic area in which your organization operates/serves:
Erie County
Brief description of your Agencies service:
We supervise adults and juveniles who have been placed on Probation by the Courts. We also prepare Pre-Sentence Investigations for the Courts.
Please check your main area of service: (check as many as appropriate)

☐   Education (GED, ESL, ABE, etc.)

☐   Health Trades

☐   Vocational Trades (please specify)

☐   Computer Training

☐   Soft Skills

☐   Job Placement Services

☒   Other: **We provide work readiness and life skills training to probationers.**

Please identify your target population, if any: **Adults under supervision of the Probation Department.**

If you do not serve a target population, who is eligible to receive services from your organization?

Probationers are referred to the program by their probation officers, and are then screened for suitability.

How are customers referred to your organization? **Court order**

Does your organization provide training for specific industries?   ☐   Yes   ☒   No
If yes, which industries?

Does your organization (Check all that apply):

☐   Fund training programs   ☐   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☒   Government grants

☐   Private Sector   ☐   Other

Training Programs funded or administered

Program Name: Ready, Set, Work (part of the 200% of Poverty Employment Grant).

Type of Training: **Work readiness**

Funding Source:

    ☐   Fee for Service   ☐   Private sector

    ☒   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **86**
2. Total number successfully completing training: **57**
3. Outcome numbers achieved :
   a. Education advancement **6 (GED or college)**
   b. Placed into employment **28 (25 more not currently at employment stage).**
   c. Retaining Employment **13**
   d. Other

Program Name: Thinking for Change (part of the 200% of Poverty Employment Grant).

Type of Training: **Work readiness and life skills.**

    ☐   Fee for Service   ☐   Private sector

    ☒   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **20**
2. Total number successfully completing training: **10 (5 still enrolled)**
3. Outcome numbers achieved :
   a. Education advancement **1**
   b. Placed into employment **5 have thus far also completed RSW and will be eligible for referral**
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Everywoman Opportunity Center, Inc. (EWOC)**

Address: **237 Main Street, Suite 330, Buffalo, NY 14203**

Contact Information:

Name/Title **Myrna Young Exec. Director/CEO**   Email:**myoung@everywoman.org**

Phone: **716-847-1120**

Website/URL's for more detail information: **www.everywoman.org**

Geographic area in which your organization operates/serves:

EWOC provides services in five counties: Erie, Niagara, Chautauqua, and Allegany/Cattaraugus

Brief description of your Agencies service:

EWOC provides career and employment related services to those who are: unemployed/underemployed, entering or re-entering the job market: or those in need of retaining employment.

Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)
- ☒ Health Trades
- ☐ Vocational Trades (please specify)
- ☒ Computer Training
- ☒ Soft Skills
- ☒ Job Placement Services
- ☒ Other: **Career Readiness Training**

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

EWOC serves primarily women (99%) from a variety of economic backgrounds including, veterans, displaced homemakers, older women, single heads of households and public assistance beneficiaries.

How are customers referred to your organization? **We provide services to over 800 in 2011.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **All, if funded to do so.**

Does your organization (Check all that apply):

☐ Fund training programs	☐ Oversee training/develop policy
☐ Provide direct training services	

If your organization provides training, how is that service funded? (Check al that apply)

☐ Fee for services	☒ Private foundations	☒ Government grants
☒ Private Sector	☐ Other	

Training Programs funded or administered

Program Name: Displaced Homemaker Program

Type of Training: **Employment - related training and services**

Funding Source:

☐ Fee for Service ☐ Private sector

☒ Government grants ☒ Other

☒ Private foundation

1. Total number of participants served in the last 12 months: **851**
2. Total number successfully completing training: **851**
3. Outcome numbers achieved :
   a. Education advancement **4 GED**
   b. Placed into employment **143**
   c. Retaining Employment **110**
   d. Other **309 professional clothing, 68 Career Assessment**

Program Name:

Type of Training:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Goodwill Industries of Western New York Inc.**

Address: **1119 William St., Buffalo, NY 14206**

Contact Information:

Name/Title **Dan Colpoys**   Email:**danielc@goodwillwny.org**   Phone: **854-3494**

Website/URL's for more detail information: **www.goodwillwny.org**

Geographic area in which your organization operates/serves:

Erie County

Brief description of your Agencies service:

Assist disabled and disadvantaged individuals achieve self-sufficiency

Please check your main area of service: (check as many as appropriate)

☒ Education (GED, ESL, ABE, etc.)

☐ Health Trades

☒ Vocational Trades (please specify)

☒ Computer Training

☒ Soft Skills

☒ Job Placement Services

☐ Other:

Please identify your target population, if any: **Disabled, Veterans, Public Assistance recipients**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Disabled - Acess, Veterans -Walk-ins, P.A. - ECDSS**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **Janitorial, Warehouse, Retail, Manufacturing**

Does your organization (Check all that apply):

☐ Fund training programs   ☐ Oversee training/develop policy

☒ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒ Fee for services   ☐ Private foundations   ☐ Government grants

☐ Private Sector   ☐ Other

Training Programs funded or administered

Program Name:

Type of Training: **Janitorial**

Funding Source:

☒ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**15**
2. Total number successfully completing training: **14**
3. Outcome numbers achieved :
   a. Education advancement **1**
   b. Placed into employment **8**
   c. Retaining Employment **7**
   d. Other

Program Name: Warehouse

Type of Training:

☒ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**16**
2. Total number successfully completing training:**13**
3. Outcome numbers achieved :
   a. Education advancement **1**
   b. Placed into employment **10**
   c. Retaining Employment**7**
   d. Other

Training Programs funded or administered

Program Name:

Type of Training: **Retail**

Funding Source:

☒ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**19**
2. Total number successfully completing training: **17**
3. Outcome numbers achieved :
   a. Education advancement **1**
   b. Placed into employment **13**
   c. Retaining Employment **10**
   d. Other

Program Name:

Type of Training: **Manufacturing**

☒ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**2**
2. Total number successfully completing training:**1**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **1**
   c. Retaining Employment**1**
   d. Other

AGENCY PROFILE

Organization Name: **Hands On Technical Training**
Address: **150 Wales Avenue, Tonawanda, NY 14150**
Contact Information:
Name/Title **Mary Ann O'Connor**   Email:**mao@hot-training.com**   Phone: **(716) 694-1393**
Website/URL's for more detail information: **www.hot-training.com**
Geographic area in which your organization operates/serves:
All of Westen N.Y.
Brief description of your Agencies service:
Small training center teaching adults in the industrial workforce the skills needed to keep up with technology improvements in electrical and automation processes.
Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☒ Vocational Trades (please specify) **electrical/automation**
- ☐ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **Individuals with work experience in the industrial field.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Employers, Worksource & One Stop Centers**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Manufacturing, advanced manufacturing**

Does your organization (Check all that apply):

☐   Fund training programs   ☐   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒   Fee for services   ☐   Private foundations   ☒   Government grants

☒   Private Sector   ☐   Other

Training Programs funded or administered

Program Name: Electrical Control Systems

Type of Training: **On line Instructional Theory interspersed with hands on labs**

Funding Source:

☒	Fee for Service	☐	Private sector
☒	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months:

   21

2. Total number successfully completing training: **12**

3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment **5**
   c. Retaining Employment **7**
   d. Other **several are completing the training**

Program Name:

Type of Training:

☐	Fee for Service	☐	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months:

2. Total number successfully completing training:

3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Journey's End Refugee Services, Inc.**

Address: **2495 Main Street, Suite 317, Buffalo, NY 14214**

Contact Information:

Name/Title **Molly Short, Executive Director** Email:**mshort@jersbuffalo.org**   Phone: **783-5979**

Website/URL's for more detail information: **www.jersbuffalo.org**

Geographic area in which your organization operates/serves:

Western New York

Brief description of your Agencies service:

Non-profit refugee resettlement program providing support for employment, education, housing, legal, interpreting and vocational training.

Please check your main area of service: (check as many as appropriate)

☒   Education (GED, ESL, ABE, etc.)

☐   Health Trades

☒   Vocational Trades (please specify) **culinary, janitorial, otehrs in development**

☐   Computer Training

☒   Soft Skills

☒   Job Placement Services

☒   Other: **refugee resettlement - acadmic support for youth**

Please identify your target population, if any: **refugees**

If you do not serve a target population, who is eligible to receive services from your organization?

asylees, some categories of immigrants

How are customers referred to your organization? **state department, partners, word of mouth**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **culinary, janitorial**

Does your organization (Check all that apply):

☐   Fund training programs   ☐   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☒   Government grants

☐   Private Sector   ☐   Other

Training Programs funded or administered

Program Name: Culinary Training

Type of Training: **kitchen**

Funding Source:

☐ Fee for Service ☐ Private sector

☒ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**24 (new program)**

2. Total number successfully completing training: **24**

3. Outcome numbers achieved :

   a. Education advancement **new program - this data is not yet available**

   b. Placed into employment

   c. Retaining Employment

   d. Other

Program Name: Janitorial Program

Type of Training: CLeaning

☐ Fee for Service ☐ Private sector

☒ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**8**

2. Total number successfully completing training:**8**

3. Outcome numbers achieved :

   a. Education advancement **see above, new program**

   b. Placed into employment

   c. Retaining Employment

   d. Other **Vocational Program is partnered with our employment program. In 2011 we placed more than 250 adult refugees in janitorial employment.**

Organization Name: **Kenmore - Town of Tonawanda Schools**

Address: **3200 Elmwood Ave. Kenmore, NY 14217**

Contact Information:

Name/Title **Michael Szczepanik**   Email:**mszczepanik@kenton.k12.ny.us**

Phone: **874-8411 ext. 7320**

Website/URL's for more detail information:

Geographic area in which your organization operates/serves:

Erie & Niagara Counties

Brief description of your Agencies service:

School District - Adult & continuing education

Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)
- ☒ Health Trades
- ☐ Vocational Trades (please specify)
- ☐ Computer Training
- ☒ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **TANF, 200%, underemployed, learning disabled**

If you do not serve a target population, who is eligible to receive services from your organization?

All adults over the age of 16

How are customers referred to your organization? **DSS, WIB, Brochure, Human Services Agencies**

Does your organization provide training for specific industries?   ☒ Yes   ☐ No

If yes, which industries? **Health Care**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☐ Oversee training/develop policy
- ☒ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

- ☒ Fee for services
- ☐ Private foundations
- ☒ Government grants
- ☐ Private Sector
- ☐ Other

Training Programs funded or administered

Program Name: Medical Secretary

Type of Training: **Classroom Instruction and Internship**

Funding Source:

    ☒   Fee for Service   ☐   Private sector

    ☒   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**20**
2. Total number successfully completing training: **18**
3. Outcome numbers achieved :
   a. Education advancement **18**
   b. Placed into employment **11 (that we are aware of)**
   c. Retaining Employment **9**
   d. Other

Program Name: Certified Nursing Assistant

Type of Training: Classroom and Clinical Instruction

    ☒   Fee for Service   ☐   Private sector

    ☒   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:**0**
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Maryvale Community Education**

Address: **1050 Maryvale Drive, Cheektowaga, NY 14225**

Contact Information:

Name/Title **Cheryl Armenia**   Email:**clarmenia.maryvalecommunityed@yahoo.com**

Phone: **635-4673**

Website/URL's for more detail information: **www.maryvale.wnyvic.org**

Geographic area in which your organization operates/serves:

Erie County and Western New York

Brief description of your Agencies service:

Maryvale Community Education is part of the Maryvale School system located in Cheektowaga, NY. We offer educational, recreational, enrichment, workforce development and professional staff development to the community. Hundreds of courses are offered each year to all ages.

Please check your main area of service: (check as many as appropriate)

- ☒ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☒ Computer Training
- ☒ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **Adults ages 18.5 to 55**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Walkins, friends, agency referrals including BETC, ONESTOPS, Court Mandated, DSS access VR (formerly VESID)**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Healthcare**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☒ Provide direct training services
- ☒ Oversee training/develop policy

If your organization provides training, how is that service funded? (Check al that apply)

- ☒ Fee for services
- ☐ Private foundations
- ☒ Government grants
- ☐ Private Sector
- ☒ Other

Training Programs funded or administered

Program Name: Medical Secretarial Billing Training

Type of Training: **Vocational Training**

Funding Source:

☒ Fee for Service   ☐ Private sector

☒ Government grants   ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**11**
2. Total number successfully completing training: **10**
3. Outcome numbers achieved :
   a. Education advancement **10**
   b. Placed into employment **8**
   c. Retaining Employment **8**
   d. Other

Program Name: Maryvale's Literacy Programs

Type of Training: Obtain GED

☐ Fee for Service   ☐ Private sector

☒ Government grants   ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:**563**
2. Total number successfully completing training:**94%**
3. Outcome numbers achieved :
   a. Education advancement **79%**
   b. Placed into employment **70%**
   c. Retaining Employment**79%**
   d. Other **Post Secondary 94%   Maryvale offers Ed2go classes online including Veterinary Asst., Start Your Own Business, Dog Grooming, Notary Public, Physical Therapy Aid, and Certificate in Integrated Mental Health.**

AGENCY PROFILE

Organization Name: **National Tractor Trailer School**
Address: **175 Katherine St. Buffalo, NY 14210**
Contact Information:
Name/Title **Lisa Tucker, Director**   Email:**ltucker@ntts.edu**   Phone: **849-6887**
Website/URL's for more detail information: **www.ntts.edu**
Geographic area in which your organization operates/serves:
West of Rochester to Lake Erie and South to PA border
Brief description of your Agencies service:
NTTS offers commercial driver training for people looking to become tractor trailer straight and dump truck driver.
Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☒ Vocational Trades (please specify)
- ☐ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **18 yrs. or older**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **agency referrals, advertising, word of mouth**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **transportation**

Does your organization (Check all that apply):

☐   Fund training programs   ☐   Oversee training/develop policy
☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☒   Government grants
☒   Private Sector   ☒   Other

Training Programs funded or administered

Program Name: Commercial Driving

Type of Training:

Funding Source:

☐	Fee for Service	☒	Private sector
☒	Government grants	☒	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months:**212**
2. Total number successfully completing training: **170**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other **Please refer to website for verified placement and rates and consumer disclosures.**

Program Name:

Type of Training:

☐	Fee for Service	☐	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **People Inc.**

Address: **1219 North Forest Road, Williamsville, NY 14221**

Contact Information:

Name/Title **William Schultz**   Email:**bschultz@people-inc.org**   Phone: **716-817-5752**

Website/URL's for more detail information: **www.people-inc.org**

Geographic area in which your organization operates/serves:

Western New York including Buffalo and Erie County

Brief description of your Agencies service:

People Inc. exists so that individuals with disabling conditions or other special needs have the support they need to participate and succeed in an accepting society.

