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Message from the GLOW WDB Chairperson Norb Fuest, Appletree HR & Safety Consultants, LLC



The GLOW Workforce Development Board has completed another successful year in PY2023. Once again we supplemented our Workforce Innovation and Opportunity Act (WIOA) Title 1 funding with American Rescue Act funds from Genesee and Livingston County as well as assistance form Orleans County Wyoming County Government and a Five Star grant that helped to provide enough funding to serve the high demand of training we needed across our workforce area. I would like to thank all four counties for the support provided during the course of the year. I would also like to thank our Executive Director, Jay Lazarony, for his leadership during this difficult time navigating with decreasing allocations and rising staff and operation budgets.

This will be Jay's last year with the GLOW WDB who will retire next year! Jay has been an exemplary leader with his guidance and collaboration of partnerships for successful programs to train the workforce and meet

employer's demands. In October, Jay was awarded the 2024 Frontline Leadership Award by the New York Association of Training and Employment Professionals, which was well deserved. I would like to thank Michele Nichols who has worked for the WDB for nearly a quarter of a century with 34 years of service to workforce overall. My thanks also goes out to our Principle Account Clerk, Kristine Langless, who provides fiscal support on a daily basis helping to ensure that our funding is being utilized in the proper manner. We are certainly fortunate to have the working board members that help to shape policy and direction we will move toward ensuring the best results for our businesses and job seekers. A special thank you to Teresa Van Son, Ryan Snyder, Kelly Kiebala, and Beth Caton along with their staff as our service provider contractors across GLOW who do their best to keep their cost down while budgets continue to rise but continue to serve and exceed their contracts and provide quality case management to our customers and outreach to our employers. A special thanks to NYS DOL Managers in our region, Darren Burdick and Julia Murphy, who help provide the best possible one-stop system for our customers at our six offices across GLOW. Congratulations to the businesses, adults, and youth who received the awards this year proving that given the opportunity, customers will make the most of it. My thanks to both these leaders and their staff. We continue to experience difficult times but with our contractors, partners, board members, and WDB staff, GLOW is poised to meet the challenges ahead and provide outstanding service to our customers!

The vision of the Genesee, Livingston, Orleans, Wyoming Workforce Development Board (GLOW WDB) is an effective, integrated system that understands and responds to the dynamic needs of business, and maximizes the potential of jobseekers, resulting in an employer for every job seeker and a skilled worker for every employer

Message from the GLOW WDB Executive Director Jay Lazarony, GLOW WDB Executive Director



The demand for training in Program Year 2023 continued and GLOW contractors and staff met the challenge. We approved 200 trainings using several funding sources at over \$570, 000 helping to provide the skill upgrade that employers so desperately need. The hard work of our front line staff across GLOW not only shined with training customers, but were successful in achieving high performance in our primary indicators achieving a passing score in every measure and earning \$200,000 in performance training for our customers for the area. GLOW is also in line for an additional amount of performance training later this year. This is not the easiest measure to achieve, however our contractors seem to accomplish these things on a regular basis.

My congratulations go out to all our award winners! All of you are examples of perseverance while overcoming roadblocks on the way to success. I thank the GLOW board members who continue to provide time and guidance to all of us, while running their own organization. A special

thanks to Norb Fuest, our GLOW WDB Chairman, where leadership starts at the top! Thanks goes out to the WDB staff, Kristine Langless, our Principle Account clerk making sure that we have enough funding to meet the demands of training and Michele Nichols, Executive Assistant, who I have had the pleasure of working alongside for nearly 30 years, who has made this journey a success. Finally, it has been my pleasure to serve this board, serve our employers, and serve our customers as WDB Director and previously as a counselor for Genesee County Job Development. I'll be looking on from the sidelines as a new person takes the reins, but remind you all of this:

