



Submitted by Terri Hiser-Haynes

*April 1, 2009 through June 30, 2009*

Lassen Career Network

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## AFWD Welcomes a New Human Resources Consultant

Terri Hiser-Haynes has joined the AFWD, Inc. team as our Human Resource Consultant for Lassen County. She states that she has “come full circle” as she was previously enrolled as a client after the 2004 permanent closure of Susanville’s division of Sierra Pacific Industries caused her to lose her job their Personnel Coordinator. She knows firsthand the HUGE benefits and services AFWD has to offer, and was successful in gaining her Registered Dental Assistant Certification through AFWD and the Trade Adjustment Act. Her ability to work for the last five years as an Office Manager/RDA has kept her current in the Human Resource profession, as well as handling the challenges of running a business. She is very excited to be working with AFWD, Inc. as a Human Resource Consultant and hopes to offer her expertise, enthusiasm, and reliance in assisting businesses with their human resource needs.



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## Lassen's Computer Lab Coordinator Retires

After 4 years the Lassen Career Network's Computer Lab Coordinator is retiring again. Carol Lynn came to AFWD after retiring from the State of California, Department of Community Services and Development. She brought extensive knowledge of Microsoft Computer Programs and help-desk experience with her. In her tenure with the State, she worked with private non-profit organizations that provided clients services similar to AFWD. She was part of a software development team that created an on-line data base for capturing client and client services data.

At AFWD, Carol assisted computer lab users with creating resumes, doing on-line job searches, and completing on-line job applications. The Sierra Army Depot and their contractor Lear Siegler will only accept on-line applications. Other Federal employers such as BLM, Forestry, and the Bureau of Prisons use an on-line application process as well.

Carol's experience with the State of California was invaluable in assisting job seekers with the California State Exam process, resulting in employment at the local prisons in the following fields: Correctional Officer, Office Assistant, Office Technician, and Heavy Equipment Operator.

To prepare job seekers for improving their computer skills, Carol taught computer software classes such as Microsoft Word, Microsoft Excel, how to do Internet searches, and how to sign-up for Yahoo, and/or Hotmail email accounts. She also provided assistance with self-paced typing and 10-key programs, as well as proctored pre-employment test for local employers.



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## Chico State Visits Lassen One Stop

The California Emerging Technology Fund (CETF) has embarked on “Aggregation of Demand” projects statewide, in partnership with California’s rural regions. The working partnerships are established to accelerate the deployment of broadband and other advanced communication services throughout rural California in order to promote economic competitiveness, access to essential services, and improve quality of life. Last April, the CETF and the McConnell Foundation hosted a kick-off meeting in Chico to discuss the CETF action plan and next steps for the project. The seven counties included in this project are Butte, Tehama, Shasta, Siskiyou, Lassen, Plumas and Modoc. In May, there was a two day workshop in Redding to discuss the CETF project for the Northeastern California Region. The Center for Economic Development (CED) at CSU Chico has contracted with the CETF to conduct the “Aggregation of Demand Study” for Northeastern California. Since then the CED has conducted a series of “fact finding” meetings in each of the seven counties. AFWD has had the pleasure of assisting CED in the marketing efforts for this project. Most recently CED visited Lassen, Modoc and Plumas Counties to give a status report on the Broadband Project, identify which communities are underserved and introduce a telephone survey to be delivered to businesses and residents regarding their current broadband services, if any. The meeting was held at the Lassen Career Network in Susanville, CA on April 17, 2009 and was attended by the Susanville Indian Rancheria, Lassen County Economic Development Team and the Alliance for Workforce Development, Inc. CED has contracted with the Program for Applied Research and Evaluation at the CSU Chico Research Foundation to conduct a telephone survey. The survey will continue through the summer with the goal of obtaining complete surveys for 800 households and 800 businesses. AFWD is currently assisting CED with the marketing efforts in each of our communities for the upcoming telephone survey. The California Emerging Technology Fund (CETF) was established and funded by SBC/AT&T and Verizon/MCI merger agreements approved by the California Public Utilities Commission (CPUC) in 2005. The CETF is a non-profit corporation established pursuant to the requirements from the CPUC in approving the mergers of SBC/AT&T and Verizon/MCI. As a result, those merged companies have agreed to contribute a total of \$60 million to CETF over 5 years.