Please check your main area of service: (check as many as appropriate)

☐   Education (GED, ESL, ABE, etc.)

☒   Health Trades

☐   Vocational Trades (please specify)

☐   Computer Training

☐   Soft Skills

☒   Job Placement Services

☒   Other: **Vocational Case Management and soft skills preparedness**

Please identify your target population, if any: **Individuals with disabilities, low-income, unemployed**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **One-Stop Centers, OPWDD, ACCES-VR**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **Human Services**

Does your organization (Check all that apply):

☐   Fund training programs   ☐   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☒   Government grants

☐   Private Sector   ☐   Other

Training Programs funded or administered

Program Name: Direct Support Professional Training and Placement

Type of Training: **Direct Supoprt Professional**

Funding Source:

☒   Fee for Service   ☐   Private sector

☒   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:**70**
2. Total number successfully completing training: **69**
3. Outcome numbers achieved :
   a. Education advancement **69**
   b. Placed into employment **53**
   c. Retaining Employment **40-90 day retention**
   d. Other

Program Name:

Type of Training:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

People Inc. and SASi Direct Support Professional Course outline		
Years of Program Operation: 9 years	Hours of Training Offered: 120 hours	
No. of Instructional Sessions Offered per Year: 10 – 12 sessions offered per year	No. of Learners per Instructional Session: 8-12 Annually Enrolled: Approximately 120	No. of Instructors: 5 to 8 instructors are utilized each Session

List of Courses / Training Sessions:

- Welcome
- Overview and Characteristics of People with Developmental Disabilities
- Interview Skills
- Tour of residential site
- Professionalism
- Personnel Profile
- Interview skills
- Agency Interviews and Job Applications
- Tour of Workshop site
- Quality Care for Seniors

- Working with Families
- Alzheimer's and Dementia
- Program Planning and Implementation
- Note-taking and Documentation
- Residential Habilitation Training
- Understanding mental health disorders
- OSHA
- Virtues of Excellence
- First Aid
- Diabetes
- Medication Administration

- Emergency policies and procedure
- Consumer sexuality
- Rights, Abuse and Quality Assurance
- Person-centered Planning
- SCIP-R
- CPR
- Work Readiness
- Respect & Harassment
- Positive Approaches
- Diversity

Describe methods of instruction:

The **Direct Support Professional Training** program is a training program designed to groom individuals for employment as direct support professionals. Particular emphasis has been given to overcoming barriers to employment in the direct support field confronted by unemployed or underemployed populations. The program uses classroom-based instruction supplemented with tours of residential and workshops sites to give students a balanced learning experience. The Direct Support Professional Training is approved by the NYS Workforce Development System and both People Inc. and SASi were designated *Eligible Training Providers* for the program.

Describe learning assessment measures:

Learning is assessed using a combination of tool. Written tests follow the first eight training classes and participants must pass with a minimum grade of 80% in order to continue. Proficiency in the remaining training is evaluated by the instructors as being either satisfactory or non-satisfactory. Attendance is mandatory. The program itself is evaluated by a committee of peer agencies who meet quarterly. The committee reviews the program's attainment of milestones and quality of implementation.

Describe instructor's credentials or background:

The **Direct Support Professional Training** program employs instructors from the fields of health care and social services. All of the instructors have worked in direct support or health care for several years. Medication Administration is taught by a Registered Nurse. SCIP-R training is conducted by NYS certified trainers employed by People Inc. and SASI, inc. CPR is taught by an independent nurse contracted from the America Red Cross. The core training is conducted by teachers who are direct support professionals who provide job training to individuals with disabilities. People Inc. has been a provider of services to people with special needs for 37 years while its partner SASi has 29 years of experience. Both agencies have a rich tradition of offering quality care and training.

Organization Name: **People United for Sustainable Housing (PUSH Buffalo)**
Address: **271 Grant St., Buffalo, NY 14213**
Contact Information:
Name/Title **Clarke Gocker, Director of Workforce Initiatives**   Email:**clarke@pushbuffalo.org**
Phone: **884-0356**
Website/URL's for more detail information: **pushbuffalo.org; pushgreenwny.org**
Geographic area in which your organization operates/serves:
West Side of Buffalo (14213); Erie County
Brief description of your Agencies service:
PUSH Buffalo mobilizes residents to create strong neighborhoods with quality affordable housing, to expand local hiring opportunities and advance economic justice in Buffalo.
Please check your main area of service: (check as many as appropriate)

☐　　　Education (GED, ESL, ABE, etc.)

☐　　　Health Trades

☒　　　Vocational Trades (please specify) **Hands on green construction**

☐　　　Computer Training

☐　　　Soft Skills

☒　　　Job Placement Services

☐　　　Other:

Please identify your target population, if any: **low income communities of color**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **organized and outreach; word-of-mouth**

Does your organization provide training for specific industries?　☒　　Yes　　　　☐　　No
If yes, which industries? **Workforce coordination in energy efficiency and weatherization**

Does your organization (Check all that apply):

☐　　Fund training programs　　　　　　☒　　Oversee training/develop policy

☐　　Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐　　Fee for services　　☐　　Private foundations　　☐　　Government grants

☐　　Private Sector　　☐　　Other

Training Programs funded or administered

Program Name: Green affordable housing rehab

Type of Training: **green construction**

Funding Source:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☒ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name: PUSH Green Energy

Type of Training: **Workforce recruitment, referral, coordination services**

☐ Fee for Service ☐ Private sector

☒ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Professional Data Communications**
Address: **715 Delaware Avenue - Suite 511**
Contact Information:
Name/Title **Ms. Diane M. White**　　　　Email:**white.diane@roadrunner.com**　　　　　　Phone: **716-882-8495**
Website/URL's for more detail information: **http://pdc.tech.officelive.com/AccessCertification.aspx**
Geographic area in which your organization operates/serves:
Western New York, and throughout New York State
Brief description of your Agencies service:
On-site computer training workshops; professional development
Please check your main area of service: (check as many as appropriate)

☐　　　Education (GED, ESL, ABE, etc.)

☐　　　Health Trades

☐　　　Vocational Trades (please specify)

☒　　　Computer Training

☐　　　Soft Skills

☐　　　Job Placement Services

☒　　　Other: **Microsoft Certification**

Please identify your target population, if any: **Adults**

If you do not serve a target population, who is eligible to receive services from your organization?

Any organization large or small; small groups of individuals

How are customers referred to your organization? **References, previously served clients**

Does your organization provide training for specific industries?　☒　　　Yes　　　　☐　　　No
If yes, which industries? **All that use Microsoft Applications**

Does your organization (Check all that apply):

☐　　　Fund training programs　　　　　　☐　　　Oversee training/develop policy

☒　　　Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒　　　Fee for services　　　☐　　　Private foundations　　　☐　　　Government grants

☒　　　Private Sector　　　☐　　　Other

Training Programs funded or administered

Program Name: Computer Literacy

Type of Training: **Workshop 1 Day or half day sessions**

Funding Source:

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **300**
2. Total number successfully completing training: **300**
3. Outcome numbers achieved :

    a. Education advancement **Job skills learned**

    b. Placed into employment **N/A**

    c. Retaining Employment **N/A**

    d. Other **Certificate of completion; resume credentials**

Program Name: Microsoft Office Applications - All (Word, Excel, PPT, Access, Outlook)

Type of Training: **End-USer Skills Training (Beginner to Advanced)**

    ☒   Fee for Service   ☒   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **300**
2. Total number successfully completing training: **300**
3. Outcome numbers achieved :

    a. Education advancement **Job Skills learned; enhanced**

    b. Placed into employment **N/A**

    c. Retaining Employment **N/A**

    d. Other **Certificate of Completion; resume credential**

Organization Name: **Rural/Metro**

Address: **481 William Gaiter Parkway Buffalo, NY 14215**

Contact Information:

Name/Title **Erin Fierle/Human Resources Mgr.**   Email:**erin.fierle@rmetro.com**

Phone: **716-882-8400**

Website/URL's for more detail information: **www.ruralmetrowny.com**

Geographic area in which your organization operates/serves:

Western N.Y. area, Niagara County

Brief description of your Agencies service:

Ambulance Service - 911 Emergency response and General Transportation

Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☒ Health Trades
- ☐ Vocational Trades (please specify)
- ☐ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☐ Other:

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

Any individual within our response area.

How are customers referred to your organization? **Healthcare provider, facility - 911 Emergency**

Does your organization provide training for specific industries?   ☒ Yes   ☐ No

If yes, which industries? **EMS**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☐ Oversee training/develop policy
- ☒ Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

- ☐ Fee for services
- ☐ Private foundations
- ☐ Government grants
- ☒ Private Sector
- ☐ Other

Training Programs funded or administered

Program Name: EMT Academy

Type of Training: **Train individuals on the skills to become an EMT and certify in CPR/First Aid**

Funding Source:

☐   Fee for Service   ☒   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:**14**
2. Total number successfully completing training: **12**
3. Outcome numbers achieved :
   a. Education advancement **12**
   b. Placed into employment **12**
   c. Retaining Employment **9**
   d. Other

Program Name:

Type of Training:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☐   Other

☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Security Weapons & Training Institute**
Address: **659 Ridge Road, Lackawanna, NY**
Contact Information:
Name/Title **Judith Pukalo, Training Coordinator**   Email:**Judypu@pbinvestigations.com**   Phone: **716-822-0125, ext. 31**
Website/URL's for more detail information: **www.swatstore.com**
Geographic area in which your organization operates/serves:
We provide services for all of NYS, basically the Western side of the State
Brief description of your Agencies service:
Provide all required NYS Security Guard Classes (5) and other NYS Certified classes, OC Spray/Defensive Tactics/Handcuff
Please check your main area of service: (check as many as appropriate)

☐　　　Education (GED, ESL, ABE, etc.)

☐　　　Health Trades

☐　　　Vocational Trades (please specify)

☐　　　Computer Training

☐　　　Soft Skills

☐　　　Job Placement Services

☒　　　Other: **DCJS required NYS Security Guard classes/guard registration**

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Word of mouth/website/SWAT store/clients**

Does your organization provide training for specific industries?　☒　　Yes　　☐　　No
If yes, which industries? **security**

Does your organization (Check all that apply):

☐　　Fund training programs　　　　　　☐　　Oversee training/develop policy

☒　　Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒　　Fee for services　　☐　　Private foundations　☐　　Government grants

☐　　Private Sector　　☒　　Other

Training Programs funded or administered

Program Name: Security Guard Training & registration

Type of Training: **Security**

Funding Source:

☒ Fee for Service   ☐ Private sector

☐ Government grants   ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **approximately 200**
2. Total number successfully completing training: **200**
3. Outcome numbers achieved :
   a. Education advancement   **must complete next classes**
   b. Placed into employment   **several to other companies**
   c. Retaining Employment **N/A**
   d. Other   **guard registration is required for all Security Guards**

Program Name:

Type of Training:

☐ Fee for Service   ☐ Private sector

☐ Government grants   ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Six Sigma Applications & Trg.**

Address: **271 Rolling Green Lane**

Contact Information:

Name/Title **John Lupienski**   Email:**jl.sixsigma@gmail.com**   Phone: **716-830-4620**

Website/URL's for more detail information: **ASQBuffalo.org**

Geographic area in which your organization operates/serves:

WNY over 25 companies trained.

Brief description of your Agencies service:

Quality Improvement reducing waste, scrap and cycletime to improve companies bottomline and make them more competitive.

Please check your main area of service: (check as many as appropriate)

☐　　Education (GED, ESL, ABE, etc.)

☐　　Health Trades

☐　　Vocational Trades (please specify)

☐　　Computer Training

☐　　Soft Skills

☐　　Job Placement Services

☒　　Other: **Mfg. & service companies**

Please identify your target population, if any: **Mfg. & Service Companies**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Word of mouth due to success with CEO's saving money.**

Does your organization provide training for specific industries?   ☒　　Yes　　　　☐　　No

If yes, which industries? **All MFG Industries and Service companies in WNY and worldwide.**

Does your organization (Check all that apply):

☒　　Fund training programs　　　　　　　☒　　Oversee training/develop policy

☒　　Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒　　Fee for services　　　☐　　Private foundations　　☒　　Government grants

☐　　Private Sector　　　☐　　Other

OUTCOMES

Training Programs funded or administered

Program Name: Lean Six Sigma for Mfg. & Service Companies

Type of Training: **Various type of Quality Improvement that reduces bottomlin cost to a company.**

Funding Source:

☒	Fee for Service	☐	Private sector
☒	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months: **150**
2. Total number successfully completing training: **148**
3. Outcome numbers achieved :
   a. Education advancement **15**
   b. Placed into employment **25**
   c. Retaining Employment **100**
   d. Other **8**

Program Name:

Type of Training:

☐	Fee for Service	☐	Private sector
☐	Government grants	☐	Other
☐	Private foundation		

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Skyview Learning Group, Inc.**

Address: **367 Delaware Avenue, Buffalo, NY 14202**

Contact Information:

Name/Title **Orlando Perez/President** Email:**orlando@skyviewlg.org**   Phone: **716-400-5752**

Website/URL's for more detail information: **www.skyviewlg.org**

Geographic area in which your organization operates/serves:

All of Erie County

Brief description of your Agencies service:

A private workforce development company focused on training and placing people into jobs that employers have available.

Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☒ Computer Training
- ☒ Soft Skills
- ☒ Job Placement Services
- ☐ Other:

Please identify your target population, if any: **Unemployed, underemployed**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Word of mouth, Not-For-Profit Partners**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No
If yes, which industries? **Back office, banking, hospitality, insurance**

Does your organization (Check all that apply):

- ☐ Fund training programs
- ☒ Provide direct training services
- ☐ Oversee training/develop policy

If your organization provides training, how is that service funded? (Check al that apply)

- ☒ Fee for services
- ☐ Private foundations
- ☒ Government grants
- ☐ Private Sector
- ☐ Other

Training Programs funded or administered

Program Name: Customer Service

Type of Training: **Technical Skills, Soft Skills, Personal Development**

Funding Source:

⊠ Fee for Service ☐ Private sector

⊠ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **70**
2. Total number successfully completing training: **66**
3. Outcome numbers achieved :
   a. Education advancement **20**
   b. Placed into employment **61**
   c. Retaining Employment **56**
   d. Other

Program Name:

Type of Training:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **TCIE - University at Buffalo**

Address: **1576 Sweet Home Road**

Contact Information:

Name/Title **Timothy Leyh**   Email:**tleyh@buffalo.edu**   Phone: **716-645-8800**

Website/URL's for more detail information: **www.tcie.buffalo.edu**

Geographic area in which your organization operates/serves:

WNY region, NY State, Southern Ontario, 48 contiguous states.

Brief description of your Agencies service:

TCIE connects the UB School of Enginering and Applied Sciences with businesses providing training and consulting with a goal of enterprise performance.

Please check your main area of service: (check as many as appropriate)

      ☒   Education (GED, ESL, ABE, etc.)

      ☐   Health Trades

      ☐   Vocational Trades (please specify)

      ☐   Computer Training

      ☒   Soft Skills

      ☐   Job Placement Services

      ☒   Other: **Workforce development training, with a goal of improving enterprise performance.**

Please identify your target population, if any:

If you do not serve a target population, who is eligible to receive services from your organization?

Our training programs are targeted to any individual or company seeking to enhance worker skill sets. Offered in 3 ways, traditional classroom, online, and customized company specific/company site.

How are customers referred to your organization? **Trade shows, website, enewsletter, word of mouth.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **Our breadth and type of training offered allows us to serve all industries.**

Does your organization (Check all that apply):

☒   Fund training programs   ☒   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒   Fee for services   ☒   Private foundations   ☒   Government grants

☒   Private Sector   ☒   Other

Training Programs funded or administered

Program Name: Operational Excellence - Professional Development - SPIR

Type of Training: **Soft Skills, Leadership, Lean, Six Sigma, ISO, Supervisory, Mid-management**

Funding Source:

    ☒   Fee for Service   ☒   Private sector

    ☒   Government grants   ☒   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **992**
2. Total number successfully completing training: **931**
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name:

Type of Training:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

AGENCY PROFILE

Organization Name: **Trocaire College**

Address: **360 Choate Avenue, Buffalo, NY 14220**

Contact Information:

Name/Title **Hal P. Kingsley**   Email:**kingsleyh@trocaire.edu**   Phone: **716-827-4310**

Website/URL's for more detail information: **http://www.trocaire.edu/wd**

Geographic area in which your organization operates/serves:

All of WNY

Brief description of your Agencies service:

Trocaire is a private two and four year college offering many academic programs and thousands of Workforce Development classes in person and on-line.

Please check your main area of service: (check as many as appropriate)

☒   Education (GED, ESL, ABE, etc.)

☒   Health Trades

☒   Vocational Trades (please specify)

☒   Computer Training

☒   Soft Skills

☒   Job Placement Services

☒   Other: **Many of everything from medical to carpentry.**

Please identify your target population, if any: **All**

If you do not serve a target population, who is eligible to receive services from your organization?

All

How are customers referred to your organization? **Website, catalogs, one stop and many others.**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **Hundreds via on-line and physical classes. Health care and Business.**

Does your organization (Check all that apply):

☒   Fund training programs   ☒   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒   Fee for services   ☒   Private foundations   ☒   Government grants

☒   Private Sector   ☒   Other

Training Programs funded or administered

Program Name: Please see attached catalog and link to our offerings.

Type of Training: **Please see attached catalog and link to our offerings.**

Funding Source:

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☒ Private foundation

1. Total number of participants served in the last 12 months: **1200**
2. Total number successfully completing training: **1200**
3. Outcome numbers achieved :
   a. Education advancement **Please define**
   b. Placed into employment **Please define**
   c. Retaining Employment **Please define**
   d. Other **Please define**

Program Name: Please see attached catalog and link to our offerings

Type of Training: **Please see attached catalog and link to our offerings**

☒ Fee for Service ☒ Private sector

☒ Government grants ☒ Other

☒ Private foundation

1. Total number of participants served in the last 12 months: **1200**
2. Total number successfully completing training: **1200**
3. Outcome numbers achieved :
   a. Education advancement **Please see attached catalog and link to our offerings**
   b. Placed into employment **Please see attached catalog and link to our offerings**
   c. Retaining Employment **Please see attached catalog and link to our offerings**
   d. Other **Please see attached catalog and link to our offerings**

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WORKFORCE DEVELOPMENT AND LIFELONG LEARNING

The Center for Workforce Development and Lifelong Learning offers non-credit classes and certificate programs for the professional and personal development of our alumni and the community. These classes are available on campus and through our Online Instruction Center. Our goal is to build on our strengths by offering continuing education classes that compliment our Associate degree programs. Therefore, emphasis is placed on the fields of Nursing, Allied Health, Business, Education and Technology.

Director of Workforce Development and Lifelong Learning: Hal P. Kingsley, 716-827-2558, kingsleyh@trocaire.edu

Assistant to the Director of Workforce Development and Lifelong Learning: Christine Whipkey 716-827-4310, Whipkeyc@trocaire.edu

General Office Number: 716-827-4310, WorkForceDev@Trocaire.edu

Online Course Offerings: http://www.Trocaire.edu/WD

Trocaire College offers a variety of courses and certificate programs through our Online Instruction Center. Students can take these non-credit classes via the internet without coming to the campus. *Courses run on many different schedules and times to give the ultimate in student flexibility.* Classes are interactive and an instructor is available to answer your questions in most case. Upon successful completion, each student will receive a Certificate of Completion. Requirements include Internet access, an e-mail address, and a Web browser.

Career Field Training Programs have open enrollment designed to provide the skills necessary to acquire professional caliber positions for many in-demand occupations. Instructors are actively involved in the student's online learning experience. They respond to any questions or concerns as well as encourage and motivate the student to succeed. Each program has a set of lessons and tests: student's grades are calculated using a combination of computer-graded tests and the instructor's evaluation of the student's work. Each student is assigned an instructor for one-on-one assistance.

Classes are held both at Trocaire's Russell J. Salvatore School of Hospitality and Business,

6681 Transit Road, Williamsville NY and at 360 Choate Avenue, Buffalo, NY

Please see the exact location for the course, in the course listing

Course Descriptions; please see the schedule for details

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HEALTH CARE

CPR/BLS for Health Care Providers
Classes Held at Trocaire's South Buffalo Campus

Room: 204   **Fee: $75**

December 17, 2012	9:00AM-3:00PM
January 4, 2012	9:00AM-3:00PM
January 5, 2012	2:30PM-8:30PM
January 6, 2012	9:00AM-3:00PM
January 12, 2012	2:30PM-8:30PM
January 13, 2012	9:00AM-3:00PM
January 21, 2012	9:00AM-3:00PM

Choose one of the six (6) hour sessions for health care professionals covering adult and pediatric cardiopulmonary resuscitation (fa) and basic life support (BLS). The course addresses foreign body airway obstruction, automated external defibrillation (AED), special resuscitation situations, and other cardiopulmonary emergencies. Textbook must be read <u>prior</u> to class. Latecomers are not admitted to class. Picture ID must be presented to be admitted to class. Choose a <u>date</u> and <u>time</u> from the list of options provided above.

Instructor: Jennifer Pajak
Textbook: <u>BLS Textbook for Healthcare Providers</u>, (#70-2046 – Wordpoint ECC). Available at Trocaire Bookstore.

Sterile Processing & Distribution (SPD) Technician
Classes will be held at the Russell J. Salvatore School of Hospitality and Business.

Room 107   **Fee: $999**

Fee does not cover text books which need to be ordered from https://www.sterileprocessing.org/bookform.htm prior to class.

Tuesdays/Thursdays, February 28, 2012-May 10, 2012   6:30PM-9:30PM

This program is designed to train students for entrance into Central Supply Services.

The Central Sterile Processing program prepares students to develop skills necessary to properly disinfect, prepare, process, store, and issue both sterile and non-sterile medical/surgical supplies and equipment for direct patient care.

In addition, students will learn to operate sterilizing units and monitor effectiveness of the sterilization process as well as become familiar with the Operating Room environment and the principles of aseptic technique. Clinical experiences will be provided in a variety of WNY hospitals. Cardiopulmonary Resuscitation Certification (CPR) is required of all students before beginning the clinical component of the program.

Graduates of the program will be eligible to apply to take the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel Examination through the Certification Board for Sterile Processing and Distribution (CBSPD). Guidelines do change often and there is no guarantee of completion of the Certification. Employment opportunities include: inpatient/outpatient surgery centers, dialysis units/facilities, and central sterile processing units in hospitals. When a Central Sterile Processing Technician completes an application for New York State Certification and the National Institute for the Certification of Healthcare Sterile Processing and Distribution Personnel Examination, questions are asked about conviction of a crime and pending charges. If the answers are in the affirmative, particulars and disposition of each charge must be listed. A conviction is not an automatic bar to certification; however, each case is considered and investigated on its own individual merits.

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EKG Technician/Cardiac Monitor Technician
Classes Held at Trocaire's South Buffalo Campus

Room: 140   **Fee: $580**

Mondays/Wednesdays, February 27th-April 30th   6:00PM-8:30PM

This training program prepares EKG Technicians and Cardiac Monitor Technicians for entry-level positions in hospitals, physician offices, and/or hospital telemetry units. This program also provides an excellent opportunity for phlebotomists, nursing assistants and medical assistants to gain additional cross-training skills for today's changing health care environment.

The EKG Technician/Cardiac Monitor Technician program includes role responsibilities and duties, medical terminology, anatomy of the heart, cardiovascular system, basic EKG interpretation, recognizing abnormal electrocardiograms, performing electrocardiograph, use of equipment and supplies, understanding vital signs, procedures related to electrocardiograph, clinical disorders and emergencies affecting the heart and cardiovascular system, and the psychosocial needs of the cardiac patient.

This program consists of 30 hours of lecture and a clinical component of 5 full-time days in area hospitals. A certificate will be issued upon successful completion of the program.

Program Coordinator: Sr. Marie Andre' Main, RN, M.S., Coordinator of Health Records at Trocaire College
Instructor: Jeanne Baldwin, RN, BSN, CCRN
Textbook and Caliper required: (available at the Trocaire College Bookstore for an additional fee)

Fundamentals of Mammography
Classes Held at Trocaire's South Buffalo Campus

Room: 39   **Fee: $299**

Wednesdays February 29th-April 18th, (No class April 4th) 4:00PM-8:15PM

This comprehensive course covers all aspects of mammography including breast anatomy and physiology, positioning, quality assurance, equipment operations, patient care and modifications for non-routine patients. Covers all topics required by MQSA (excluding clinical training). Student is responsible for 12 hours/25 supervised cases of clinical experience at their site.

Prerequisite: Second-year Radiologic Technologist student or Radiologic Technologist
Optional Text: TBD

NY State Mandated Infection Control Training
Classes Held at Trocaire's South Buffalo Campus

Room: Anatomy Lab   **Fee: $45**

Mondays 6:00PM-9:00PM

<div align="center">

January 30, 2012
February 27, 2012
March 26, 2012
April 30, 2012

</div>

Every licensed practical nurse, optometrist, physician, physician assistant, podiatrist, registered professional nurse, and specialist assistant practicing in New York State is required to receive training in infection control and barrier precautions. Trocaire College's Life-Long Learning Center has been approved by New York State to be a provider for this course work, which is required by Chapter 786 of the laws of 1992.
<div align="center">

Choose one section from the dates listed above.

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Phlebotomy
Classes Held at Trocaire's South Buffalo Campus

__Room: Margaret Wendt Center and additional locations__   **Fee: $989**

Tuesdays & Thursdays 5:00PM-8:30PM

Section 1: January 10, 2012-March 13, 2012
Section 2: April 10, 2012-June 12, 2012
Section 3: July 10, 2012-September 11, 2012
Section 4: October 9, 2012-December 11, 2012

Please choose one section

You will be prepared for entry-level competencies in phlebotomy in preparation for employment. The didactic classes include: health care delivery, basic anatomy and physiology, specimen collection, infection control and safety, specimen transport and processing, quality control, professionalism, and laboratory testing.

Three weeks of full-time clinical in a local hospital or laboratory are also required

This program is approved through the National Accrediting Agency for Clinical Laboratory Sciences (NAACLS). A certificate will be issued upon completion of the program. Successful students are eligible to sit for the National Certifying Exam.

Instructors: Kathleen Smith, B.S., M.A., NCA, ASCP
Jason Sewell, BS, MT

Textbook: Required - Available at the Trocaire College Bookstore.

Radiography Registry Seminar
Classes Held at Trocaire's South Buffalo Campus

__Room: MWC__   **Fee: $259**

Wednesday, June 6, 2012-Thursday, June 7, 2012 8:00AM-4:00PM

The Radiography Registry Seminar will provide each participant with a comprehensive review of the art and science of diagnostic Radiologic Technology and a step-by-step method of preparation for the successful completion of the American Registry of Radiologic Technologists Registry Examination RT. A comprehensive Study Guide and Practice Workbook are included.

Registered Nurse Refresher Training Program
Classes Held at Trocaire's South Buffalo Campus

__Room: 140__   **Fee: $999**

May 24, 2012-June 12, 2012: 9:00AM-2:00PM
Mondays – Thursdays (Except the 28th of May)

This Refresher Course is designed to help currently licensed and registered nurses who have been away from active practice to regain confidence in taking care of patients in various medical settings. It consists of lecture/didactic and hands-on laboratory skills training. The final portion includes close to 80 clinical hours at an area hospital. There you will be assigned a Preceptor who will train and supervise your clinical learning experience. Completion of the course will prepare nurses for re-licensure and resumption of their nursing careers.