"It's Always Sunny In GLOW, Both In Weather And Opportunity" 🔆

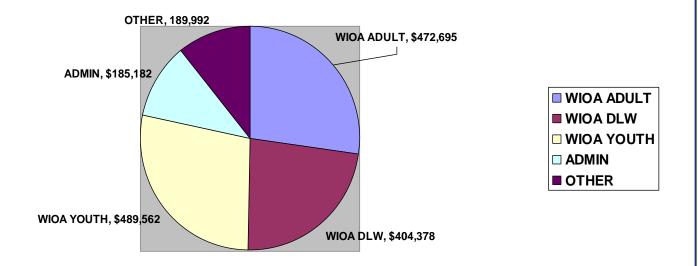




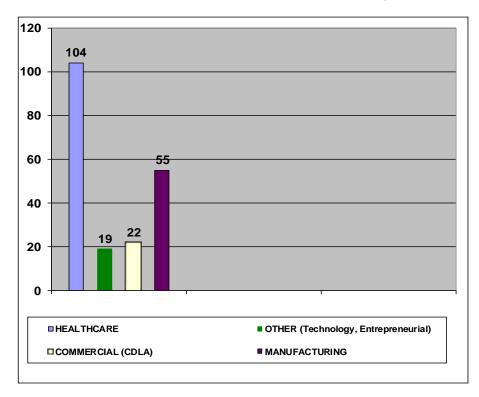
P.Y.2023 GLOW PROGRAM YEAR SUMMARY

PY2023 WIOA BUDGET \$1,551,817

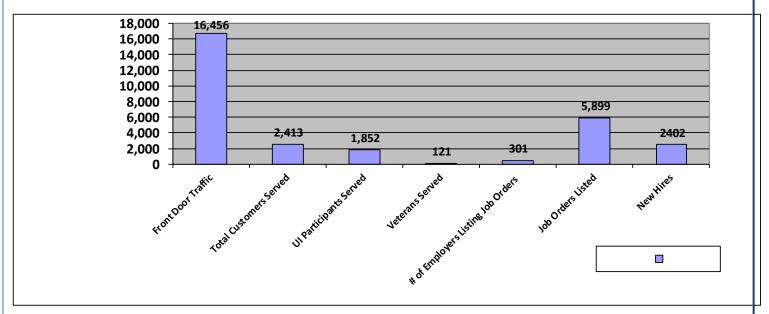
Other Funds Include ARPA (G,L), Orleans County Government Funds, Wyoming
County Government Funds and Five Star Grant Funds



Customers Trained in Individual Training Accounts (ITAs)



GLOW Program Year Summary



Customers Served

Services For Job Seekers:

- Job Search Assistance
- Resume Preparation and Workshop
- Interview Skills
- Career Assessment and Evaluation
- Occupational Skills Training
- •In person and Virtual Job Fairs

- •Computer Workshops
- Career Exploration
- How To Apply for Civil Service Exams
- •On-the-Job Training
- Youth Services (work experiences, supportive services)

The GLOW Career Centers have Resource Rooms available for customers to use the computers to search for job openings, print, fax, or email resumes to employers, as well as use the telephones to follow up on potential jobs, and more.

Services for Businesses:

- Recruit and screen potential applicants
- Post Job Openings
- •Onsite and Virtual Employer Recruitment
- Assist with designing and funding training programs
- •On-the Job Training
- Customized Training
- Assessment of potential employees
- Tax Credit information

GLOW BUSINESS RECOGNITION

Genesee County Business Recognition

Geib Estates Corp.

Nominated by Genesee County Job Development Bureau

Derek is a local business owner, which includes several restaurants. Derek has been willing and eager to assist young adults through entering the workforce and ensure they are successful, which has a major economic impact in our region as it sets up young people to be able to support themselves. He participated in the youth work experience program through Genesee County Job Development Bureau where youth are placed at a worksite to obtain skills and experience. Derek placed youth in his restaurants where he and his staff work with them to ensure they understand what is expected of them to maintain employment and remain successful in his restaurants as employees. This knowledge stays with our youth as they move forward in their careers. Derrick has hired on many of the youth as his permanent employees! **Congratulations to Derek!**

Livingston County Business Recognition

Coast Professional, Inc.

