



# COUNTY OF ERIE

**MARK C. POLONCARZ**

COUNTY EXECUTIVE

February 5, 2026

Erie County Legislature  
92 Franklin St. – 4<sup>th</sup> Floor  
Buffalo, NY 14202

**Re: Appointments to The Youth Services Board**

Dear Honorable Members:

I, Mark C. Poloncarz, Erie County Executive, pursuant to Section 1204 of the Erie County Charter, do hereby appoint the following individuals to the Erie County Youth Services Board to a term ending **December 31, 2027**, upon your confirmation:

**Appointees:**

Reed J. Giangrasso  
5087 Rockledge Drive  
Clarence, NY 14031  
***New Appointment***

Chelsey Lonberger  
101 Pierce Street  
Buffalo, NY 14206  
***New Appointment***

Shani Smith  
60 Sterling Avenue  
Buffalo, NY 14216  
***New Appointment***

Sabira Azeem  
66 Briscoe Avenue  
Buffalo, NY 14211  
***New Appointment***

Steven Khoury  
42 Choate Ave  
Buffalo, NY 14220  
***New Appointment***

Madison Doran  
30 Round Avenue  
Buffalo, NY 14215  
***New Appointment***

Lashawn Davis  
279 Minnesota Avenue  
Buffalo, NY 14215  
***Re-Appointment***

Ashleigh Worthy  
342 Joe McCarty Drive  
Amherst, NY 14228  
***Re-Appointment***

Should you have any questions, please contact my office at (716) 858-8500.

Sincerely yours,

Mark C. Poloncarz  
Erie County Executive

MCP/am

cc: Karen Rybicki, Commissioner of Social Services

## **Steven Khoury**

Buffalo, NY

Phone: 716-868-1718

Email: steven@imperialpizzabuffalo.com

### **Career Objective**

To satisfy the needs of the community to the best of my ability by leveraging my skills, experience, and dedication to serve others effectively.

### **Work Experience**

#### **Partner**

Imperial Pizza – Buffalo, NY (2016 – Present)

- Began as a delivery driver and worked through various roles to achieve ownership in 2023.
- Oversee payroll operations to ensure timely and accurate payments.
- Manage human resources, including employee hiring, training, and conflict resolution.
- Handle inventory control, ensuring stock levels align with operational demands.
- Lead and motivate a team of employees, ensuring smooth daily operations and high-quality customer service.

### **Education**

#### **Bachelor of Science in Finance and Economics**

Canisius College – Buffalo, NY

Graduated: 2019

- Dual major in Finance and Economics.
- Selected for the Urban Learning Leadership and Community (ULLC) Program due to significant community involvement and leadership potential.

To Whom It May Concern,

I write to you this letter in support of Steven Khoury's appointment to the Erie County Youth Bureau Board. As the co-owner of Imperial Pizza's Main Street location in Buffalo, Steve has demonstrated an unwavering commitment to supporting young people and making a meaningful impact across our city. I have known Steve for a number of years, and his dedication and love for our community is what makes him an ideal candidate for this role.

The Erie County Youth Board plays a vital role in ensuring that youth across our county have access to high-quality programs focused on positive youth development, delinquency prevention, and services for runaway and homeless youth.

Steve's longstanding commitment to supporting young people aligns perfectly with the Board's mission. Through his work at Imperial Pizza and his personal initiatives, Steve has consistently gone above and beyond to uplift youth by supporting programs, events, and opportunities across the city. His generosity extends beyond the walls of his business, reaching into neighborhoods on the East Side, South Buffalo—where Imperial Pizza is located—and throughout the City of Buffalo.

Beyond his contributions to youth initiatives, Steve is deeply invested in the well-being of the greater Buffalo community. He understands that investing in young people is an investment in the future of our city and region. His leadership, compassion, and dedication to service make him a natural fit for the Erie County Youth Board. As a business owner and community leader, he will bring valuable insight and energy to the Board's mission.

Steve's passion for supporting our youth and his proven track record of community service make him a tremendous asset to any organization dedicated to making a difference. Please feel free to contact me if you require any additional information.