Prerequisite: Registered Nurse and Current CPR
A certificate of completion will be issued upon successful completion of the program

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Peri-Operative Nursing
Classes Held at Trocaire's South Buffalo Campus

__Room 204__   **Fee: $999**

Tuesdays, February 28, 2012-May 8, 2012
9AM-1PM

This course is designed to give RNs a theoretical background and beginning aseptic practice skills for entry-level positions in the OR. Course includes 45 hours of combined theory, laboratory classes, and 19 days of clinical practice with a preceptor in a hospital operating room. Duties include: orientation to the OR; aseptic techniques, scrubbing, gowning and gloving skills; instrumentation, sponge, needle and instrument counts; wound closure and supplies needed; circulating duties; OR patient care; and legal aspects of Peri-Operative Nursing.

Prerequisite: Registered Nurse and Current CPR

A certificate will be issued upon successful completion of the program

Surgical Tech Review Course Seminar
Classes Held at Trocaire's South Buffalo Campus

__Room: Lab__   **Fee: $289**

Monday-Thursday: May 14, 2012-May 18, 2012
Time TBD

The Surgical Technology Review Course Seminar has been developed to assist individuals preparing to sit for the Certification Exam. The most current, up to date developments in health care in the field of Surgical Technology are incorporated into this course. Surgical Technology concepts and skills will be addressed, from subjects basic to all levels to the complexities of specialty surgeries, while incorporating aseptic technique throughout the whole course of review.

BUSINESS COURSES

Administrative Leadership
Held at the Russell J. Salvatore School of Hospitality and Business
Classes are available at our location <u>and yours</u>

Upon Demand, a perfect course to bring in to your own organization!

Price is based upon corporate enrollment

Get the skills that propel you to the next level of success.

Administration leadership is one of the most significant factors in influencing an employee's success and satisfaction on the job. This Specialized Studies program is designed to enhance your supervisory competencies and improve your capacity to effectively manage and lead others. You will also gain techniques for developing your staff to achieve maximum performance and organizational effectiveness.

This program is for those who desire to enter the Administration Leadership field; those seeking a career change or positions within

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the Supervisory Leadership field; as well as current managers and prospective managers who need to develop competencies, skills, abilities and/or accountability necessary to successfully fulfill their role as a leader.

A certificate is awarded upon successful completion of the program

The course consists of ten (10) three hour sessions held each week.

Course Description:

- o Identify the key responsibilities of a front line manager and how they differ from a non-management role
- o Define basic business concepts and how to use them in a work environment
- o Analyze budget and finance information and use it in decision making
- o Identify the three basic components of Project management
- o Describe the importance of feedback, coaching and evaluation in creating a motivational environment
- o Identify laws and regulations that impact the role of a manager
- o Identify the key logistical aspects of a organization
- o Use quality/quantitative tools for problem solving and decision making
- o Understand the need and use a framework for the development of strategic planning

Bookkeeping
Classes will be held at the Russell J. Salvatore School of Hospitality and Business
Classes are available at our location and yours

Room 107   **Fee: $999**

Mondays/Wednesdays, January 23, 2012-May 16, 2012 – 6:30PM-9:30PM
The Bookkeeping Development program will fulfill the following skill set either for a person without a degree or someone who needs a refresher course. Subjects areas are Principles of Accounting, Managerial Accounting, Bookkeeping I, Federal Tax Rules Procedures and Regulations, Advanced Accounting and Financial Statement Analysis. Call for more information.

Requirements to Receive Certified Bookkeepers Designation:
- Pass the four-part national certification exam and, sign a code of ethics
- Submit evidence of at least two (2) years of full time experience or 3,000 hours of part-time or freelance experience before or after you take the national exam. You have three years from the date you pass the last exam to fulfill this requirement. **Note:** These requirements are subject to change and Trocaire makes no promises of the ability to complete the designation.

Objectives:
- Principles of Accounting • Managerial Accounting • Bookkeeping I • Federal Tax Rules Procedures and Regulations
- Advanced Accounting • Financial Statement Analysis

INSURANCE CLASSES

CPCU 560: Spring 2012
Classes will be held at the Russell J. Salvatore School of Hospitality and Business

Room: TBA   **Fee: $250**

Wednesdays, January 25ᵗʰ-May 23ʳᵈ: 6:00PM-8:00PM
The Buffalo Chapter of CPCU proudly announces a partnership with Trocaire College to offer select CPCU courses.

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CPCU 560—Financial Services Institutions
Manage risks more effectively by learning the unique risks faced by financial institutions

CPCU 560 Topics:
- Introduction to Financial Markets and Institutions
- Determinants of Interest Rates
- Interest Rates and Security Valuation
- The Federal Reserve System, Monetary Policy, and Interest Rates
- The Financial Markets

Future CPCU Class offerings: CPCU 500, CPCU 520, CPCU 530, CPCU 540, CPCU 560, CPCU 551, CPCU 552, CPCU 553, CPCU 555, CPCU 556, CPCU 557, all classes can be taken out of order. Price per class may change depending on the class.

These can be offered upon demand and will be scheduled in future terms

CPCU 500 - FOUNDATIONS OF RISK MANAGEMENT AND INSURANCE
Bottom-Line Benefits

- Improve effectiveness by relating risk management and insurance principles to everyday practice
- Increase your value to customers by using the risk management framework to solve problems
- Enhance your efficiency in analyzing insurance policies by learning a systematic method of analysis

CPCU 500 Topics:
- Introduction to risk management
- Risk assessment
- Risk control
- Risk financing
- Enterprise-wide risk management
- Insurance as a risk management technique
- Insurance policy analysis
- Common policy concepts

CPCU 520—INSURANCE OPERATIONS
Bottom-Line Benefits

- Increase efficiency by understanding how different functional areas operate and interact with each other to positively affect overall operations
- Support compliance efforts by understanding the pervasive effects of regulation on core insurance operations
- Enhance your value to the organization by understanding the process insurers use to formulate and implement critical business strategies

CPCU 520 Topics:
- Overview of insurance operations
- Insurance regulation
- Insurance marketing and distribution
- The underwriting function
- Underwriting property and liability insurance
- Risk control and premium auditing
- The claim function
- Adjusting property and liability claims
- Actuarial operations
- Reinsurance
- Insurer strategic management

CPCU 530—BUSINESS LAW FOR INSURANCE PROFESSIONALS
Bottom-Line Benefits

- Make better commercial underwriting decisions by learning how contracts may affect coverage
- Prepare to manage or mitigate the effects of litigation by learning insurance applications of contract law and tort law
- Enhance the agency relationship with an understanding of agency law and the related insurance applications

CPCU 530 Topics:

- Introduction to U.S. law
- Contract law
- International legal environment

CPCU 540 — FINANCE AND ACCOUNTING FOR INSURANCE PROFESSIONALS

- Contract law: insurance applications
- Commercial law
- Property law
- Tort law
- Agency law
- Agency law: insurance applications
- Business entities and employment law

Bottom-Line Benefits

- Increase your effectiveness by interpreting and analyzing financial statements of insurers and noninsurers
- Improve underwriting and claim decisions by applying cash-flow valuation methods
- Broaden your industry knowledge by learning how insurers manage their financial assets and capital
- Support organizational change by learning the significance of major developments in financial reporting and regulatory capital

CPCU 540 Topics:

- Introduction to corporate finance and accounting
- GAAP financial statements
- GAPP financial statement analysis
- Insurer statutory accounting
- Insurer statutory annual statement analysis
- Cash flow valuation
- Bonds and stocks
- Insurer investment portfolio management
- Insurer capital needs and sources
- Capital management
- Mergers and acquisitions
- The underwriting cycle

CPCU 551 — COMMERCIAL PROPERTY RISK MANAGEMENT AND INSURANCE

Bottom-Line Benefits

- Apply an outstanding level of technical knowledge in handling complex commercial property loss exposures
- Improve job effectiveness with an in-depth understanding of commercial property insurance coverage's and non-insurance techniques

CPCU 551 Topics:

- Introduction to commercial property insurance
- Building and personal property coverage form
- Causes of loss forms
- Other commercial property coverage options
- Flood, earthquake, and specialty forms
- Business income insurance
- Inland marine and ocean cargo
- Commercial crime insurance
- Equipment breakdown
- Business owners policies
- Industry-specific policies
- Surety bonds

CPCU 552 — COMMERCIAL LIABILITY RISK MANAGEMENT AND INSURANCE

Bottom-Line Benefits

- Increase effectiveness with a strengthened understanding of commercial liability loss exposures and the insurance coverage's and non-insurance techniques used to manage them
- Improve customer satisfaction with a solid understanding of how insurance can help businesses face everyday liabilities and prevent financial hardship or bankruptcy

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CPCU 552 Topics:

- Introduction to commercial liability insurance
- Commercial general liability (CGL)
- Business auto, garage and motor carrier
- Workers compensation and employers liability
- Management liability
- Professional liability
- Environmental
- Aviation
- Excess and umbrella liability insurance
- Cyber risk
- Terrorism

CPCU 553—SURVEY OF PERSONAL RISK MANAGEMENT, INSURANCE, AND FINANCIAL PLANNING

Bottom-Line Benefits

- Strengthen customer satisfaction with an understanding of personal insurance coverages and approaches
- Improve effectiveness by relating personal insurance theory to practice
- Provide well-rounded customer support with knowledge of personal risk management

CPCU 553 Topics:

- Personal insurance overview
- Automobile insurance and society
- Personal auto policy: liability, medical payments, and UM coverage
- Personal auto policy: physical damage
- Duties after an accident
- Endorsements
- Homeowners property coverage
- Homeowners liability coverage
- Homeowners coverage forms and endorsements; Other residential insurance
- Other personal property and liability insurance
- Life insurance planning
- Retirement planning
- Disability and health insurance planning

CPCU 555—PERSONAL RISK MANAGEMENT AND PROPERTY-CASUALTY INSURANCE

Bottom-Line Benefits

- Build and maintain a more profitable book of business by developing an in-depth understanding of personal insurance policies and coverage's
- Increase customer loyalty and satisfaction by improving ability to recommend appropriate coverage's within a broader risk management framework
- Create organizational value by developing the skills required to profitably price, underwrite, and manage a personal insurance portfolio

CPCU 555 Topics:

- Personal risk management
- The personal auto insurance environment
- Personal auto insurance: liability, medical payments, and UM coverage
- Personal auto insurance: physical damage and endorsements
- Homeowners property coverage
- Homeowners property coverage: perils, exclusions, and conditions
- Homeowners liability coverage
- Other homeowners coverage forms and endorsements
- Other residential insurance coverage's
- Watercraft, RVs, mobile homes, and excess liability
- Personal lines profitability and pricing
- Personal lines portfolio management

CPCU 556—PERSONAL FINANCIAL PLANNING

Bottom-Line Benefits

- Improve ability to compete in the marketplace by learning about personal financial products and their use
- Increase contributions to the organization by developing an understanding of the broader financial services market
- Strengthen value to customers and the organization by integrating the financial asset and property-casualty asset protection functions

CPCU 556 Topics:

- Coordinated Financial Planning
- Using Insurance Effectively
- Investments and Investment Planning
- Income Tax Planning
- Planning for Retirement and Capital Accumulation Plans
- Estate Planning

CPCU 557—SURVEY OF COMMERCIAL RISK MANAGEMENT AND INSURANCE

Bottom-Line Benefits

- Build customer satisfaction with an understanding of commercial insurance coverage's and approaches
- Improve effectiveness by relating commercial insurance theory to practice
- Provide well-rounded customer support with knowledge of commercial risk management

CPCU 557 Topics:

- Commercial property
- Business income
- Commercial crime
- Equipment breakdown
- Inland and ocean marine
- Commercial general liability
- Commercial auto
- Business owners
- Farm
- Workers compensation and employers liability
- Miscellaneous coverage's

CPCU 560—FINANCIAL SERVICES INSTITUTIONS

Bottom-Line Benefits

- Manage risks more effectively by learning the unique risks faced by financial institutions

CPCU 560 Topics:

- Introduction to Financial Markets and Institutions
- Determinants of Interest Rates
- Interest Rates and Security Valuation
- The Federal Reserve System, Monetary Policy, and Interest Rates
- The Financial Markets

COMPUTER TECHNOLOGY

Held at the Russell J. Salvatore School of Hospitality and Business
Classes are available at our location and yours

Computer Essentials for Clinicians   **Fee: $169**

Room: Computer Lab
Tuesdays/Thursdays January 10-February 2, 2012-4:30PM-6:30PM
Saturdays-January 7, 2012-January 28, 2012-8:00AM-12:00PM
Designed for all Medical fields and personnel; this course can be customized for your location and needs. Classes can be arranged around your organization schedule and needs

Do you feel like the computer is slowing you down on the job? Do you feel like you spend more time on the computer than with your patients? If so, this class is for you.

(This course is approved for Catholic Health System Tuition Reimbursements – Policy #HR36)

It is not limited though to the Catholic Health System and is available to all hospitals and medical facilities
The course will involve lecture, demonstration, hands-on learning, practical concepts, and operations. Proper terminology will be

stressed to help you communicate better with your team and technology professionals. Methods to improve your ability to use a computer will be demonstrated to make that computer work for you!

COURSE DESCRIPTION

The course consists of eight (8) two hour sessions with two sessions being held each week. You will learn and, in most cases, work hands on with:

- Practical hardware concepts, ergonomic, and environmental issues.
- Fundamental computer network, software concepts, and security issues.
- Gaining a level of proficiency in Microsoft Windows operation XP and Windows 7
- The latest in Microsoft Office
- Data organization techniques on your computer.
- Internet and relevant web sites and applications.
- Using eCommunication applications.
- Gaining a level of proficiency using word processing

A certificate will be given upon successful completion of the program

PROFESSIONAL DEVELOPMENT SERIES WITH DEVELOPING PROFESSIONALS AND LORI MILLER

Classes held at Russell J. Salvatore School of Hospitality and Business:
Half and full day classes are available at our location __and yours__

Time Management   Fee: $299
Friday, February 3, 2012 – 9:00AM-4:00PM

This workshop is designed to teach participants organizational and time management skills in order to achieve greater balance, performance, and success. It will teach individuals how to use a time management system effectively and how to better organize all the events in their lives. Participants will learn how to set SMART goals so they are focusing on tasks and activities that maximize their productivity and bring results. Individuals will assess their current effectiveness and learn best practices in the areas of delegation, e-mail management, managing interruptions, organizational ability, and stress management.

