



Submitted by Terri Hiser-Haynes

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Alliance For  
Workforce Development, Inc.  
*Providing pathways to success*

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## **2011 Labor Law Update Presented to Lassen County Businesses**

On January 18, 2011, Traci Holt, PHR, C.A.C., Executive Director for Alliance For Workforce Development, Inc. (AFWD) facilitated Lassen Career Networks' annual labor law update workshop. This workshop was aimed at assisting local businesses in becoming familiar with, understanding, and knowing how the new 2011 state labor laws affect them, their employees, and their businesses.

Laws discussed include revised heat illness regulations, updated Workers' Compensation posting and regulation changes, Wage Claim Appeal, Bond Requirements and other court decisions that affect all California employers. The workshop was very well received, with 18 local business representatives attending to learn more about the new laws and the impact on their employees and businesses.

"Thank you so much for your help with this class. I always get a lot out of that class and of course see areas that can be structured in a more efficient and effective manner," stated Janice White, HR Manager from Collins Pine Company.

"Traci and the AFWD team did a fantastic job as always," shared Rocky Parker; Human Resource Coordinator for Northeastern Rural Health Clinics.

All businesses had the opportunity to order the 2011 Labor Law poster and required notices. Through workshops such as the Labor Law Update, AFWD continues to offer employer services that assist business owners with their success.

For further information on business and human resource services please visit, our website [AFWD home page](#)



## **Sexual Harassment Prevention Training for Managers and Supervisors**

# Presented at Northeastern Rural Health Clinics



## Northeastern Rural Health Clinics

On January 18, 2011 Holly Schirmer, Director of Business Services for the Alliance for Workforce Development, Inc., (AFWD) facilitated a customized Sexual Harassment Prevention workshop for [Northeastern Rural Health Clinics](#)' (NEHRC) supervisors and managers. The training, mandated by the passage of California Assembly Bill 1825, focused on the roles and responsibilities of workplace supervisors in the prevention and riddance of harassment and discrimination in the workplace. The goal of the workshop is to provide attendees with practice tools that they can use in their day to day work to effectively manage employee behavior. Topics covered during the workshop included:

- Federal and State Anti-Discrimination laws
- What Sexual Harassment is and is not
- How to identify and correct inappropriate behavior before it escalates
- How to handle a complaint

The workshop was very interactive with participants working through several case scenarios to come up with solutions for real workplace issues that they may encounter. Janelle Harding, HR Manager for NEHRC stated, "Northeastern staff has been able to receive relevant training that builds their skills and enhances job performance. NEHRC is a service organization and every dollar we invest in training benefits not only our staff but our clients as well. And with AFWD business services, NEHRC has been able to maximize its training budget."

For further information on Alliance for Workforce Development, Inc. business workshops and trainings please visit us at [our website](#).

## Welcome Chelsea Biatek, Career Center Advisor

Chelsea Biatek has joined the Alliance for Workforce Development, Inc., (AFWD) team as a Career Center Advisor. Chelsea comes to AFWD with several years experience working with the public. For the last four years she has worked in education as a Substitute Teacher, and has eight years of experience working for the Boy Scouts of America; as a member of their Summer Camp Staff she was in charge of implementing an advancement program for youth ages 5-18. Chelsea has a BA in South Asian History and Politics, and is currently attending Lassen Community College. She and her husband moved to the Susanville area in August of 2010, and Chelsea is looking forward to her new position with AFWD.



## Perseverance Pays Off

Most young adults who are high school dropouts coming to AFWD have come to the realization that they cannot get far in the work world without a high school diploma/GED. Richard Hinson was no exception; the difference being Richard was well-versed in high school subject matter with the exception of writing skills. Nemesis downfall

Richard came to the Lassen Career Network at the same time as several other young adults from the Doyle/Herlong area. All of them had transportation barriers, so Youth Advisor, Leslie Scott, met with them periodically at the Fort Sage Resource Center where they completed a series of Job Readiness and Basic Life Skills workshops. Richard also took the complete set of diagnostic exams for the GED. He scored well above passing levels for all subject areas except writing skills. A tutor could not be located in the Doyle area, so Richard decided he would study for the GED exam independently.

Armed with a study guide and a workbook, Richard struggled for months and then agreed to retest using the diagnostic. He scored almost identically to the first diagnostic. Richard was clear on the fact that he couldn't achieve this alone. He was also ready and willing to enroll at Lassen College to start on a career in IT, but he needed a GED to qualify for financial aid. It was at this point that we enlisted the help of tutor, Sarah Couso. Richard found rides into Susanville, faithfully kept his tutoring appointments with Sarah over a two-month period, and completed the entire Language Arts - Writing workbook.