Sincerely,

Michael Read  
Director of Media Relations, City of Buffalo  
716-245-8332  
[mikeread.read@gmail.com](mailto:mikeread.read@gmail.com)

**CHELSEY LONBERGER**  
101 Pierce Street  
716-545-3829 ♦ lonbergerc@gmail.com

**PROFILE**

It is our job as librarians to create a library that the community can take pride in. To do this I am committed to performing all of my work with dedication, creativity, and optimism.

**KEY SKILLS**

- Collection development
- Programing for varying age groups
- Engaging community organizations
- Supervising and scheduling staff
- Budget management
- Camtasia Studio 8, Canva, ReadSquared, Microsoft Word, Excel, and Publisher

**RECENT ACCOMPLISHMENTS**

- Developed and headed a committee that created a Literacy Plan for Buffalo & Erie County Public Library
- Representing the Buffalo & Erie County Library System at Library Advocacy Day for the past 4 years.
- Presenting at the 2022 New York Library Association Conference in Saratoga Springs on large programs
- Presenting at the 2018 New York Library Association Conference in Rochester on coding camps
- Presenting at WNYLRC Unconference 2021 Online and 2022 in person
- Administering a Practicum for UB MLS students at the Anna M. Reinstein Memorial Library in the Local History Room

**COMMITTEES AND ORGANIZATIONS**

- Librarian Association - Vice President
- Starting Line Thrive by 5 with the United Way
- Live Well Erie (0-5 age group)
- WNYLRC Highschool2College
- New York State Youth Consultants for Libraries
- Buffalo & Erie County Public Library: Youth Services Group, Teen Committee, and PreSchool Programming Committee.

**EXPERIENCE**

**Buffalo and Erie County Public Library - System Youth Outreach Services**

*Manager, Librarian III*

April 2023 - Present

- Coordinates with Youth Services Staff within the Buffalo & Erie County Public Library System
- Creation of meeting to help Youth Librarian develop skills to better their programming, collection, space and other professional endeavors
- Liaison for Buffalo & Erie County Library for New York State Library regarding Youth Services
- Creates surveys to evaluate programs, missions, and institutional practices
- Managing department including staffing, budgeting, programming and tasks

**Buffalo and Erie County Public Library - Lackawanna Library**

*Director I*

July 2022- April 2023

- Informs and collaborates with the Library Board
- Works with City of Lackawanna for Library repairs
- Managing staff including scheduling

- Budgeting
- Answering reference questions
- Collection development and weeding

**Buffalo and Erie County Public Library - Cheektowaga Public Libraries**

June 2019 - July 2022

***Librarian II***

- Managing staff at two branches including scheduling
- Budgeting
- Programing and outreach for all ages
- Answered reference questions
- Collection development and weeding

**Buffalo and Erie County Public Library - Hamburg and Lake Shore Public Libraries**

September 2015 - June 2019

***Librarian I and Manager at Lake Shore Public Library***

- Managing staff including scheduling
- Programing and outreach for all ages
- Answered reference questions
- Collection development and weeding

**Trocaire College**

May 2013 - September 2015

***Reference and User Services Librarian***

- Answered reference questions from students
- Library liaison for Math, History, English, and Massage Therapy
- Student programing and outreach
- Served on distance learning committee

**Buffalo and Erie County Public Library - Central Tech Know Lab**

August 2012 - September 2015

***Librarian I***

- Created syllabi for technology classes
- Worked one-on-one with patrons answering technology questions
- Created How-To videos for Buffalo and Erie County Public Library Youtube page

***Sr. Page: Technology Training Department***

June 2012- August 2012

- Moderated classes
- Answered patrons with computer questions

**EDUCATION**

University at Buffalo, The State University of New York, Buffalo NY ***Master of Library Science, March 2011***

Canisius College, Buffalo, NY

***Bachelor Arts in English and History, Magna Cum Laude, May 2009***

History Honors - Canisius College

English Honors - Canisius College

**REED J. GIANGRASSO**  
5087 Rockledge Drive  
Clarence, New York 14031

reedgiangrasso@yahoo.com

716-481-5809

## **Objective**

I am a junior in High School. I would like to be a member of the Erie County Youth Board. I am currently a member of the Clarence Youth Board and I would like to expand my service and experience.