Public Speaking   Fee: $149
Friday, February 10, 2012 – 8:30AM-12:30PM

Do you speak in front of an audience? Do you want to know the secret of what makes a great presentation? In this interactive workshop individuals will learn the elements of a successful presentation and how to overcome anxiety. Participants will be provided an effective format to create a speech in less time and developed with the audience in mind; how to keep the audience engaged with powerful delivery; how to use visual aids appropriately; and what to do to "WOW" the audience every time.

Conducting Performance Reviews   Fee: $149
Friday, February 17, 2012 – 8:30AM-12:30PM

Effective performance reviews add value to your organization. They help employees stay focus on key performance indicators, identify areas for improvement and provide guidance to help employees reach their fullest potential. In this session, leaders will learn how to provide effective feedback, resolve problems, how to deal with difficult behaviors and problem employees, and how to create a climate where reviews can have a positive impact to the bottom line.

Managing Workplace Conflict   Fee: $149
Friday, March 2, 2012 – 8:30AM-12:30PM

Creating an open exchange of conflicting or differing ideas in which parties feel equally heard, respected, and unafraid to voice dissenting opinions is both healthy and productive. In this workshop, the Dealing with Conflict instrument will be used to help participants understand their dominant style and various techniques for managing conflict. Participants will learn how to adapt and confront difficult situations to reach a win-win outcome to increase personal effectiveness and strengthen all relationships

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Business Writing for All Deliverables   Fee: $299
Friday, March 16, 2012 – 9:00AM-4:00PM

Almost 80% of a professional's daily tasks are spent in managing communication events. This includes writing, presenting, attending meetings, handling voice mail, and e-mails. Because some much time is spent in the communications process, this workshop will provide participants with writing a clear, concise and correct document every time they produce a written piece of work. Key principles reviewed will include how to write effectively, learning an effective business writing model for all deliverables, how to write with the reader in mind, and appropriate spelling, punctuation and grammar usage.

Employee Motivation & Discipline   Fee: $149
Friday, March 23, 2012 – 8:30AM-12:30PM

Managing employee performance is the process of creating a work environment in which people are able to perform in their jobs. The gap between your team's current performance and potential performance lies in how you create a culture for performance-based behavior. If employees do not receive the proper direction, communication, feedback, training, and standards of acceptable behavior, there will be issues of misconduct, low morale, and poor performance in your organization. This workshop will help supervisors and managers understand their rights and responsibilities when it comes to managing people and understanding the correct process for holding people accountable.

Communicating Effectively with Cultural, Generational, & Gender Differences   Fee: $299
Friday, March 30, 2012 – 9:00AM-4:00PM

For the first time in the history of organizations, there are four generations that are actively contributing in today's workplace. Working side-by-side, there is frustration, misunderstandings, conflict, and tension among these four distinct groups. In addition we are dealing with gender and cultural differences as well. This workshop will help provide insight into all of the various individuals we interact with on a daily basis to improve our communications skills, minimize conflict, and enrich all of our relationships.

Managing & Surviving Change   Fee: $149
Friday, April 13, 2012 – 8:30AM-12:30PM

A key competency for all practitioners is their ability to anticipate, react and respond to change. Having the capacity to deal with change enables an individual to better perform in their job, cope more successfully with the world around them and transform vision into reality when it comes to achieving goals. In this workshop, individuals will understand their tendencies toward change using the change management profile and develop strategies to improve their effectiveness.

Customer Service: A Brand Experience   Fee:$149
Friday, April 27, 2012 – 8:30AM-12:30PM

What is a brand? A brand is a unique identity. It is a combination of a company's advertising slogan, product, service, people, leadership, profitability, and physical properties. **What is branded service?** It is a strategic and organized way to deliver on experiences that magnify brand promises throughout all levels of the organization. It is creating an experience for customers that create brand engagement, emotional connection and commitment. This workshop will enable practitioners to look at their company's brand and what role they play in assuring customer promises and expectations are met. It will cover five critical areas: branded customer service, customer service basics, service standards via phone and face to face, professional etiquette and dealing with difficult customers.

Recruiting, Interviewing & Selection   Fee: $299
Friday, May 4, 2012 – 9:00AM-4:00PM

Staff management for NON-HR Professional

This workshop is designed for new HR Professionals or the non-HR staff responsible for hiring and selecting candidates for their organization. Participants will learn how to develop an effective recruitment process, conduct job analysis, structure interviews effectively, legal considerations and how to filter candidates throughout the entire process.

PERSONAL DEVELOPMENT

SAT Preparation Course

Classes Held at Trocaire's South Buffalo Campus
Classes are available at our location and yours

Room 27   **Fee: $119**

Wednesdays – 6:00PM-9:00PM
Section 1: January 25, 2012-February 29, 2012–No class on February 22, 2012
Section 2: April 18, 2012-May 16, 2012

Please choose only one section
Our faculty will provide you with critical reading skills, writing skills and assist you with finding the answer to math questions. Critical reading will require you to make inferences and follow the logic of an argument. The math segment: multiple choices, quantitative, and a new format where you show your work and provide the answer.

Book is required for the first class - Available at the Trocaire College Bookstore

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NEW YORK SAFE BOATING COURSE

Classes Held at Trocaire's South Buffalo Campus

Room: 27   **Fees: $35**

Section 1: May 12, 2012 – 8:00am-4:00pm
Section 2: May 14, 2012 – 6:00pm-10:00pm and May 21, 2012 – 6:00pm-10:00pm

Please choose only one section
A safety certificate may be obtained by completing the New York Safe Boating Course. The course is designed as a comprehensive boating course, teaching the fundamentals of safe boating operation. Approved by the National Association of Boating Law Administrators, the course requires a **minimum of eight hours** of classroom instruction.

Prior registration is required.

Instructor: Dr. Michael LaFever, N.Y. State Certified Instructor

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BWI NATIONAL HEALTH PROMOTION TRAINING INSTITUTE-ONLINE

BWI HEALTH PROMOTIONS
Healthy Workforce • Schools
COMPREHENSIVE WELLNESS MANAGEMENT

http://battleworks.com/family_wellness.php3

BWI Personal Health Certification   **Price $149, ($15 additional CEU fee)**
This program provides 12 interactive, 30-minute modules addressing lifestyle and behavior changes necessary to lead a healthier life, plus a workbook entitled "Common Sense Health & Nutrition." No Gimmicks – No fads – just the straight facts on topics ranging from weight management to starting an exercise program to health care consumer skills, all in an easy-to-use web-based format. The online course is self-paced with video lectures, interviews, questionnaires, activities, assessment of knowledge on each topic and expert advice. Individuals who successfully complete all 12 modules and pass a final exam receive a "BWI Personal Health Certification."   **Demo: http://www.youtube.com/watch?v=HQ3lSWvpBsU**

BWI Health Promotion Coordinator Certification   **Price $ 299, ($15 additional CEU fee)**

This course provides a foundation for successfully implementing and managing an employee wellness program. Participants receive the education, support, and tools they need to start, re-energize and/or maintain a wellness program specific to a company's needs. BWI's Health Promotion Coordinator Certification is a 4.0-hour online course, and includes a coordinator manual, downloadable templates and additional skills for implementation, along with ongoing support from BWI's experienced wellness professionals. Participants who successfully complete the course become certified as a BWI Health Promotion Coordinator.

Demo: http://www.youtube.com/watch?v=LwZeYxZvPtc

BWI "Be Fit Kids" Instructor Certification   **Price $ 199, ($15 additional CEU fee)**

This course trains facilitators to lead, implement, and instruct students K-8 in an outcome-based results-oriented behavior modification program intended to empower children to take personal responsibility for their health. This 4-hour online training course is self-paced with video lectures, interviews and expert advice. The program includes instruction for youth fitness assessments, health and nutrition education and wellness activities. Participants will develop the interactive team-building and leadership skills necessary for coordinating the "Be Fit Kids" program.   **Demo: http://www.youtube.com/watch?v=_pnSKWnR1bc**

BWI NATIONAL HEALTH PROMOTION TRAINING INSTITUTE-ON-SITE
Classes will be held at the Russell J. Salvatore School of Hospitality and Business

BWI Personal Health Certification   **Price $249, ($15 additional CEU fee)**
Date TBA

This program provides 12 interactive, 30-minute modules addressing lifestyle and behavior changes necessary to lead a healthier life, plus a workbook entitled "Common Sense Health & Nutrition." No Gimmicks – No fads – just the straight facts on topics ranging from weight management to starting an exercise program to health care consumer skills, all in an easy-to-use web-based format. The course is self-paced with video lectures, interviews, questionnaires, activities, assessment of knowledge on each topic and expert advice. Individuals who successfully complete all 12 modules and pass a final exam receive a "BWI Personal Health Certification."   **http://www.youtube.com/watch?v=HQ3lSWvpBsU**

BWI Health Promotion Coordinator Certification   **Price $ 399, ($15 additional CEU fee)**
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This course provides a foundation for successfully implementing and managing an employee wellness program. Participants receive the education, support, and tools they need to start, re-energize and/or maintain a wellness program specific to a company's needs. BWI's Health Promotion Coordinator Certification is a 4.0-hour course, and includes a coordinator manual, a CD with templates and additional skills for implementation, along with ongoing support from BWI's experienced wellness professionals. Participants who successfully complete the course become certified as a BWI Health Promotion Coordinator.

http://www.youtube.com/watch?v=LwZeYxZvPtc

BWI "Be Fit Kids" Instructor Certification   **Price $ 299, ($15 additional CEU fee)**
Date TBA

This course trains facilitators to lead, implement, and instruct students K-8 in an outcome-based results-oriented behavior modification program intended to empower children to take personal responsibility for their health. This 4-hour training course is self-paced with video lectures, interviews and expert advice. The program includes instruction for youth fitness assessments, health and nutrition education and wellness activities. Participants will develop the interactive team-building and leadership skills necessary for coordinating the "Be Fit Kids" program.

http://www.youtube.com/watch?v=_pnSKWnR1bc

TROCAIRE ONLINE COURSES AND PARTNERS

Trocaire College offers more than 300 instructor-facilitated online courses. Through well-crafted lessons, expert online instruction, and interaction with fellow students, participants in these courses gain valuable knowledge at their convenience. The following online courses are offered through partnerships between **Trocaire College, Education To Go, Penn Foster, ProTrain, UgotClass, and Career WebSchool** - all industry leaders in online continuing education courses.

http://www.trocaire.edu/academics/workforce-dev-lifelong-learning

careerwebschool

http://www.careerwebschool.com/?ernid=1884

Career WebSchool offers real estate license courses that are professionally designed in an interactive, user-friendly format, to help you quickly master your state's licensing requirements to become a licensed real estate agent or broker

ed2go

http://www.ed2go.com/Trocaire/

You may take these affordable, fast and convenient online courses in the comfort of your home or office at times that are convenient for you. Courses begin monthly, run for six weeks and are comprised of 12 lessons that are posted to the website weekly. The courses are entirely Web-based with comprehensive lessons, quizzes and assignments. You may ask questions of your instructor and receive advice at any time during the course - all online.

ProTrain

http://Trocairecollege.theknowledgebase.org/start.aspx?menuid=3075

Offering dozens of options in healthcare, accounting, information technology and green/renewable energy online training courses to provide you with the workforce skills necessary for many in-demand occupations. Gain the knowledge you need to get a new job, brush up on your current skills or take something just for fun.

PENN FOSTER
WORKFORCE DEVELOPMENT

http://www.continuing-edu.com/Default.aspx?cID=2540

Offering a breadth of viable, online academic alternatives that meet the training needs of business professionals and the regions dislocated and displaced work population. All online programs are on-demand and tailored around your schedule. All programs can be completed in as little as 6 to 9 months.