Nominated by Livingston County Office of Workforce Development

Coast Professional, Inc. was founded in 1976 and has grown from a single office in California to a national leader in business process outsourcing (BPO). Specializing in contact center operations and debt collection, Coast is now headquartered in Geneseo, Livingston County. The company is known for integrity, innovation, and service excellence in both public and private sectors. Coast employees 720 people nationwide, with 240 based in Geneseo. The workforce

includes residents from Livingston county and neighboring areas in the GLOW region (Genesee, Livingston, Orleans, and Wyoming, Counties). For several years, Coast has partnered with the Livingston County Workforce Development Office to actively support job growth in the area. The company's commitment to the GLOW region enhances local economic development and creates meaningful career opportunities. Coast fosters an employee-focused culture, offering flexible scheduling, competitive benefits, and clear paths for career advancement. Employees enjoy generous paid time off, regular appreciation events, and recognition through the company's Anniversary Program, which rewards long-term dedication with gifts



from premium brands. This focus on professional grown and employee recognition contributes to job satisfaction and helps Coast retain top talent, further strengthening its workforce in rural communities. Coast has earned recognition as a seven-time honoree on the Inc. 500 list of America's Fastest-Growing Private Companies and a six-time honoree as one of the "Best Places to Work in Collections" by inside ARM.com and Best Companies Group. **Congratulations to Coast Professional, Inc.!**

Partnering with the Livingston County Workforce Development Office has been a highly rewarding experience. Their team is dedicated and collaborative, always striving to support both businesses and job seekers in the community. I look forward to continuing to work together and contributing to the growth and development of the workforce in Livingston County and GLOW Region.

Desiree Dickey, Sr. Manager Talent Acquisition



GLOW BUSINESS RECOGNITION

Orleans County Business Recognition

P.Raising Kids Child Care Center

Nominated by Orleans County Job Development Agency

For many years, P.Raising Kids has proudly served as a host worksite for the various Youth and Young Adult programs offered through our County and GLOW. This collaboration has allowed a meaningful impact on the lives of many young individuals, providing them with invaluable experience and skills as they transition into the workforce. The efforts of Kimberly Southcott, the Director of P.Raising Kids, who has been an unwavering advocate for the positive impacts of the Workforce Innovation and Opportunity Act (WIOA) and the Summer Youth Employment Program (SYEP). Her commitment to these programs has undoubtedly contributed to their



success in Orleans County. This past year in particular, Kim has hosted multiple work experiences in a variety of positions for youth and young adults, enabling them to learn, grow, and succeed in a professional environment. As we all know, many young parents face significant barriers when trying to engage in work experiences, and one of the most pressing issues is the lack of accessible and affordable childcare. P.Raising Kids has also implemented a childcare program specifically designed for participants on site, this creates a more inclusive environment that allows young parents to focus on their work while ensuring their children are cared for in a safe and nurturing space. Having reliable childcare not only alleviates stress for these young parents but also enables them to fully participate in training and development opportunities. This opportunity empowers them to gain valuable skills and work experience that will ultimately help them build a sustainable future for themselves and their families. In addition, we would like to share some exciting news regarding our recent work experiences with the youth programs that serve our community. As a result of these valuable work experiences, three of the WIOA youth and one of the SYEP youth have been successfully hired on directly by P.Raising Kids. P.Raising Kids is not just an organization; it is a vibrant reflection of the strong bonds within our community. This outcome is a testament to the dedication and hard work of both the participating youth and the mentors guiding them. With their new positions at P.Raising Kids, these young adults have an opportunity to continue fostering supportive relationships and positively impacting the community. Congratulations to P.Raising Kids!

