

Western NY LWDBs Cooperative Service Delivery Agreement

The WNY LWDBs which include Erie, Niagara, Chautauqua, Cattaraugus, and Allegany LWDBs agree to a commitment to effective and efficient WIOA service delivery striving for continuous improvement. It is our goal to provide seamless service delivery regardless of which local area in the region a customer is accessing services. Workforce staff will be provided the OSOS Guides including those for writing an effective case note to ensure that any workforce staff within the region can access case notes to determine the services received by a customer as well as potential services needed. All Local Workforce Development Areas agree to provide services to any customer accessing services at any Career Center in the region.

Geoff Szymanski, Executive Director, Erie County Workforce Development Board

Bonnie Rice, Executive Director, Niagara County Workforce Development Board

Kathleen Geise, Executive Director, Chautauqua County Workforce Development Board

Jason Miller, Executive Director, Cattaraugus/Allegany Counties Workforce Development Board