## **Education**

Clarence High School, Clarence, New York  
Expected Graduation Date: June 2026

- Relevant Coursework: AP World History, AP Psychology, AP Language and Composition, AP US History, AP Biology
- Average: 99%
- Class rank: 11/315

## **Work Experience**

Town of Clarence Baseball Association Umpire, 2022 -*present*

## **Extracurricular Activities**

- Clarence High School International Club, President
- Boy Scouts of America, Eagle Scout
- Harris Hill Volunteer Fire Department, Junior Firefighter
- Clarence Youth Board, Member since 2022
- Clarence High School Varsity Tennis Team
- Clarence High School Science Olympiad, Team Member
- Clarence High School, Wind Ensemble and Jazz Band
- Clarence High School, Peer Tutor

## **Skills & Certifications**

- Conversational French
- Lifeguard, American Red Cross, *expected March 2025*

## **Awards & Achievements**

- Selected Trumpeter for Erie County Music Educator Association Band 2019-2024
- Volunteer Service Award, Clarence Youth Bureau, 2024
- Clarence High School National Honor Society
- Clarence High School High Honor Roll 2021-*present*

## **Volunteer Experience**

- Oishei Children's Hospital, 2023-*present*
- Clarence Youth Bureau
- Boy Scout Troop 27

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## **Sabira Azeem Ms. Ed.**

(716) 812-6815

Email: sabira\_hemphill@hotmail.com

### **EDUCATION**

Northeastern University

**Doctor of Education**

*Social Emotional Learning*

*May 2022 - Current*

Phi Chapter Omega Nu Lambda Honor Society

University at Buffalo, Buffalo, NY

**Master's of Science**

*Secondary English Education*

*May 2005*

### **SKILLS SUMMARY**

- Mii Wrap Certified Coach
- Trauma-Informed Supervisor
- Impeccable advisory skills which include both post-secondary and personal
- Proficient Educational and Human Service-related fields
- Proficient in financial aid planning

### **EXPERIENCE**

Gateway-Longview • **Wraparound Supervisor** • Buffalo, New York • November 2024 to Current

- Oversee the delivery of Wraparound Care Coordination services to clients.
- Provide and document clinical and administrative supervision to Care Coordinators and other Preventive Services Programs.
- Ensure timely completion, review, and approval of necessary documentation within record keeping systems.
- Support the Director and program staff in maintaining continuity of care through selection, training, supervision, and evaluation of team members.
- Attend and lead monthly team meetings, individual supervision meetings as well as prepare ongoing training and support for all preventive services programs.

Gateway-Longview • **Kinship Caseworker** • Buffalo, New York • March 2024 to November 4 2024

- Maintain a case load of 6 families, providing direct face to face contact with youth and families in accordance with the Family Court and Erie County Preventive Services.
- Primary contact for a child in a kinship home, and is responsible for coordinating services for the child
- Facilitate all Child and Family Team Meetings (CFT) and ensuring all relevant participants are included
- Communicate with all necessary providers and supports related to the planning and care for youth/families

Gateway-Longview • **Care Coordinator** • Buffalo, New York • May 2022-March 2024

- Maintain a case load of 12 families, providing direct face to face contact with youth and families in accordance with the Family Voices Network and Erie County Preventive Services.
- Coordinate services for families enrolled in the Erie County Wraparound Program which includes oversee the aspects of Care Coordination for families enrolled in Wraparound Services
- Facilitate all Child and Family Team Meetings (CFT) and ensuring all relevant participants are included
- Communicate with all necessary providers and supports related to the planning and care for youth/families

Buffalo Public Schools • **Substitute Teacher** • Buffalo, New York • August 2021-May 2022

- Follow lesson plans provided by the regular teacher to create a cohesive and consistent learning experience for students
- Manage the classroom effectively to encourage student participation, minimize distractions and maintain a positive learning environment
- Adapt teaching methods to fit the needs of each individual student