It has been my pleasure collaborating with the GLOW Workforce in furthering our young youth in choosing this special field. It takes a very special heart and dedication working with children. I would like to thank the GLOW Workforce and Peter Anderson for helping choose some very special people to work with our program. Thank you again for choosing P.Raising Kids Childcare Center for this nomination. Kimberly Southcott, Director of MUMC P.Raising Kids Childcare Center



GLOW BUSINESS RECOGNITION

Wyoming County Business Recognition

Beaver Hollow Conference Center

Nominated by Wyoming County Community Action

Beaver Hollow Conference Center serves as a premiere location for group and corporate business meetings,



professional conferences, social events and retreats to the Western New York area. Their mission is to promote the health, well-being, and productivity of their clientele with special focus provided to the Military and First Responders. Beaver Hollow has worked with WCCA staff for over 10 years to provide career opportunities to WIOA and TANF eligible youth. They have consistently accepted youth referrals for placement in their Housekeeping, Front Desk, Kitchen and Maintenance Departments. Youth have often been hired and even promoted upon completion of their program. Beaver Hollow staff have been positive mentors and have assisted in leadership development for these youth participants. We are privileged to be

able to partner with this business. Congratulations Beaver Hollow Conference Center!

GLOW PARTICIPANT RECOGNITION

Genesee County Participant Recognition

Mark Johnson

Nominated by Genesee County Job Development Bureau

Mark came to Job Development referred by NYS Adult Career and Continuing Education Services – Vocational Rehabilitation (ACCES-VR) for career exploration. Mark had bred cows for 15 years until a life changing accident happened. It left him bruised on both his front and back, a torn labrum/partially torn bices, and fractures at his T11 and T12. Since the injury, he has had to endure living with degenerative discs, arthritis from his neck down to his lower back, which he now receives injections for pain relief. He had since took a position at a local business, but was not happy with the work, as the employer was not adhering to the accommodations set forth



GLOW PARTICIPANT RECOGNITION

by his doctors. After many career exploration sessions and testing, his employment and training counselor, Jeff Young, helped him narrow downs some areas of interest to research. One occupation was driving a bus, which he stated wasn't sure about but figured out the pros and cons of the position and he decided it was worth pursuing. Using WIOA funding Mark was able to attend training at Genesee Valley BOCES for his CDLB License. Mark worked diligently towards his goal and passed his exam and license the first time! He was able to get his Passenger Endorsement as well. Mark is a school bus driver for Elba School and he loves it! It also allows for extra runs for sports and events if he chooses. **Congratulations Mark!**

Livingston County Participant Recognition

Anthony Fry

Nominated by Livingston County Office of Workforce Development



Anthony Fry was referred to Livingston County Workforce Development by our partner agency, NYS Department of Labor. Anthony was collecting UI after leaving a short stint in manufacturing, preceded by a previous career in retail management. As he was discussing his work history with his Labor Service Representative, Michelle, it was clear to her that Anthony was a "people person" and enjoyed helping others. He was seeking to change careers possibly into government work and had a strong skills base developed over the years. Michelle mentioned the Temporary Receptionist Position at Livingston County Workforce Development and that sparked his interest. The office runs an in-house training program at our front reception desk funded by the County. The employee individuals looking to enter government work, train them on clerical and governmental systems, and encourage them to take a variety of exams as a stepping-stone into civil service. The position was

currently open and after interviewing Anthony, he was selected for the position of Account Clerk Typist Trainee. From the very beginning, Anthony was a huge asset and he took this opportunity to shine and far exceeded everyone's expectations. He was professional, kind, and always willing to go above and beyond the tasks. He took initiative and found ways to make our systems and processes more efficient. He reorganized our partner agency resource kiosks, contacting the agencies and updating their information into digital files. He reformatted our sign-in and customer tracking process to better track all customer interactions for more accurate reporting. Anthony was a huge support to our Summer Youth Program by creating a new user-friendly spreadsheet schedule for our summer week-long training program. He reworked the curriculum and time schedule to make the process more efficient. While working our front desk we worked with him on his resume, cover letters, follow-up documents, and interview skills. He utilized our office and staff referrals to identify and apply for multiple positions, and interviewed for several positions including SUNY Geneseo and Avon Central School. He left us and was hired s for a position at Avon Central School but recently accepted a position at SUNY Geneseo, which was the one he really wanted, as Secretary for the Physics/Astronomy and Geology Departments. *Congratulations Anthony!*

