

Community Coordinator

Report

Modoc County

APRIL – JUNE
2014

Modoc Medical Center

Customer Service Training

The Modoc Medical Center approached the Business & Career Network in April 2014 about a Customer Service Training for all of their employees. The Business & Career Network helped facilitate a Customized Training Proposal for the Medical Center to meet their training needs with their staff.

Terri Hiser – Haynes from the Lassen Business & Career Network was able to provide the “FISH”, Customer Service Philosophy and Phone Etiquette Training to over 130 Modoc Medical Center Employees. A total of eight training sessions, each two hours long were provided. The training gave employees the opportunity to participate in an interactive, informative, and fun Customer Service Training.



The “FUN”damentals of this training include **BE THERE * PLAY * MAKE THEIR DAY * CHOOSE YOUR ATTITUDE**. The training included a 20 minute video, PowerPoint presentations, and some very interactive exercises.



Modoc Medical Center

Certified Nursing Assistant Training

The Modoc Medical Center requested the assistance of staff from the Business & Career Network for an upcoming recruitment in May. The recruitment was for the Certified Nursing Assistant Training Program at Warnerview Skilled Nursing Facility. Warnerview Skilled Nursing Facility offers Skilled Nursing, Comfort Care, Respite Care, Physical Therapy, Rehabilitation, and many other services.

AFWD staff provided applications to interested individuals and contacted job seekers in our applicant pool regarding this training opportunity. Modoc Medical Center selected nine people to attend the training, two of them being AFWD clients. The training is a twelve week program and started May 19, 2014 to July 7, 2014. The people attending the training will be completing classroom training and the clinical portion at the Nursing Facility and the class is three days per week for 10 hours a day. People who successfully complete the program will be hired by Warnerview.



AFWD One-Stop Statistics

Modoc Visitors

3,016

AFWD Business Services

Business Served	2,082
Service Provided	11,389
Positions Filled	3,102
Training Assistance	461

Program Services

Total enrollments P/Y 2013-2014

Adult	429
Dislocated Worker	403
Youth	218
Employed	829

Unemployment Rate

Butte 7.9%	Plumas 9.2%
Lassen 8.6%	Sierra 9.4%
Modoc 9.1%	

This Quarter's Success Stories

Debra Martin

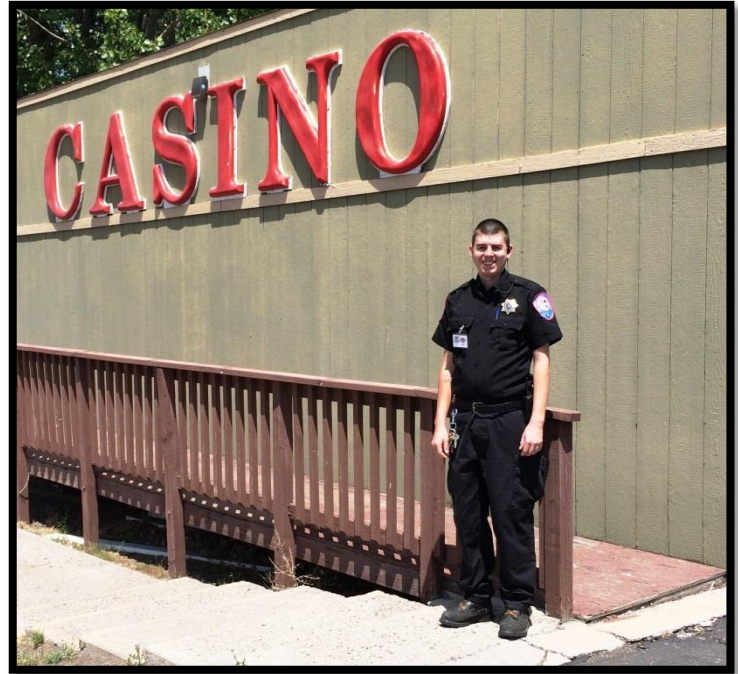
Debra came into the Modoc Business & Career Network office in March 2014 and was enrolled in AFWD's program. Debra had previously worked in Childcare providing excellent care for two premature twins and also had experience in the Food Service industry as a supervisor/baker.

Debra was interested in a full-time local position to stay near her daughter and grandchildren. She utilized the job board wall and had interest in Reception and Social Services positions. She came to all of her appointments and was diligent with her job search, followed up on all of her application packets and was open to many job opportunities due to the limited availability in the positions she was seeking.

In May 2014 Debra was contacted by Modoc County Social Services to begin their testing process. Debra was one of the few applicants that advanced through the written testing portion of the hiring process and was given an in person interview. She utilized AFWD's Mock Interview Workshop and was ready and confident for her interview. Debra was successful with her job search and was offered the position of Eligibility Worker I at Modoc County Social Services and has jumped feet first into training with her new job. She loves her new position and is happy she was able to obtain the position she was working towards. Congratulations Debra!



Jacob Close



Jacob came into the Modoc BCN office in April 2014 eager to obtain a full-time position to support his growing family. After being informed about the services AFWD offers, it was determined that Jacob was an excellent candidate for our services. He came to all of his appointments, met with his Career Center Advisor frequently and turned in thorough application packets. As a part of our applicant pool Jacob's resume packet was sent to two in house recruitments, one for Desert Rose Casino for a security guard position and the other for an open Ranch Hand Worker position. Jacob was offered both positions, but after brief consideration chose the Security Guard at Desert Rose Casino. Jacob is happy at his new position, becoming familiar with the company's policies and procedures. He is enjoying the customer interaction and is doing a very thorough job. Well done Jacob!

Success Stories Continued



Matthew Froeming

Matthew first came into the Modoc Business & Career Network in search of assistance with full-time employment in January 2014. Matthew is part of the Army National Guard and serves one weekend a month; he was an excellent candidate for the open recruitment of Dollar General. He stayed active at his job search and quickly obtained employment as a Sales Clerk at the new Dollar General location in Alturas.

In May 2014, Matthew came into our location again to utilize our follow up job referral services, still employed at Dollar General but looking to add more hours of employment to his current schedule. Matthew's resume was submitted for an in house recruitment for K&K Distributing and after a well-earned interview Matthew was hired as a Warehouse Worker. Matthew is keeping himself busy and maintaining employment at both positions now. Congratulations Matthew on your success!



Dominique Martinez

Dominique has been actively participating in the youth program since August 2013. She successfully completed all the workshops, stayed on track in school, and active in the program. Due to her diligence and hard work, Dominique began participating in a ten week Work Experience at Antonio's Cucina Italiana on April 21, 2014. She has shown great commitment to making this a successful work experience and her co-workers are all very pleased with her progress, willingness to learn, and reliability. Keep up the good work Dominique!!!!