BETA Academy/RF CUNY • **Post-Secondary Planner** • Brooklyn, New York • June 2014-March 2015

- Work with the director to monitor curricula and coordinate faculty to plan and organize special events

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- Developed a cultural curriculum indicative towards the personal growth of participants
- Assist clients in developing goals in needed areas and creating individualized service plans
- Facilitate college readiness workshops
- Help students select college majors
- Interface with college personnel and family members on behalf of students when necessary
- Facilitate college readiness workshops
- Help student complete and submit college and financial aid applications
- Provide all required information for weekly/monthly/quarterly/annual reports

Prep for Success/RF CUNY•Centers for Youth•**Educational Coordinator**•Brooklyn, New York•June 2007-June 2013

- Equal Opportunity Liaison
- Coordinated all educational programs and events
- Academic Advisor
- Develop and maintain a written log and accurate database of all existing and prospective employer/internship contact information
- Review students' resumes to ensure professionalism and accuracy
- Develop and create internships and job opportunities for high school aged students
- Facilitate job readiness workshops and other job development workshops as needed
- Provide all required information for weekly/monthly/quarterly/annual reports

BETA Academy/RF CUNY•**Intake Coordinator/GED Instructor**•Brooklyn, New York•January 2007-June 2007

- Coordinated all educational programs and events
- Equal Opportunity Liaison
- Provides services to all aspects of student's needs ranging from enrollment process to pre-collegiate and pre and post-GED support services.
- Created curriculum map for Reading and Writing portion of CUNY Skills class. Instructed pre-collegiate CUNY Skills for incoming college freshmen.
- Review students' resumes to ensure professionalism and accuracy

### ACCOMPLISHMENTS

**Advisory Certificate of Completion**•May 2013

- Supporting Post-Secondary Success
- Transition to High School

**Parent College**•2011-2013

- Teen parents and soon-to-be parents partake in therapeutic mutual aid support group.
- The group provides students the opportunity to discuss issues relating to being a teen parent as well as provide psycho-education around childhood development, benefits, healthy relationships, and contraception.

**Azeem Family Foundation**•2020-Current

- Founded Non- Profit Organization
- Provides community-based educational services, educational services, fund raising initiatives

**Certified Trauma-Informed Care Supervision**•2024

- Integrates trauma-informed care principles into the supervisor–supervisee relationship
- Prioritizes relationship-based supervision over traditional hierarchical structures
  - Trauma-informed supervision follows the core six principles of trauma-informed care:
    - Safety
    - Trustworthiness and transparency
    - Peer support
    - Collaboration and mutuality
    - Empowerment, voice, and choice
    - Cultural historical and gender issues.

**Mii Wrap Certified Coach** •2025-Current

- Engage and motivate staff, train, and provide real-time guidance, reinforce best practices, and help my team grow in skill and confidence.
- A team supported process for individuals and families with complex needs. MiiWrap is an evidenced-based practice that integrates the strengths of Wraparound with those of Motivational Interviewing.

# Shani Smith

Human Resources Director

☎ (678) 533-9902

✉ nasirmom@gmail.com

📍 Buffalo, NY 14216

## PROFESSIONAL SUMMARY

Dynamic and results-driven Human Resources Director with over 12 years of experience leading HR operations, talent management, and organizational development strategies. Adept at aligning HR initiatives with business goals to drive employee engagement, enhance workplace culture, and improve overall performance. Proven expertise in workforce planning, compliance, employee relations, and leadership development. A strategic partner with a track record of implementing HR best practices, optimizing policies, and fostering inclusive and high-performing work environments. Known for building strong relationships with executives and employees alike to create sustainable and people-centric HR solutions.