GLOW PARTICIPANT RECOGNITION

Orleans County Participant Recognition

David Class

Nominated by Orleans County Job Development Agency

David reached out to Orleans County Job Development Agency for training assistance to obtain his CDL-A license while on seasonal unemployment to obtain a higher level of self-sufficiency. He went back to work employed by Titan Development, Inc. earning \$18 and hour as a shop mechanic and laborer. A statement was provided from his employer that he would receive a higher rate of pay once he obtained his CDL-A license. David had already completed his theory online and was ready to start practice driving. He selected Genesee Valley BOCES in Batavia for his training site. David completed his drive time and passed his road test within a month. He reported that he went back to work full-time and was hired back as a driver earning \$55 an hour! He has since been married and is happy to announce that he and his wife are expecting their first baby in February. Congratulations David!



Wyoming County Participant Recognition

Andrew Holbrook

Nominated by Wyoming County Community Action



Andrew had worked in manufacturing for 5 years prior to incurring an arm injury that required surgery. At this point, he lost his job and was unemployed for some time. This happened at a critical time, as he was the only one in the household who had been working. He approached the staff at Wyoming County Community Action asking for assistance in searching for employment and inquiring about training options that would help him return to work. Andrew wanted to get his CDL-A license and work at TJ Marquart & Sons Inc., a regional trucking company that was close by. He researched Buffalo Tractor Trailer Institute where he chose to do his training. His prior experience by riding along with relatives helped him make the decision. He was extremely enthusiastic about being given the chance to pursue this training. He started on 8/5/2024, completed the training, and passed his road test to earn his CDL A in September 2024. Almost immediately after training he secured a job at TJ Marquart & Sons Inc. and is now working there full-time as a Truck Driver. **Congratulations Andrew!**

GLOW YOUTH RECOGNITION

Genesee County Youth Recognition

Jerícka Floyd

Nominated by Genesee County Job Development Bureau



Jericka was a stay at home mother currently struggling on one income to support her family. She came to Genesee County Job Development Bureau seeking assistance to become a micro-entrepreneur starting her own Photography business. She had been taking family and individual photos and many were seeking her out as their photographer. She was requesting training for a formal Digital Photography online course in hopes to get her DBA after the training. She enrolled in the WIOA Youth Program a few days before her 24th birthday and it has provided her with opportunities to take her business to the professional level through training and referrals to small business administration and SCORE mentor services. She is now a professional photographer with her own business, Jericka Lee Photography. This business allowed for the flexible schedule she needed so that she can care for her family, homeschool her boys, and add a

second income. She is a highly talented and motivated artist and enjoys tapping into her creative and enjoys showcasing stories of the families she meets through Photography. Balancing her business and her career has not been an easy road, yet Jericka never gave up and preserved through various obstacles. Her business is thriving and she feels very blessed and thankful to all that have helped her achieve her dream. **Congratulations Jericka!**



Livingston County Youth Recognition

Jamísen Jensen

Nominated by Livingston County Office of Workforce Development



Jamisen has shown his determination, work ethic, and passion for the IT world since day one of working with Livingston County Office of Workforce Development office. He attended a three-day skills assessment & job search workshop, at which time he was introduced to our WIOA Youth Program services. While he had a solid work history, it mainly consisted of retail and food service. Living on his own, he was making it work by finding jobs that paid the bills, but what he was in search of was a career. His love of computers & technology led him to apply at Coast Professional for their full-time IT title of Systems Support 1. Jamisen was offered the position at Coast Professional immediately, complete with benefits, where he celebrated his one-year anniversary this past summer. In

GLOW YOUTH RECOGNITION

Jamisen's words, "I've had a great year and couple months here at Coast, and I've learned a lot that will help me advance my career forward. I've had great mentors teach me all of the basics and how things work, and I still learn new things every day that help." Jamisen looks forward to learning and growing his career in IT in the years to come. **Congratulations Jamisen!**

Orleans County Youth Recognition

Ezekiel Yohe

Nominated by Orleans County Job Development Agency Congratulations Ezekiel!