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## Lassen Career Network staff gets trained on training

On April 21st, 2009 Betty Austin from Northern Rural Training and Employment Consortium (NoRTEC) came to Susanville to provide training to Lassen Career Network staff. The subject of the training class was how to implement a successful training plan for clients enrolled with Alliance For Workforce Development (AFWD). Betty provided staff with information on the different types of training available to clients whether it is in the classroom, occupational training, work experience, on the job training or internship programs. AFWD staff also

learned about different assessments to help clients determine which career field would be the best fit for them. Betty also gave the staff information about the American Recovery and Reinvestment Act, which provides federal stimulus funding to help workers regain employment as quickly as possible and to provide training funds for those that qualify for the different training programs available. After the training with Betty, staff came away with a much better understanding of the available training and how to put together a proper training plan for AFWD clients that will best fit each individual and his or her skills/abilities. This will ultimately ensure maximum success for the client to gain employment in a meaningful career.

By Sue Vivilacqua

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## Alliance for Workforce Development, Inc. Briefs Lassen County Board of Supervisor

During the Lassen County Board of Supervisors regular public meeting on April 22, 2009, AFWD's Director of Business Services, Holly Schirmer gave the following [report](#). This report is done annually to update the Board of Supervisors on the One-Stop Activity in Lassen County.



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## A Training Success Story

At Alliance For Workforce Development, Inc., a large part of our program is assisting clients with training so that they can diversify their skill set and remain successful in the workforce. Funded by the Workforce Investment Act, AFWD strives to benefit our clients with financial and staff assistance throughout their training to ensure that it is a positive and successful experience. One such story is that of AFWD client Maxwell Soeth. Maxwell came to AFWD seeking assistance with police academy training. He successfully completed our program, and in turn graduated from the College of the Redwoods Police Academy in Eureka, CA on June 11, 2009. The COR Basic Law Enforcement Academy is a 920-hour, 23-week, 30 unit course certified by the California Commission on Peace Officer Standards and Training (P.O.S.T.). Maxwell graduated with honors for Top Gun and Top Defensive Driver. Congratulations on your achievement and we wish you much success in your new career!



## FEATURED BUSINESS - Customer Talk

Ed and Tammy Swayze never imagined they would end up in the silk screening business. Now, almost three years later their family-owned and operated company has become a great success in Susanville!

The Swayzes first opened the doors of Customer Talk in their garage in Janesville on April 1st, 2007. With compact equipment and little knowledge, the couple was determined to fulfill their dream of being self-employed while also satisfying a need for customized products in this area. Soon, they became so busy they ran out of space in their garage and had to upgrade! On May 27th, 2009 Customer Talk moved to its current location at 606 Main St in Susanville. Tammy and Ed do not hesitate to involve their family in the business. Their two older sons, Jeremy (who is 11) and Michael (who's 10) are regularly involved in day to day operation of making shirts with the silk screens. Even baby Tyler, who is almost 7 months old, doesn't miss a day of work! Mom Tammy says her boys "are the best salespeople and a great help."

Tammy and Ed also attended the Business Bootcamp this last spring, a workshop developed to help small business owners manage their businesses. The Swayzes thought the Bootcamp was "fantastic" and that the information was great. The biggest help to them was the idea of goal setting in relation to your business. "It gives you a structure," Tammy said. "Most people go into business [for themselves] and just jump, not realizing the consequences." Adds Ed: "When running a small business, you put everything you have into it." They both agreed that the Bootcamp was incredibly beneficial to them.