## SKILLS

HR policies implementation    Onboarding process    Human resources operations    Employee relations

HR analytics    Compliance    Workforce planning    Benefits administration    Grievance handling

Performance appraisals

## EXPERIENCE

### HUMAN RESOURCES DIRECTOR, Buffalo, NY

Trocaire College, August 2022–Present

- Collaborate with senior management to identify staffing needs and develop comprehensive recruitment plans.
- Provide guidance to managers on legal issues related to recruitment, hiring, termination and disciplinary actions.
- Evaluate current HR systems to determine if improvements could be made or additional tools were needed.
- Resolved employee grievances in a timely manner while maintaining positive relationships between all parties involved.
- Ensure compliance with federal and state laws regarding employment regulations.
- Maintain accurate records of personnel-related data including wages and salaries paid out, absenteeism reports and insurance coverage information.
- Facilitate employee onboarding, new hire orientation and exit interviews.
- Advise management on labor law regulations pertaining to wage and hour laws, leaves of absence requests, health and safety regulations .
- Implemented innovative solutions for streamlining processes such as applicant tracking systems or automated timekeeping software.
- Investigate complaints from staff members concerning harassment or discrimination issues.
- Manage payroll processing, benefits administration and employee relations activities.

- Assist in the development of compensation packages that include salary ranges, bonuses, stock options and other benefits.
- Generate reports and documents related to HR activities.
- Complete background checks on applicants to identify potential red flags.
- Oversee evaluation, classification, and rating of occupations and job positions.
- Lead a team of HR professionals, providing guidance and strategic direction in the areas of recruitment, employee relations, benefits administration, training, and compliance.

### **OPERATIONS LEADER, Atlanta, GA**

Randstad Sourceright, September 2021–August 2022

- Analyzed and refine recruitment processes to improve efficiency and effectiveness, ensuring alignment with client needs and industry best practices.
- Collaborated with other departments to develop strategies that improve operational effectiveness.
- Analyzed business processes and identified areas for improvement to maximize efficiency.
- Created detailed reports on operations metrics and presented findings to senior management.
- Established key performance indicators to measure progress against goals.
- Trained, coached and mentored team members to foster a highly productive work environment.
- Prepared reports to summarize operational results and financial performance.
- Lead and support a team of professionals, fostering a collaborative environment to achieve operational goals.

### **WORKERS COMPENSATION SPECIALIST, Atlanta, GA**

Randstad USA, January 2017–September 2021

- Conducted meetings with claimants and employers to discuss claim status and other related matters.
- Analyzed data from state agencies concerning Workers' Compensation trends and best practices.
- Coordinated return-to-work programs for injured employees when medically feasible.
- Responded promptly to inquiries from attorneys representing claimants or employers concerning specific cases.
- Assisted injured employees in filing claims and obtaining necessary medical treatment.
- Prepared detailed reports outlining the facts of each case to provide guidance on Workers' Compensation decisions.
- Investigated workplace incidents to determine eligibility for benefits under Workers' Compensation rules.
- Collaborated with third-party administrators on claim resolution strategies.
- Maintained accurate records of all cases involving workers' compensation claims.
- Reviewed medical evidence provided by treating physicians to evaluate benefit entitlement determinations.
- Negotiated claim settlements and recommended litigation when settlement could not be negotiated.
- Developed in-depth knowledge of Workers' Compensation laws and regulations.
- Resolved complex, severe exposure claims, using high service oriented file handling.

### **SENIOR OPERATIONS SPECIALIST, Atlanta, GA**

Randstad Sourceright, April 2013–December 2016

- Established clear performance expectations for employees while administering timely performance reviews.
- Performed quality assurance checks on all deliverables prior to release, ensuring high standards were met.
- Cultivated strong working relationships with internal stakeholders, demonstrating effective communication and interpersonal skills.
- Assessed risk factors related to potential non-compliance situations.

- Ensured each candidate's compliance with Homeland Security
- Reviewed applications, conducted reference checks, verified credentials, background check processes.
- Verified accuracy of timesheets and other pay related documents prior to processing payroll.