Ezekiel "Zeke" Yohe, who has made remarkable strides since joining us in 2023, is the Orleans County Youth Nominee for Program Year 23-24. Zeke enrolled in the Orleans/Niagara BOCES Adult Education GED program and quickly demonstrated his dedication by testing and passing his GED. His development didn't stop there; Zeke expressed a keen interest in furthering his education through a Welding training program. After careful consideration, Zeke was selected by the MCC Arc+Flame program, where he further honed his skills. Zeke successfully completed the training and was hired full-time in July by Graham Corporation. He is currently

engaged in a paid Advanced Welding program at Arc+Flame supported by Graham, which will last for the next five months and will then continue as a full time employee of Graham Corporation. This opportunity not only marks a significant milestone in his professional journey but also allows him to earn his final two certifications while working onsite at Graham. Zeke has consistently demonstrated his exceptional skills and dedication throughout his training, and I have no doubt that he will continue to excel in his role at Graham Corporation. His diligence, work ethic, and enthusiasm make him an outstanding young man with a bright future ahead. Celebrating and supporting our youth is crucial, and we are proud to be part of an initiative that focuses



on their development and future success. Congratulations Ezekiel!

GLOW YOUTH RECOGNITION

Wyoming County Youth Recognition

Sierra Matthews

Nominated by Wyoming County Community Action

After completing high school, Sierra was finding it difficult to transition into the working world, having no work history, no driver license and the barrier of living in a rural area with limited job opportunities. Struggling with those challenges, Sierra reached out to Wyoming County Community Action asking for assistance and expressing her interest in finding a job. She enrolled in WCCA's Out of School Youth work program and within the first week of her enrollment with staff assistance, Sierra began researching area employers and the job opportunities they offered. After expressing an interest in the Hospitality career field and potentially working in Food Service, WCCA assisted Sierra in obtaining a Food Handler certification to increase her skills and staff continued to help her with job search. Her next step was preparing to attend WCCA's Spring Job Fair, where she would meet and make a connection with local employer, Beaver Hollow Conference Center, ultimately leading to a job offer in Housekeeping. After accepting the position, Sierra directed her focus on obtaining her driver license to eliminate her main barrier to employment. During this process, WCCA



referred Sierra to a 5hr. pre-licensing course, assisting with her enrollment and covering the cost. Less than 2 months later, while continuing to work in housekeeping, Sierra would complete her road test and obtain her license. Wanting to build on the skills she was already developing, Sierra's employer was able to create a work opportunity with her that would allow her to train as a Front Desk Hostess. WCCA was able to cover the cost of her wages through the Summer Youth Employment Program, while she developed more confidence through the new position. Sierra quickly proved her worth as a reliable employee and continues to work and seek opportunities to advance and develop her knowledge and skills as she continues her path in the working world. **Congratulations Sierra!**

GLOW YOUTH PROGRAM SUMMARY

WIOA SERVICES	WIOA AMOUNT	TANF FUNDS
	SERVED	
P.Y.2024 Youth Funds	\$498,562	\$482,345
Total Youth Served	136	144
Total Work Experiences	22	128
Total Services Provided	929	
Occupational Skills Training	23	
Alternative Secondary School	30	
Employment/Internships No Limited to Summer Youth	18	
Financial Literacy	13	
Labor Market and Employment	208	
Leadership Development	89	
Post Secondary Education/Training Preparation and Transition	16	
Supportive Services	102	

The Temporary Assistance to Needy Families (TANF) Summer Youth Employment Program

The TANF Summer Youth Employment Program provides work experience to targeted youth who are receiving public assistance, in foster care, involved with probation, and youth with disabilities. These programs are operated by Genesee, Livingston, Orleans, and Wyoming County Community Action.