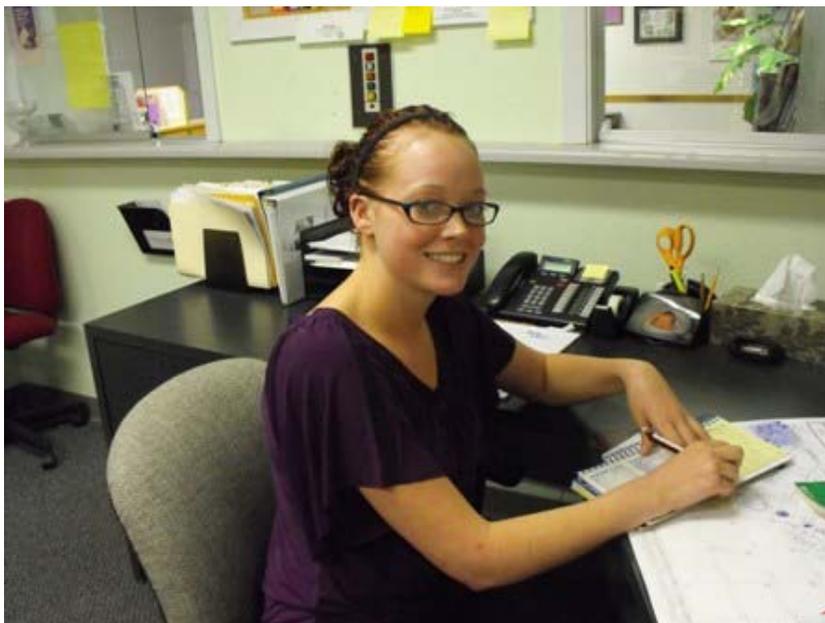


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## How Do We Spell Successful Youth? J-U-L-I-E!

Julianne Chanley came to the Lassen Career Network in February of this year. Mom to toddler Jake, she had a long list of goals to achieve while trying to raise and support her young son. Julie was also firmly determined to earn her high school diploma through the Adult Diploma Gold program. With help from Lassen Works to secure

housing, Julie began diligently attending our Youth Workshops where she refined her job search and interviewing skills, developed a resume, completed a customer service seminar, and worked on basic life skills like managing money. A career goal for Julie is to obtain a degree in Human Services and go into the field of Social Work. With that in mind, we secured a work experience position for her with Lassen Family Services where she received nothing but glowing accolades for her work. We also assisted Julie with her application to Lassen College and the completion of her financial aid application. On June 3rd Julie achieved one of her goals – her high school diploma! On June 12th she successfully completed her work experience job at Lassen Family Services. Julie hopes to obtain an internship at Lassen Family Services while attending college in the fall. Congratulations, Julie on your many successes!



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## 2009 Summer Jobs Program Launches!

Starting in late April and throughout the month of May, AFWD held multiple orientation meetings for the Summer Youth Jobs Program throughout Lassen County. Youth and young adults aged 16 to 24 met with AFWD advisors at locations in Bieber, Herlong, Westwood, and Susanville to learn all about this jobs stimulus program, which was made possible through the American Recovery and Reinvestment Act. Youth in attendance listened to eligibility requirements and received assistance with completing applications to the program. Advisors answered questions and explained types of right to work identification and other documentation that youth or their parents/guardians should provide. Appointments were then scheduled for eligible youth to attend the next step in the enrollment process: an eligibility meeting.

Employers and supervisors from 43 businesses and organizations throughout Lassen County attended the Employer Orientation meetings on June 9 and June 11 with the anticipation of the placement of 85 new youth employees. Human Resource Consultant Terri Hiser-Haynes presented the program requirements and expectations which Alliance For Workforce Development, Inc has put into practice for these individuals. Along with the employment and mentorship our businesses and organizations are offering the youth, AFWD has put forth a support and tracking structure that not only benefits the youth but will provide our employers with the best information and guidelines possible to aid in developing the work and life skills that the Summer Youth Jobs Program has to offer. Program Manager Chris Sullivan presented several points of interest in AFWD's program and Summer Youth Jobs Program Coordinator Valerie Phelps interjected with her role and vision in orchestrating this program.

All individuals present were excited to be involved with such a worthwhile endeavor and the opportunity in providing our future workforce with job skills, mentoring and life skills.

By Terri Hiser-Haynes



## WORKSHOPS HELD FOR SUMMER JOBS PROGRAM

On June 16th and 17th Alliance For Workforce Development, Inc. (AFWD) held a Work Readiness Event for the 2009 Summer Youth Jobs Program. Participants met at Lassen High School in Susanville for this event each day. This program is funded by the 2009 American Reinvestment and Recovery Act. Local businesses and youth from Lassen, Modoc, Plumas and Sierra counties have partnered to give the participants meaningful employment where they can learn necessary job skills that they will carry with them for the rest of their lives.

At the workshops, AFWD staff instructed the youth on many aspects of employment and job search skills. They read, filled out and signed all necessary new hire paperwork, such as employee handbooks, safety programs, the Illness and Injury Prevention Plan and timesheets. The participants learned how to understand their paycheck and the difference between Gross Pay and Net Pay. Many of the participants have never held a job before, so learning things such as showing up for work on time, calling your supervisor if you are too sick to work, reporting accidents, injuries and safety items, wearing the appropriate clothing and not doing personal things on company time were an important part of the workshop. Part of the workshop focused on how to provide excellent customer service by exceeding the customers' expectations. Maria Nye and Fran Oberg from Plumas Bank presented the participants with information on budgeting their money, writing a check and understanding credit. Another area of instruction was learning how to fill out an application, write a resume, how to search for work and interview for a job. Upon conclusion of the 2 day workshop, participants received a certificate of completion.