UGotClass
Online certificates and courses

http://www.yougotclass.org/catalog.cfm/Trocaire

Get skills for the 21st century. Demonstrate your knowledge. Boost your productivity and your organization's bottom line. Online learning is easy. It's fun! Our online certificates and courses are provided by quality colleges and associations with expert instructors. Participate anytime day or evening, from any computer.

careerwebschool

REAL ESTATE

SALES

Sales Pre-license (75 Hours)   Price $198

Successful completion of the course lessons and passing the end of course **proctored exam** qualify you to take the state licensing exam for Salespersons in New York. Covers Law of Agency, Commercial & Investment Properties, Real Estate Finance, Construction & Environmental Issues, Human Rights & Fair Housing, Condominiums & Cooperatives and much more!

http://www.careerwebschool.com/new-york/real-estate/sales-pre-license/?ernid=1884

Remedial: (30 hours)   Price: $219.00

This package of courses satisfies the Remedial Course requirement plus satisfies your NY 22.5hr CE requirement. By completing both courses you will satisfy your NY 22.5hr CE requirement for license renewal and the 30hr Remedial Course as part of the total hours required to satisfy the education requirements for Broker Prelicense.

http://www.careerwebschool.com/new-york/real-estate/remedial/?ernid=1884

Exam Prep   Price: $59.00

Prepare for the state licensing exam with the only mastery and fluency based exam review system in the market. It is designed to help you maximize your study time and retain the most important information for exam day. This exam review includes 8-mastery and fluency based testing lessons and 8 exams both covering hundreds of questions on national and state level content. The program is professionally designed to give you an interactive learning experience that will help you study for the Real Estate Licensing examination!   **http://www.careerwebschool.com/new-york/real-estate/exam-prep/?ernid=1884**

BROKER

Broker Pre-license: (75 hours)   Price: $499.00

This package is for Salespersons who require the 30hr Remedial and the 45hr Broker Qualifying courses to complete the 120hrs of qualifying education. Completion of the course lessons and proctored final exams qualify you to take the state licensing exam for Brokers in the state of New York.

http://www.careerwebschool.com/new-york/real-estate/broker-pre-license/?ernid=1884

Exam Prep   Price: $59.00

Prepare for the state licensing exam with the only mastery and fluency based exam review system in the market. It is designed to help you maximize your study time and retain the most important information for exam day. This exam review includes 9-mastery and fluency based testing lessons and 9 exams both covering hundreds of questions on national and state level content. The program is professionally designed to give you an interactive learning experience that will help you study for the Real Estate Licensing examination!   **http://www.careerwebschool.com/new-york/real-estate/exam-prep/?ernid=1884**

Continuing Education: (22.5 hours)   Price: $109.00

Commercial Leases - Provisions of office, retail, and industrial leases. Commercial Sales and Exchanges - Commercial sales transaction and tax deferred exchanges. Principles of Commercial Real Estate - Understand the different types of commercial real estate including office space, retail space and storage facilities. ADA & Fair Housing - ADA legislation affects the business of every real estate agent.   **http://www.careerwebschool.com/new-york/real-estate/continuing-education/?ernid=1884**

APPRAISAL

Continuing Education: (7 hours)   **Price: $119.00**

Meets the 14 hour mandatory continuing education requirement for appraisers: Individuals must complete the equivalent of twenty-eight hours of continuing education every 2 years. As part of that overall hour requirement, the 7-Hour National USPAP Update Course or its equivalent must be taken every two calendar years.

http://www.careerwebschool.com/new-york/appraisal/continuing-education/?ernid=1884

Exam Prep   **Price: $99.00**

A Comprehensive Exam: Prep Package preparing you for the License Level exam covering all the content areas tested on the **New 2008 National Uniform Licensing Exam!** The modules are made up of the following components: Pretest consisting of multiple-choice questions covering the specified topic. One or more case studies consisting of worksheets that you must complete before answering questions over those worksheets. Instructional lessons which present detailed explanations of the topic area along with multiple-choice questions over the materia.l

http://www.careerwebschool.com/new-york/appraisal/exam-prep/?ernid=1884

http://www.ed2go.com/trocaire/

BUSINESS AND PROFESSIONAL

Paralegal (300 hours)   **Price $1795**

The paralegal Online Training program will prepare you for success in this growing career field. You'll learn about the American legal system, how to conduct legal research and legal interviews, how to perform legal analyses, and more. Your training will prepare you to become a legal secretary or paralegal and to take the certification exam.

HEALTHCARE AND FITNESS

ICD-10 Medical Coding: Preparation and Instruction for Implementation (200 Hours)   **Price: $1595**

This nationally recognized ICD-10 Medical Coding **online course and training program** covers the recently upgraded diagnostic and procedural medical coding system, and will soon be mandated by the Federal government for use in the healthcare industry in insurance processing, reimbursement, and statistical data gathering. This online medical coding program will teach students how to prepare for and implement the massive changes to the existing coding system. This online certificate program presents a comprehensive overview of the changes in store for both diagnostic and procedural medical coding along with detailed information on the impacts of the medical coding changes to coders, healthcare staff, physicians, software systems, documentation, and information technology. **Textbook included.**

Medical Billing and Coding (240 Hours)   **Price: $1595**

This nationally recognized Medical Billing and Coding **online training certificate program** is designed to prepare students to fill positions for medical coding and billing professionals. Skilled medical billing and coding technicians are in high demand these days! In recent years, there has been a rapid increase in medical tests, treatments, and procedures that will be increasingly scrutinized by health insurance companies, regulators, courts, and consumers. Also, patient information must be entered into computer databases to comply with new Federal legislation requiring the use of electronic patient records. Finally, health care facilities are having difficulty attracting qualified workers, mostly because of the lack of both formal training programs and sufficient resources to provide on-the-job training for coders. All of these factors have combined to create a huge potential job market for

qualified medical records technicians, and this course will provide you with the skill set and expertise that will make you irresistible to prospective health care employers' exam.

Textbook included. Upon successful completion of the Medical Billing and Coding course, students will be prepared for an entry-level position doing medical billing.

Pharmacy Technician (300 hours)   Price: $1995

This nationally recognized Pharmacy Technician online course and training program teaches the skills needed to gain employment as a Pharmacy Tech in either the hospital or retail setting. The objective of the Pharmacy Technician Program is to provide graduates with the skills and knowledge that will enable them to qualify for entry-level positions in pharmacies as well as prepare for national certification. This program pairs students with an instructor for one-on-one assistance and includes a forty-hour externship. All materials are included. This online certificate program is only offered in partnership with major accredited colleges and universities.

This program prepares students for entry-level pharmacy technician positions. As a part of the Pharmacy Technician Certificate Program, students are required to perform Clinical rotations (also called an externship). Clinical rotations will be based on individual state board requirements. Students will have the opportunity to participate in the Walgreens externship program or they can opt to set up their own externship locally. In the event that clinical sites cannot be found, a research project for each area will be assigned.

The curriculum consists of:
- Ethics of Pharmacy Practice and Role of Pharmacy Technicians
- Prescription Medications
- Patient Care and Interaction
- Charges and Reimbursement
- Medical and Pharmaceutical terminology
- Pharmaceutical calculations

The five required textbooks for this program are provided. They include:
- The Pharmacy Technician (A Comprehensive Approach)
- *Pharmaceutical Calculations for Pharmacy Technicians*
- *Pharmacology for Technicians (workbook)*
- *Pharmacology for Technicians ; and*
- *Drug Cards*

Upon registering, you are given an initial six months to complete the program. Should you need more time, you may request a 6-month extension at no additional charge.

Certificate in Gerontology (44 contact hours)   Price: $399

The numbers of people over the age of 65 will more than double by the year 2020. The demand for knowledgeable providers to meet the needs of this population is dramatically increasing. The Certificate in Gerontology represents a specialization in the field of gerontology. It is designed to enhance the knowledge and skills of health care professionals who work with the older adults. Accreditation:ALLEGRA Learning Solutions, LLC is accredited as a provider of continuing education in nursing by the American Nurses Credentialing Center's Commission on Accreditation. The Certificate in Gerontology consists of a total of eight courses: four core courses and four elective courses.

Core Courses:
Introduction to Gerontology
Physiology of Aging
Elder Abuse
Mental Health and Aging
Healthy Aging
The Older Woman

Elective Courses (complete any four):
Spirituality and Aging
Pain Assessment and Management in the Older Adult
Sleep and Aging
Death and Dying

Administrative Dental Assistant (150 hours)   **Price $1595**

Learn how to perform the administrative tasks essential for managing the business aspects of a dental practice

Medical Billing and Coding+ Medical Terminology (300 hours)   **Price $1895**

The Medical Billing and Coding + Medical Terminology program will prepare you for an entry-level position doing medical billing or coding, while also teaching you proper medical terminology and spelling.

HOSPITALITY

Certified Wedding Planner (300 hours)   **Price $1395**

This comprehensive program covers everything an aspiring wedding planner needs to know to get started in the business. Whether you plan on working part-time for full-time, this program will provide all the knowledge you need to work as a professional wedding planner or start you wedding planning business.

Travel Agent Training (200 hours)   **Price: $ 1595**

The Travel Agent Online Training Program is a proven, successful method for motivated people to begin a travel career. This program will also help you prepare for The Travel Institute (formerly ICTA) TAP Certification. You'll learn the basic skills needed to operate a computer reservation system for airlines, travel agencies, cruise lines, hotels, or as a home-based agent.

IT AND SOFTWARE DEVELOPMENT

AutoCAD 2011 (150 hours)   **Price $2395**

Master the fundamentals of AutoCAD 2011 and learn the skills you need to prepare for the Autodesk AutoCAD 2011 Certified Associate exam.

MANAGEMENT AND CORPORATE

Management Training (360 hours)   **Price $2095**

If you're thinking of starting a business or pursuing an MBA, learn the essentials here! The Management Training Online program is perfect for business owners, entrepreneurs, and anyone who wants to learn the basics of business and management.

MEDIA AND DESIGN

Digital Arts Certificate (420 hours)   **Price $5595**

The Digital Arts Online Training program will help you develop the technical skills and creative artistry in digital photography, imaging, and illustration. This program covers Adobe Photoshop and Illustrator and more.

SKILLED TRADES AND INDUSTRIAL

Carpentry (80 hours)   **Price: $1395**

Prepare for a career as a carpenter as you master basic residential construction skills, learn to read blueprints and do jobsite math, and get hands-on practice in three workshop projects.

SUSTAINABLE ENERGY AND GOING GREEN

Certified Green Supply Chain Professional (60 hours)   **Price: $1595**

Help your company achieve its environmental goals with the Certified Green Supply Chain Professional Training program. Gain the skills you'll need to make green impact on global sourcing, material management, procurement and buying, transportation and logistics, and new product development.

CAREER ONLINE HIGH SCHOOL

High School Diploma With Certified Protection Officer Training (750 hours)   **Price: $1295**

Earn your high school diploma as you prepare for a career in the high-demand field of criminal justice! This 18-credit high school program will teach you the skills you need to begin a career as a security guard or protection officer. When you complete the program, you'll graduate with a high school diploma from Career Online High School and a Certified Protection Officer (CPO) certification.

High School Diploma With Child Care Training (750 hours)   **Price: $ 1295**

Earn your high school diploma as you prepare for a career in the high-demand field of early childhood education! This 18-credit high school program will teach you the skills you need to get a job as a childcare worker, while preparing you to obtain a national Child Development Associate (CDA) certification. When you complete the program, you'll graduate with a high school diploma from Career Online High School.

PENN FOSTER
WORKFORCE DEVELOPMENT

http://www.continuing-edu.com/Default.aspx?cID=2540

AUTOMOTIVE

Diesel Mechanics/Heavy Truck Maintenance   **Price: $798.00**

The program gives you the skills you need to get started fixing diesel engines. Learn everything from tuning and engine to a complete overhaul. Get "hands-on" training and receive the ASE Test Preparation Series.

Motorcycle Repair Technician   **Price: $698.00**

Learn types of engine design, carburetion, electrical systems…as well as how to adjust and repair the frame, wheel shocks, transmission, valves-everything from routine maintenance to major overhauls.

Small Engine Repair   **Price: $698.00**

Step-by-step instructions make it easy to fix everything from outboard motors to weed trimmers! Start your own successful full- or part-time home business.

BUSINESS

Bed and Breakfast Management   **Price: $398.00**

Learn the skills needed to develop a business and professionally manage a Bed and Breakfast property. Our course includes research, customer behavior, advertising, online marketing, financial management, and so much more.

Business Management   **Price: $2,330.00**

Learn the principles of management, financial accounting, business law, human resource management, and much more. This one-year program will provide the essentials needed to be successful in business.

CREATIVE DESIGN

Artist   **Price: $698.00**

Learn color theory and figure drawing, the use of ink, watercolor, oils, and acrylics. The program also includes mixed media.

Floral   **Price: $698.00**

Learn the techniques and styles of Floral Design including plant care, coordination of arrangement for weddings, holidays and theme parties, and how to create artificial and dried flower displays.

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Catering   **Price: $698.00**

Develop your natural talent for cuisine. Learn about the gourmet kitchen and the culinary professional, how to prepare poultry, meat, fish, game, and shellfish, the secrets of baking and pastry, and even how to operate your own business.

Dressmaking and Design   **Price: $798.00**

Learn about fibers and fabrics, how to select the right materials, how to mark, cut, and tack fabric for a proper fit, how to alter patterns, and more.

EDUCATION

Child Day Care Management   **Price: $698.00**

Train for a rewarding career caring for children in day-care centers and preschools…learn crafts, creative play nutrition, psychology, and more.

Child Development Associate (CDA)   **Price: $497.00**

Understand the essential components of quality early childhood education and the role of the professional early childhood educator. Your program includes a balanced view of a child's development process as well as information on health safety and nutrition.

Teacher Aide   **Price: $598.00**

Gain the valuable skills used by a Teacher Aide at any grade level. You get in-depth training in all the areas you need - plus valuable learning aids and supplements - to graduate in as little as six months.

HEALTH SERVICES

Certified Personal Trainer   **Price: $985.00**

Become a Certified Personal Trainer. You'll receive a complete training program covering fitness and nutrition to exercise testing and lifestyle evaluation.

Occupational Therapy Aide   **Price: $798.00**

Break into a fast-growing health-care career. Learn medical and body system terminology, the components of adaptive equipment, and therapeutic treatment. Help patients improve their quality of life, return to their jobs, or gain new independence.

Optician   **Price: $1,195.00**

Prepare for a job in an optical dispensary or laboratory, and optometrist's or ophthalmologist's office, a hospital or clinical setting, or a retail optical store.

Physical Therapy Aide   **Price: $798.00**

Start a career in health care, helping patients improve their mobility and keep injuries from turning into permanent disabilities. No other career can give you the same feeling of accomplishment.

TECHNOLOGY

Electronics Technician   **Price: $998.00**

Prepare for exciting opportunities in fast-growing industries like computers, cable TV, satellites and communications, broadcasting, and many more.

Telecommunications Technician   **Price: $1098.00**

Learn Amplitude and Frequency Modulation, Digital Communications, Computer Applications in Telecommunications, Fiber Optics, and much more.

Adobe® InDesign®   **Price: $749.00**

This course uses Adobe InDesign (software program included with your program) to teach graphic design. Learn the elements of design from concept to completion through this visual application.

Autocad Essentials   **Price: $494.00**

This course provides instruction and practice on the basic functions of AutoCAD® software. The student will learn to use menus and features associated the construction of basic geometric objects, block references, attaching and detaching reference files, using the AutoCAD® Design Center and more.

TRADES

CSI Basics   **Price: $389.00**

This course uses computer simulation and traditional educations methods to provide and understanding of the scientific theory, practices, and techniques used to process a crime scene.

Professional Landscaper   **Price: $798.00**

Learn about plant health, soil, and fertilizers, how to service equipment, how to use shrubs and ground covers, and create specialty landscaping; even how to start and operate our own landscaping business.

Wildlife/Forestry Conservation   **Price: $689.00**

Learn about state and federal laws to protect wildlife, types of violations, and the rights of private citizens.