GLOW WITH YOUR HANDS

GLOW With Your Hands launched in 2019 with the support of GLOW Region businesses, trade unions, contractors, colleges, and organizations to provide hands-on demonstrations and activities for students while reinforcing and maintaining industry safety standards.

GLOW With Your Hands: Manufacturing has grown annually and celebrated our fifth anniversary with 1,100+ students and 65+ businesses participating in 2023. Our program expanded with GLOW With Your Hands: Virtual in 2020 and GLOW With Your Hands: Healthcare in 2023. Both events provide an engaging, hands-on, applied experience for students and educators to increase student awareness and interest in local, high-growth and high-demand industries.

Our next **GLOW With Your Hands: Healthcare** event will be held March 17 2025 at Genesee Community College in Batavia.

Our next **GLOW With Your Hands: Manufacturing** event will be held September 30, 2025 at the Genesee County Fairgrounds in Batavia

GLOW CEO'S AND WDB MEMBERS

Chief Elected Officials

Rochelle Stein, Genesee County Legislature Chairperson David Lefeber, Livingston County Supervisors Chairman lan M. Coyle, LC Administrator-LC GLOW WDB Rep Lynn M. Johnson, Orleans County Legislature Chairman Ken DeRoller, GLOW WDB Representative for Orleans Becky Ryan, Wyoming County Board of Supervisors Chairman

Workforce Representative Members

John Cima, Genesee Valley BOCES Darren Burdick, NYS Department of Labor Manager Christina Lyon, NYS ACCES-VR

Tom Thomas, Labor Representative, IEU – CWA Local 81495 Jennifer Wakefield, Director of WD, GCC Best Center Jim Pierce, Wyoming County Economic Development/GLOW **WDB Secretary**

Robert Sotir, Bricklayers and Allied Contractors Local #3 Rae Frank, Director, Independent Living of Genesee Region Holli Nenni, Commissioner, Orleans County Dept. Social Services

Genesee County Business Members

Daniel Ireland, Rochester Regional Health/UMMC Shawn Pollock, Nortera Foods, Inc. Molly Haungs, LandPro Equipment

Livingston County Business Members

Heather Heineman, Barilla Amercia NY, Inc. Janet Olivieri, LMC Industrial Contractors, Inc.

Orleans County Business Members

Kristin Grose, Orleans Community Health Patti Fales, BMP America Jenny Mulrain, Orchard Rehabilitation & Nursing Center

Wyoming County Business Members

Norbert Fuest, Appletree HR and Safety Consultants, LLC/ **GLOW WDB Chairman** Holly Mitchell, Advanced Rubber Products/ GLOW WDB Vice Chairperson

GLOW WDB Staff

Jay Lazarony, GLOW WDB Executive Director Michele Nichols, GLOW WDB Assistant Kristine Langless, Principal Account Clerk

New York is your Connection for **Working Solutions**

Genesee County Career Center

587 East Main Street, Suite 100, Batavia, NY 14020 585-344-2042

Livingston County Office of Workforce Development 6 Court Street, Room 105, Geneseo, NY 14454 585-243-7047

Orleans Center for Workforce Development 458 West Avenue, Albion, NY 14411

585-589-5335

Orleans County Job Development Agency 14016 Route 31W. Albion, NY 14411 (585) 589-2772

Wyoming County Community Action, Inc. 6470 Route 20A, Perry, NY 14530 585-237-2600

NYS Department of Labor – Wyoming 448 North Main Street, Warsaw, NY 14569 585-786-3145

GLOW WDB

Genesee County Career Center 587 East Main Street, Suite 100, Batavia, NY 14020 585-344-2042

GLOW WORKFORCE DEVELOPMENT SYSTEM Livingston Co



Genesee Co