The participants started their first day of work at each of their worksites on June 22 and will work for 7 weeks. At the end of the 7 week work experience, participants that have successfully completed the program will have gained work history and references they can use on their resume. Many may be hired by the worksite they are with for the program! Everyone at AFWD is excited to see the results of this program and hope to see as many youth as possible employed permanently as a result of this work experience!

By Sue Vivilacqua



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## “The Great Transition”

Sponsored by the California Labor Federation, the annual Building Workforce Partnerships conference, titled, “The Great Transition” was held in San Jose, CA on May 27, and 28, 2009. The conference was based on the philosophy that only working together can labor, business, and government address the needs and create solutions for the economic needs of working families and the challenge of sustainable economic growth. This 2 day event draws stakeholders to debate and explore the government policy, labor-market changes, and sustainable jobs. Conference attendees represent labor organizations, unions, business, environmental organizations, workforce boards, education, state and local government, job training programs, economic development, community organizations, and other partners.

Alliance for Workforce Development, Inc. ‘s <http://www.a workforce.org/> Executive Director, Traci Holt; HR Consultant, Ameer Albrecht; and Director of Business Services, Holly Schirmer attended this year’s conference, representing workforce development. AFWD administers the Workforce Investment Act (WIA) funds in 4 Northeastern CA counties, covering 13,500 square miles. “It is very important for AFWD to have the most current information and resources to assist our workers and communities,” stated Holly Schirmer. “And, this conference provides the forum for information exchange as well as practical tools that will assist us in providing enhanced services to our clients. AFWD’s goal is sustained economic growth in its region through effective workforce development. And the most valuable method is to partner with all stakeholders as those provided by this conference.”

This year, Building Workforce Partnerships addressed economic security, energy independence, and government stimulus. The general sessions and workshops of The Great Transition confronted these issues in a collaborative format. The 2009 event featured four workshop tracks, including:

Green Policy, Green Jobs & Green Economic Transition- How will federal, regional, and state investments in green jobs, clean energy, and efficiency restart the economy, how to align systems to ensure democratic access and equity in the green economy, and the best policies and practices that hold the keys to the green economic transition.

Layoff Response- How does today’s recession change the nature of our work? What are the best practices and approaches from around the nation for dislocated worker services and new labor – market interventions?

California EDGE Campaign: A coalition of labor, business, workforce boards, community colleges, and community organizations advocating for strategies that align workforce and education systems to the real needs

of youth and adult workers.

High Road Policy & Partnerships: highlighting successful initiatives from around the nation, focusing on how to form, deepen, and sustain sectoral labor-management partnerships.

Building Workforce Partnerships hosted the annual statewide meeting of California's Regional Rapid Response Roundtables. This group discussed issues, practices, policies, and resources regarding layoff aversion and dislocated worker services. The event also provided a Rapid Response 101 training for attendees.

For additional information on the California Labor Federation and its activities and events, please visit, <http://www.calaborfed.org/>

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## Alliance for Workforce Development, Inc. Holds It 2nd Annual All Staff Retreat

On June 23, 24, and 25, 2009 the Alliance for Workforce Development, Inc. (AFWD) team joined together for an exciting three-day event to celebrate the year's successes, plan for the future, and review improved internal processes. The goal of the retreat was to prepare staff to provide enhanced services to all clients in program 2009/2010; including stimulus funding utilization, client training, and business services.

The American Recovery and Reinvestment Act (ARRA) <http://www.recovery.gov/> has provided additional funding to assist job seeking clients, especially dislocated workers, in finding and keeping jobs. The staff brainstormed ideas on how to best serve clients utilizing funding and the types of services that would most benefit job seekers. The staff also looked at its business service offerings and worked to tailor services to its small business in a time of economic downturn.

"It was great to have all managers and staff together in a forum to discuss topics. The off site location provided an environment away from the office that allowed us to exchange information and learn more about our services," stated Jin-Hee Williams, Lassen Career Center Advisor.

The staff all came away from the retreat recharged and ready to meet the challenges and needs of AFWD clients in the coming year. And, there is already talk about next year's all staff retreat! For additional information on AFWD and its services, please visit <http://www.aworkforce.org/>





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## UPCOMING EVENTS

For locations and times of specific events, please visit [www.afwdhr.org](http://www.afwdhr.org)