Home Remodeling and Repair   **Price: $898.00**

Save money or start a new career. Learn how to evaluate interiors and exteriors, inspect building materials, prepare sites, insulate foundations, frame floors, walls, and stairs, and much more.

Jewelry Design and Repair   **Price: $898.00**

Your program includes common repairs done by jewelers, colored gemstones, diamonds, and jewelry design, and how to start your own home-based business.

National Electrical Code 2008   **Price: $297.00**

Experience a comprehensive overview of the purpose, structure, and technical language of the National Electrical Code including terminology, structure, applications, calculations, rules, and requirements.

ProTrain

http://trocairecollege.theknowledgebase.org/start.aspx?menuid=3075

ACCOUNTING/FINANCIAL SERVICES/TAX PREPARER

Comprehensive Income Tax Preparation   **Price: $625.00**

Comprehensive Income Tax Preparation is a 20-lesson Course, designed to offer students a solid foundation in individual tax preparation. This Course focuses on the tax forms needed to complete standard tax returns. Students will acquire the knowledge and skills necessary to complete federal income tax returns and research tax issues.

Advanced Income Tax Preparation   **Price: $499.00**

If you are an enrolled agent, accountant, lawyer, financial planner, business owner, experienced tax preparer, or just interested in increasing your tax knowledge, the Advanced Course will enable you to prepare more complex individual tax returns. This Course provides the critical education and knowledge that make the graduates more competent and successful than their competitors. Students normally enroll in this course after completing the 10-week Comprehensive Income Tax Class and working at least one season as a tax preparer. Books Included.

BUSINESS/MANAGEMENT/LEADERSHIP

Basic Management Skills   **Price: $395.00**

This course will provide students the necessary tools for moving into a management position and staying there. Students will be taught how to navigate through the "management minefield" with ease, how to deal with peer as well as upper management pressure, methods for dealing with unruly employees, how to understand office politics and listening techniques for knowing what your boss is really saying. The impact of effective management on corporate goals and profitability will also be covered. Upon completion, the successful student will be empowered in dealing with all aspects of a position at the management level.

Business Management Certificate   **Price: $1645.00**

Do you want to enhance your business management skills? Are you interested in working toward a career as a business development specialist or in one of many other exciting careers in business? Whether you already work as a business development specialist or want to improve your business management skills, this distance learning course can help you learn quality business skills that could lead to one of many money-making careers in business. Our business management course offers comprehensive career training in many key management areas, including: Business management skills, Business organization and systems, managing globally, Planning and strategy, Fundamentals of decision making, Organizational design, Managing human resources, Work motivation, and much more

DESKTOP SKILLS/COMPUTER APPLICATIONS

MCAS Microsoft Certified Application Specialists   **Price: $1665.00**

The core Microsoft Office Specialist Certification Program credential has been upgraded to validate skills with the 2007 Microsoft Office system as well as the new Windows Vista operating system. The Application Specialist certification targets Information Workers and covers the most popular Microsoft Office applications such as Word 2007, PowerPoint 2007, Excel 2007, and Outlook 2007. To earn MCAS certification you need to pass one of the five exams available. After passing an individual exam, a person becomes an MCAS in the particular software application they took the exam in.

Adobe Acrobat Jumpstart   **Price: $210.00**

Adobe Acrobat allows users to convert documents you create in Word, Excel, PowerPoint or any other application into Portable Document Files (PDF). A PDF can be viewed and printed by any with a copy of Adobe's free Acrobat Reader. In this course students will learn to create and use PDF files. Students will learn to work with PDF documents and create PDF files from their applications and web pages. Student will learn to add comments to PDF files and make their PDF documents accessible. Students must have a copy of Adobe Acrobat Standard. A 30-day trial of Adobe Acrobat is available for download

CAREER AND SERVICES

Private Investigator Certificate   **Price: $1545.00**

Private investigator jobs can be intriguing, exciting and sometimes adventurous, but being a private investigator is also a serious and important career. This private investigator training can provide you with the essential skills and knowledge for a number of entry level private investigator jobs. Our distance learning private investigator training will provide instruction on surveillance, information gathering, interview techniques and much more!

Child Daycare Management   **Price: $1685.00**

Do you love being around children? Have you ever thought about becoming a child care worker or wondered if you could start a home day care business? Child day care management distance learning course can provide you with the information to take the first step toward earning an attractive child care worker salary. You could even learn some basic ideas on how to start a home day care business! A child care worker is a special person who helps children grow, learn, and gain new skills every day. A child care worker also provides behavioral and emotional support so children feel safe and comfortable while with a child care worker. Whether you want to start a home day care business, already work at a day care center, or are looking to learn more about a career as a child care worker, this course can help. Book included.

INFORMATION TECHNOLOGY CERTIFICATIONS

C++ for Game Developers   Price: $475.00

This two-course pack is an excellent choice if you are looking to learn the C++ programming language and how to apply it in the Windows environment. Great for beginners or even experienced programmers who wish to brush up. After completing these courses, you will be able to write very advanced C++ applications and you will be prepared to take on our 3D programming courses. Includes 15 Hours Presentation (Recorded), 20 Weeks of Live Instruction.

Microsoft Certified Application Specialist 2007   Price: $1465.00

The core Microsoft Office Specialist Certification Program credential has been upgraded to validate skills with the 2007 Microsoft Office system as well as the new Windows Vista operating system. The Application Specialist certification targets Information Workers and covers the most popular Microsoft Office applications such as Word 2007, PowerPoint 2007, Excel 2007, and Outlook 2007. In order to achieve MCAS status, students must complete all courses associated with any given application and pass appropriate exam(s). To earn MCAS certification you need to pass one of the five exams available. After passing an individual exam, a person becomes an MCAS in the particular software application they took the exam in.

LAW AND LEGAL

Legal Court Interpreter - Spanish (Basic)   Price: $ 1195.00

The Basic (3-unit) English - Spanish Course for Court Interpreters prepares aspiring bilinguals to approach the career of legal interpretation equipped with fundamental skills and knowledge. Students are expected to be fully bilingual in both languages. The Basic course has been designed for those aspiring interpreters who are preparing to start their carrier in the field of legal interpretation. To achieve a necessary level of qualification to practice the profession, further training is highly recommended. The large portion of the Basic course is dedicated to stages of criminal procedures to emulate the approach of the Consortium and the Federal Interpreter Program.

Criminal Justice   Price: $1245.00

Have you been searching for information about Criminal Justice jobs? Are you interested in careers in Criminal Justice? This course can help you get started! Our Criminal Justice distance learning course can provide training about careers in Criminal Justice and could be a stepping stone toward getting one of many exciting Criminal Justice jobs. We recognize there is an increasing need to fill a variety of jobs in Criminal Justice fields. We also recognize the importance of gaining quality training that can help you be even more prepared for a career in Criminal Justice. That is why our distance learning course provides a thorough introduction about careers in Criminal Justice. New Brighton"s convenient and affordable Criminal Justice course can help you get the training you need to learn more about the exciting world of Criminal Justice jobs

PROGRAMMING/WEB DESIGN & DEVELOPMENT

Dreamweaver Foundations Certificate   Price: $765.00

Students will be able to create and manage web sites using Macromedia Dreamweaver, insert pictures, Flash text and buttons into web pages, use Cascading Style Sheets to format web pages, Will use frames, layers and tables for designing layout for pages, manage sites using Dreamweaver's site management tools, build data-driven websites using Dreamweaver. The course starts with a review of building static websites using HTML, CSS, and templates. Students will configure their Dreamweaver sites to be ready to build a dynamic web site, use PHP, ASP or ColdFusion to build their dynamic sites. Using the Dreamweaver tools, students will build dynamic sites that include emailing form content, connecting to a database and displaying records from the database, and updating database information using forms.

MySQL Introduction   Price: $375.00

This course will give students the skills they need to set up and manage a MySQL database. Students will learn the basics of designing a relational database and learn to use SQL statements to create databases, tables and manage data in the data tables. Students will create a MySQL database and will identify the types of data that can be stored in data tables. Students will use the PHPMyAdmin tool to view and manage their MySQL databases. Students will learn to write applications which use MySQL databases. Book Included.

Creating Cell Phone Apps for Your Business   Price: $245.00

Cell phone apps are the latest way smart businesses are reaching their customers. It seems that nearly everyone is carrying and using a Smartphone these days. Smart organizations across the globe are investing in building cell phone apps for their businesses. In this four- week course, we will provide you with step-by-step instructions on how non-technical users can build, deploy and market Smartphone applications across Android, iPhone and Blackberry platforms. The course is ideal for business owners and executives who want to understand how Smartphone applications can be inexpensively built, and also for technical users who want to understand to how quickly deploy smartphone applications.

Cyber Security   Price: $245.00

Cyber security issues are all around us and reach nearly every part of our business and work, from online banking and education to Facebook and Wi-Fi. Finally, you can get up to date on Cyber Security basics and fundamentals. Designed for non-technical managers, directors and others in the work place, you will find out about threats and vulnerabilities, safeguards, common attacks, viruses, malware and spyware, disaster recover planning, Intrusion Detection/Prevention, basic security architecture, introductory forensics, and cyber terrorism. At the end of this course, you will have the knowledge needed to practice safer computing and safeguard your business and work information.

Introduction to Implementing Green Workplaces   Price: $195.00

A greener workplace can provide substantial benefits to your organization's triple bottom line – people, planet and profits. By reducing the energy intensity of their buildings and materials demand and waste, green workplaces can save money and reduce their impact on the environment. Come discover the keys to making green workplaces a success for you and your organization. This course is suitable for those new to green workplaces or already working in a green space and interested in enhancing their knowledge of what makes it a green space. Includes a green workplace toolkit.

LEED Green Associate Exam Preparation   Price: $695.00

Acquire the fundamental concepts of green building. Then prepare yourself to take the Green Associate exam and earn the LEED Green Associate credential from the Green Building Certification Institute. The course is intended for design, construction and real estate professionals, building owners, or anyone who wants to develop their knowledge in this area. You will examine case studies of LEED certified building projects, concepts of integrated design, third-party verification and the LEED administration process. Kelly Gearhart, your instructor, holds the designations LEED AP BD+C, LEED AP O+M, and will answer your questions in the online discussion.

Supervisory and Leadership Certificate   Price: $395.00

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers. Learn about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor's role and responsibilities, and strategies for improving your overall effectiveness as a leader.

Dementia Care Specialist   Price: $495.00

As baby boomers age, the 21st century workforce is challenged to care for an exponentially growing population of persons with dementia. This course provides essential knowledge and understanding about neurological diseases that affect cognition and memory, and practical application of effective skills for supporting persons with dementia. Nearly all disciplines benefit from expertise in Dementia Care Specialists, as do families of persons with dementia.

Video Marketing   Price: $395.00

Sight, sound and motion are much more compelling than static words on a page. Video is very hypnotic and it quickly speeds up the "know, like and trust," factor with your audience. In this course you will discover how to use simple online video to quickly bond with your viewer, drive traffic to your website, boost business and build brand awareness.

Webinar Planning Certificate — **Price: $795.00**

Finally, you can acquire the best professional development in virtual meeting planning. Plus get the option of being recognized for your knowledge by becoming a Certified Virtual Meeting Planner (CVP). Virtual meetings are distance seminars and education featuring audio, slides and video in a synchronous format. They include webinars, webcasts, video casts, two-way web cams, and other audio and video formats. Discover the various synchronous distance meeting formats available and learn about the technology of producing distance meetings. Then get the best instructional techniques on the design and teaching of effective distance or virtual meetings. Lastly, acquire the virtual meeting planning skills involved in budgeting, pricing, and marketing virtual meetings.

YouTube For Business — **Price: $395.00**

Increase your business with YouTube, the online video site and now the second largest search engine. Discover the power of video for your organization, and how to use video as a marketing tool to reach and serve more people. Find out what types of video work best on YouTube, how other business organizations are using YouTube, how to create your own YouTube channel, and the techniques of adding captions, annotations and other extra features. YouTube can enhance your current marketing and communication strategy. After attending this course you will take back proven strategies and techniques for making YouTube work successfully for your organization.

Mobile Marketing — **Price: $195.00**

More than half of U.S. consumers who've made purchases on their smartphones have done so in response to mobile marketing messages. Smartphone sales will exceed 420 million in 2011. Analysts forecast these sales will surpass 1 billion by the end of 2016. The way consumers are interacting with brands and connecting to the world is changing because of mobiles. Find out about location-based marketing, mobile payments, QR codes, applications, and mobile coupons. You will learn how mobile marketing can increase your capabilities to retain current customers and gain new ones.

Photoshop — **Price: $195.00**

Acquire the skills to navigate an extensive list of Photoshop features. You will gain both a foundational and advanced understanding of the popular software, and practice the most commonly used methods, such as managing text, working with layers, and image file properties. You will find out the purpose of each photo-editing tool and walk away with the skills to use them. You will even learn what the pros know.

COMING SOON!
CALL FOR MORE DETAILS

Mobile Marketing

Advanced Web Site Strategies

Photoshop

Dementia Care Specialist

Government Contracting

Media Buying Strategies

Video Marketing

Tuition and Fees

You must pay all tuition and fees at the time you register. Registration is not valid until payment is made. Lab, textbooks, and material fees are paid to the instructor, unless stated otherwise. DO NOT INCLUDE THESE FEES WITH REGISTRATION. *There are no refunds once registered.* CEU Credits for programs that include them are a separate charge to the organization that issues the CEU credits. CEU/CE credits for certain classes are an additional fee. Classes are subject for change in fees and cost. Classes will be held unless college is closed. Text Book may be required for the 1st class even if not listed under class descriptions.

Tax Relief Act of 1997

A family can claim on its tax return a credit equal to 20% of the first $5,000 of all postsecondary educational expenses each tax year, resulting in a maximum tax credit of $1,000. The Lifetime Learning Credit applies to expenses for undergraduate, graduate, and continuing education coursework paid on or after July 1, 1998.

Refund Policy

The College reserves the right to cancel a course because of insufficient enrollment. In those cases a full refund will be offered. Textbooks can only be returned if un-opened.