### **RPO ADMINISTRATIVE ASSISTANT, Atlanta, GA**

Randstad Sourceright, July 2011–April 2013

- Maintained files and filing, keeping sensitive information confidential.
- Answered phone calls, directed inquiries to appropriate personnel, responded to customer requests in a timely manner.
- Provided administrative support to management staff, including scheduling meetings and appointments, preparing agendas, taking minutes, and maintaining records.
- Assisted in the preparation of presentations using Microsoft Office Suite applications such as Word, Excel, PowerPoint .
- Served as primary point of contact for facilitating operational and administrative inquiries.
- Maintained office inventory by assisting with supply orders.
- Maintained calendars and schedules to set appointments for management team.
- Processed incoming mail and distributed to relevant departments or individuals.
- Assisted the executive management team in making informed decisions by providing timely and accurate administrative support.
- Built and maintained relationships with vendors and other external contacts.
- Organized monthly expense reports according to company policies and procedures.
- Coordinated travel arrangements for employees and clients as needed.
- Scheduled conference calls between internal teams and external vendors or customers.

## **EDUCATION**

### **MPA IN NON PROFIT & ORGANIZATIONAL MANAGEMENT, Alpharetta, GA**

Keller Graduate School of Management, 2013

### **MASTER OF BUSINESS ADMINISTRATION (M.B.A.), Atlanta, GA**

University of Phoenix, 2009

### **BACHELOR OF SCIENCE (B.S.) IN CRIMINAL JUSTICE, Buffalo, NY, US**

Buffalo State College, 2001

## **CERTIFICATIONS**

- PHR
- White Belt Certification
- Yellow Belt Certification

## **REFERENCES**

References available upon request

# MADISON DORAN

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Buffalo, NY 14215 • 7169310209 • totallynotmarie22@gmail.com

## Education

**Middle Early College Highschool** - Buffalo, NY

General Studies

**Erie Community College** - Buffalo, NY

## Professional Summary

Jesse Ketchum Award

## Skills

- Cash handling and payment processing
- Customer service
- Using a cash register/POS system
- Basic computer skills
- Organizing and managing supplies
- Following safety and store policies
- Time management and meeting deadlines
- Communication skills
- Teamwork and collaboration
- Problem-solving
- Professional attitude
- Multitasking in busy environments
- Reliability and strong work ethic
- Positive customer interaction
- Ability to learn quickly
- Staying organized
- Being punctual
- Handling responsibility
- Staying calm and polite under pressure

## Work History

**Summer Youth Employee**, 07/2025 to 08/2025

**Bethesda World Harvest International Church** – Buffalo, NY

As a Summer Youth Worker, I help support different tasks and activities depending on where I'm placed. My responsibilities can include things like organizing supplies, helping staff with projects, assisting customers or community members, and keeping the work area clean and safe. I show up on time, follow directions, and keep a positive attitude while learning new skills. I also work with others to complete daily tasks and represent the program in a respectful, professional way. Overall, my goal is to gain job experience, build good work habits, and contribute to whatever team or organization I'm assigned to during the summer.

**Cashier**, 11/2024 to 12/2024

**Dicks Sporting Goods** – 2 Walden Galleria

As a cashier at Dick's Sporting Goods, I help customers check out quickly and smoothly while giving them good customer service. My main responsibilities include ringing up items accurately, handling cash and card payments, and making sure the register area stays clean and organized. I also answer basic questions about products, help customers find what they need, and communicate with the team when something needs to be checked or approved. In this role, I represent the store by staying friendly, professional, and patient, even during busy times. My goal is to create a positive experience for every customer and make sure they leave satisfied.

My name is Madison , and I'm writing to express my interest in joining the Erie County Youth Services Board. I want to be part of something that helps make a real difference for young people in our community. Growing up in Buffalo, I've seen the challenges many teens face, like limited opportunities, mental health struggles, and a lack of safe spaces to be themselves. I want to use my voice and ideas to help create more positive change.

I'm passionate about motivating others and bringing people together. I believe youth voices should be heard when it comes to decisions that affect our lives, and I'd like to represent those voices with honesty and integrity. I'm creative, responsible, and always willing to help others. I also enjoy finding ways to connect people—whether it's through community events, art, music, or volunteering.

If given the opportunity to serve on the Youth Services Board, I would bring my energy, ideas, and leadership to help make programs more supportive and accessible for all young people in Erie County. I want to help build a stronger, more united community where every teen feels seen and valued.

Thank you for considering my application. I would be honored to join the Erie County Youth Services Board and work together to create positive change for our generation and those to come.

Sincerely, Madison Doran