Cancellation

In the event classes have to be canceled due to an emergency, inclement weather, etc., an announcement will be made on the local radio stations. Please note that classes can be cancelled for day or night only, in-addition, one location may be closed and not the other.

Special Needs

Call 716-827-4310, if special arrangements are required for you to participate. Limited handicap parking is available.

Parking

Parking stickers for the Mercy Hospital Ramp after 3:00pm are available at the front security desk for $1/day. Place the sticker on the parking receipt you obtain when entering the ramp.

Faculty/Staff Alumni

Will receive a 5% discount on all Workforce Development and Lifelong Learning courses except for Lab equipment fees and books. CEU/CE credits for certain classes are an additional fee.

TROCAIRE COLLEGE WORKFORCE DEVELOPMENT AND LIFELONG LEARNING PARTNERSHIPS

Amherst Chamber of Commerce
http://www.amherst.org/

http://www.yougotclass.org/catalog.cfm/Trocaire

National Council for Workforce Education

http://www.ncwe.org/

http://www.ed2go.com/trocaire/

http://trocairecollege.theknowledgebase.org/start.aspx?menuid=3075

http://battleworks.com/index.php3

http://www.laccny.org/

http://www.clarence.org/

http://www.continuing-edu.com/Default.aspx?cID=2540

http://www.careerwebschool.com/?ernid=1884

Trocaire ▮ College

360 Choate Ave,
Buffalo, NY 14220-2094

- -

Trocaire ▮ College
WORKFORCE DEVELOPMENT
LIFELONG LEARNING

REGISTRATION

Program Registering For: _____

Name: _____

Company Name: _____

Street Name: _____

City: _____ State: _____ Zip: _____

Phone Number: _____ Email Address: _____

MasterCard or Visa: _____

Credit Card Number: _____

Expiration Date: _____ CV2# _____

Name on Credit Card: _____

Billing Address if Different: _____

_____

Signature: _____

Purchase Order Number if Applicable: _____

Trocaire College
360 Choate Avenue
Attention: Workforce Development/Lifelong Learning
Buffalo, NY 14220-2094
WorkForceDev@Trocaire.edu
Phone: 716-827-4310
Fax: 716-634-6139

REGISTER ONLINE
@ www.Trocaire.edu/WD
and learn more about
our programs

Organization Name: **United Way of Buffalo & Erie County**
Address: **742 Delaware Avenue, Buffalo, NY 14209**
Contact Information:
Name/Title **Michael Weiner**   Email:**michael.weiner@uwbec.org**   Phone: **716-887-2604**
Website/URL's for more detail information: **www.uwbec.org**
Geographic area in which your organization operates/serves:
Buffalo & Erie County
Brief description of your Agencies service:
United Way brings people, organizations and resources together to improve community well being. We conduct fundraising, resource allocation, volunteer service coordination and advocacy in support of health, human service and educational programs. We also convene coalitions that support critical service needs in Education, Early Childhood, Income and Wellness.
Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☐ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☒ Other: **The UW funds Education, Income and Health and Wellness Services and programs which include many of the primary services listed above.**

Please identify your target population, if any: **Buffalo & Erie County residents reflecting high, unmet needs and risk factors in the areas of Education, Income and Health.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **The United Way is not a direct service provider but contracts with over 50 agencie providing 83 programs and services in Erie County. Agencies receive referrals from a variety of sources including but not limited to: government programs, educational institutions, families and faith based organizations.**

Does your organization provide training for specific industries?   ☒   Yes   ☒   No
If yes, which industries? **We operate a Not for Profit Resource Center that provides training to CBO's in Business Planning, Project Management, Six Sigma, Board Governance and more.**

Does your organization (Check all that apply):

☒ Fund training programs		☐ Oversee training/develop policy
☒ Provide direct training services		

If your organization provides training, how is that service funded? (Check al that apply)

☐ Fee for services	☐ Private foundations	☐ Government grants
☐ Private Sector	☒ Other	

Training Programs funded or administered

Program Name: See Attached

Type of Training:

Funding Source:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name:

Type of Training:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

United Way of Buffalo & Erie County
FULL FUNDING CYCLE REPORT
(July 1st 2009 – June 30th 2011)

EDUCATION PLATFORM: TOTAL NUMBER SERVED: 99,659

- 6,407 children were identified for early intervention services
- 25,538 children were enrolled in high quality child care
- 42,905 young children were read to on a daily basis
- 3,246 children demonstrated pro-social behavior
- 46,122 parents became aware of their role in early learning
- 534 families received in-home parental supports
- 795 parents demonstrated effective parenting practices
- 1,678 early childhood directors/providers increased their knowledge and skills
- 4,977 youth decreased time spent in school suspension
- 15,449 youth improved their average daily attendance
- 2,981 youth improved on school assessments
- 21,325 youth secured two or more developmental assets
- 15,737 youth improved their Grade Point Average in school

INCOME PLATFORM: TOTAL NUMBER SERVED: 58,034

- 2,749 individuals moved from shelter to "stable" transitional or permanent housing
- 18,627 individuals utilized free income tax preparation services
- 6,670 individuals were screened for Food Stamps
- 12,322 individuals were screened for income supports including TANF, HEAP, and WIC
- 6,458 individuals secured an income support (including Food Stamps, TANF, HEAP, or WIC)
- 2,752 individuals completed a financial education training program
- 1,564 individuals created and utilized a spending plan or budget
- 616 individuals opened a bank or credit union savings/checking account
- 3,085 individuals completed a vocational training program
- 1,647 individuals secured employment
- 1,753 individuals were able to maintain a home for six months or more (without foreclosure or eviction)
- 174 individuals purchased a home
- 129 individuals purchased a vehicle
- 37,510 individuals had a least one need met a program termination

HEALTH & WELLNESS PLATFORM: TOTAL NUMBER SERVED: 34,891

- 1,080 "at risk" mothers were enrolled in prenatal care or received other assistance to improve the health of their children
- 1,820 children demonstrated a marked improvement in emotional, behavioral, or psychological health
- 11,386 children and youth experienced safety in their home and avoided institutionalization
- 1,122 victims of abuse received expert forensic medical examinations to aid in healing and case prosecution
- 3,652 victims of abuse received information about domestic violence and their legal options
- 8,732 victims of violence completed a safety plan to reduce the risk of future violence
- 422 individuals secured orders of protection
- 6,502 individuals received help with legal matters related to domestic violence
- 1,148 individuals reported a decrease in violence in their lives

- 3,063 seniors received information about health management and nutrition
- 1,076 seniors participated in health care screenings
- 1,189 seniors accessed home services that improved their safety and well-being
- 2,057 seniors attended support groups and/or regularly participated in program activities
- 1,074 seniors reported regularly socializing with friends or neighbors
- 3,788 seniors secured transportation to health professionals or grocery stores
- 4,646 individuals accessed services from referral sources
- 5,526 families secured additional knowledge and resources related to the well-being of a loved one

AGENCY	PROGRAM	UW PROGRAM INVESTMENT
Buffalo Urban League	Employment Transition Services	$70,240
Goodwill Industries of WNY, Inc.	Employment & Training Services	$76,000
International Institute of Buffalo	Refugee Employment & Self-Sufficiency	$40,000
Jewish Family Services	Project Integration (GED)	$55,232
The Salvation Army	Employment Services	$30,000
	TOTAL	$271,472

AGENCY PROFILE

Organization Name: **University at Buffalo Educational Opportunity Center**

Address: **465 Washington Street, Buffalo, NY 14203**

Contact Information:

Name/Title **Roscoe Garner - Community Development - Grants Officer/Outreach**

Email:**rgarner@buffalo.edu**   Phone: **716-849-6727, ext. 147**

Website/URL's for more detail information: **http://eoc.buffalo.edu**

Geographic area in which your organization operates/serves:

EOC serves Erie and Niagara counties

Brief description of your Agencies service:

UB EOC is an educational enterprise that serves eligible adult learners. EOC delivers comprehensive, community-based academic and workforce development programs and provides support services leading to enhanced employment opportunities, access to further education, and personal growth and development.

Please check your main area of service: (check as many as appropriate)

☒   Education (GED, ESL, ABE, etc.)

☒   Health Trades

☒   Vocational Trades (please specify) **Green Building and Installation**

☒   Computer Training

☒   Soft Skills

☒   Job Placement Services

☐   Other:

Please identify your target population, if any: **Adult learners 200% below poverty level 16 years and older.**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **EOC Marketing, direct and self referrals, internet, radio, billboards**

Does your organization provide training for specific industries?   ☒   Yes   ☐   No

If yes, which industries? **Health Care Industry/Enviornmental Restoration, Green Building and**

Installation, Information Technology

Does your organization (Check all that apply):

☒   Fund training programs   ☒   Oversee training/develop policy

☒   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☒   Fee for services   ☒   Private foundations   ☒   Government grants

☒   Private Sector   ☒   Other

Training Programs funded or administered

Program Name: Dental Assistant Program

Type of Training: **Classroom Instruction/Hands on Training**

Funding Source:

☐ Fee for Service ☐ Private sector

☐ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **30**
2. Total number successfully completing training: **21**
3. Outcome numbers achieved :
   a. Education advancement **21**
   b. Placed into employment **7**
   c. Retaining Employment **7**
   d. Other

Program Name: Environmental Restoration Training

Type of Training: **Classroom Instruction/Hands on Training**

☐ Fee for Service ☐ Private sector

☐ Government grants ☒ Other

☐ Private foundation

1. Total number of participants served in the last 12 months: **17**
2. Total number successfully completing training: **12**
3. Outcome numbers achieved :
   a. Education advancement **12**
   b. Placed into employment **6**
   c. Retaining Employment **6**
   d. Other

Training Programs funded or administered

Program Name: Institute for Information Technology

Type of Training: **Classroom Instruction/Hands on Training**

Funding Source:

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☒   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **173***
2. Total number successfully completing training: **25**
3. Outcome numbers achieved :
   a. Education advancement **25**
   b. Placed into employment **5**
   c. Retaining Employment **5**
   d. Other ***Majority of participants are employed and are looking for tech skills upgrade.**

Program Name: Weatherization Program

Type of Training: **Classroom Instruction/Hands on Training**

☐   Fee for Service   ☐   Private sector

☐   Government grants   ☒   Other

☐   Private foundation

1. Total number of participants served in the last 12 months: **33**
2. Total number successfully completing training: **29**
3. Outcome numbers achieved :
   a. Education advancement **29**
   b. Placed into employment **29**
   c. Retaining Employment **29**
   d. Other

Training Programs funded or administered

Program Name: Registered Medical Assistant

Type of Training: **Classroom Instruction/Hands on Training**

Funding Source:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☒   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months: **39**
2. Total number successfully completing training: **28**
3. Outcome numbers achieved :
   a. Education advancement **15**
   b. Placed into employment **15**
   c. Retaining Employment
   d. Other

Program Name:

Type of Training:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Organization Name: **Workforce Development Institute**

Address: **2495 Main Street, Suite 310**

Contact Information:

Name/Title **Constance Krueger**   Email:**ckrueger@wdiny.org**   Phone: **716-632-1900**

Website/URL's for more detail information: **wdiny.org**

Geographic area in which your organization operates/serves:

State wide (Western region includes Erie, Niagara, Orleans, Allegany, Chautauqua, and Cattaraugus Counties)

Brief description of your Agencies service:

Mission is to improve the lives of working families across the state.

Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☒ Vocational Trades (please specify) **Pre apprenticeship training**
- ☐ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☒ Other:

Please identify your target population, if any: **Working families, businesses**

If you do not serve a target population, who is eligible to receive services from your organization?

How are customers referred to your organization? **Union or direct contact**

Does your organization provide training for specific industries?   ☐   Yes   ☒   No

If yes, which industries?

Does your organization (Check all that apply):

☒   Fund training programs   ☐   Oversee training/develop policy

☐   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☐   Government grants

☐   Private Sector   ☐   Other

Training Programs funded or administered

Program Name: Direct Training discontinued March 2011

Type of Training:

Funding Source:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

Program Name:

Type of Training:

    ☐   Fee for Service   ☐   Private sector

    ☐   Government grants   ☐   Other

    ☐   Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
    a. Education advancement
    b. Placed into employment
    c. Retaining Employment
    d. Other

AGENCY PROFILE

Organization Name: **WNY Women's Foundation**
Address: **742 Delaware Ave., Buffalo, NY 14209**
Contact Information:
Name/Title **Karyn Ventrilla, Director of Program**   Email:**Karyn@wnywfdn.org**
Phone: **716-887-2616**
Website/URL's for more detail information: **www.womensfoundation.org**
Geographic area in which your organization operates/serves:
Western New York - Erie and Niagara Counties
Brief description of your Agencies service:
Our mission is to remove road blocks and provide opportunitie to enable women and girls to become self-sufficient
Please check your main area of service: (check as many as appropriate)

- ☐ Education (GED, ESL, ABE, etc.)
- ☐ Health Trades
- ☐ Vocational Trades (please specify)
- ☐ Computer Training
- ☐ Soft Skills
- ☐ Job Placement Services
- ☒ Other:

Please identify your target population, if any: **low income women and girls**

If you do not serve a target population, who is eligible to receive services from your organization?

We do not provide services. The foundation makes impact grants to local community programs that results in systematic change.

How are customers referred to your organization? **N/A**

Does your organization provide training for specific industries?   ☐   Yes   ☒   No
If yes, which industries?

Does your organization (Check all that apply):

☒   Fund training programs   ☐   Oversee training/develop policy
☐   Provide direct training services

If your organization provides training, how is that service funded? (Check al that apply)

☐   Fee for services   ☐   Private foundations   ☐   Government grants
☐   Private Sector   ☐   Other

Training Programs funded or administered

Program Name:

Type of Training:

Funding Source:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

Program Name:

Type of Training:

☐ Fee for Service ☐ Private sector

☐ Government grants ☐ Other

☐ Private foundation

1. Total number of participants served in the last 12 months:
2. Total number successfully completing training:
3. Outcome numbers achieved :
   a. Education advancement
   b. Placed into employment
   c. Retaining Employment
   d. Other

*Currently N/A. However, we are currently in the process of developing and ultimately funding an initiative that will help women attain a family sustaining job.