Deemed ready for the GED exam and with some assistance from AFWD, Richard took the exam and passed. AFWD further assisted Richard with the enrollment, registration, and financial aid processes at Lassen College. A willingness to ask for help and perseverance paid off for this Lassen Career Network youth success story.



## **Universal Services Get's The Job Done!**

Joshua Grenfell had been searching for a job for several months when he came to Lassen Career Network. He needed to write a resume and type up an application. He used the Universal Services AFWD provides and worked in the computer lab to type his application. When writing his resume he used the examples of 'resume writing' from the Kiosk AFWD provides. Joshua then had a Career Center Advisor critique his resume and application. He was given some suggestions on how to improve them. After making the changes he was ready to apply for jobs. When a local employer contacted AFWD for a blind recruitment for a full time position as a Tech Support Technician for a copier company Josh's application and resume were submitted for consideration. Joshua was called for an interview right away and that week got the job. Joshua states that the resources, the computer lab and the assistance he received form a Career Center Advisor were all an integral part of him getting this job. He is grateful for AFWD and all the services they have to offer.

## **Alliance For Workforce Development, Inc., Staff Training**

On January 22, 2011 staff from all 4 office locations (Lassen, Modoc, Plumas & Sierra) came together to update their training to be able to better serve the participants that they assist with finding employment. Alliance For Workforce Development, Inc., (AFWD) staff came to the Lassen Career Network and spent the day learning how to better serve customers that have financial difficulties while unemployed. Brent Cunningham and Sue Vivilacqua, Lead Career Center Advisors for AFWD presented the training to other staff. Items discussed were helping customers understand how to make a budget, ways to cut expenses, resources in the community and making referrals to other agencies that might be able to assist customers during financial hardships. Staff was trained on completing an economic analysis which enables the customer to understand their income and expenses and determine need of financial assistance. Everyone shared information about resources in the communities and ways those resources can help customers when they are experiencing financial difficulties and how to refer someone to those agencies. Staff came away at the end of the training with a better knowledge of how to help customers with supportive services and budgeting and information on many resources that can assist the customers they are working with.

## **Interview Workshop Helped Her Get The**

# Job!

In May, 2010 Fran Oberg was laid off after 25 years working at Plumas Bank due to a reduction in workforce. She came to AFWD seeking assistance with job search as she had not had to look for work in a very long time. Fran and her advisor worked diligently to find new employment and learn how to job search in today's job market. In August Fran attended the "Ace the Interview" workshop held at Lassen Career Network. She had not interviewed in so long she was very nervous and felt the workshop would help her. The interview workshop teaches job seekers how to dress for an interview, practice answers to common interview questions, learn what to say and what not to say in an interview, and gives each participant a chance at being interviewed as well as interviewing others and receive feedback and advise on how to improve. Fran left the workshop very excited and felt she learned a lot. Right after the workshop Fran had an interview for a position at Lassen College. Fran states the workshop was extremely helpful and she was well prepared and comfortable for her interview. She was offered the position at Lassen College and credits the interview workshop with helping her "Ace the Interview". Fran followed up with us in December to say how grateful she was for the help and she is enjoying her new job. Congratulations Fran!

## Receptionist Alice Robinson, Welcome

Alice Robinson is welcomed to Lassen Career Network as a One-Stop Receptionist. Originally from Southern CA, she relocated to Las Vegas, NV for eight years before moving and settling in Susanville, CA six plus years ago. She brings with her Customer Service, Administrative and Receptionist experience having worked in various real estate offices and real estate investment firms as a Receptionist, Transaction Coordinator and Broker's Assistant. Once in Susanville she worked at the local Ace hardware store for six years as a cashier/customer service associate. Happy to be working as the frontline receptionist and getting back into the type of work she feels most comfortable with, Alice is looking forward to a long productive history with the AFWD team and is grateful for the position that was offered to her.



## Welcome Barbara Nott, Receptionist

Barbara Nott joined the Alliance for Workforce Development, Inc., team in February of this year. She is a new resident to Lassen County, having moved here from Tehama County, and brings with her eighteen years of experience working with the public in the Real Estate and Insurance markets. She enjoys the outdoors which makes the Susanville area a great home for her, though not quite used to the snow yet. She looks forward to working with the Alliance For Workforce Development, Inc. team to assist the community in helping people improve their quality of life, especially as a former client who has utilized AFWD services herself.



## **Business First Team Training Brings New Resources To Local Business Community**

Alliance For Workforce Development, Inc., (AFWD) Human Resource Consultants and Management staff from Lassen, Modoc, Plumas and Sierra participated in a two-day resource development training held at Lassen Career Network in Susanville. Experts from [Chabin Concepts](#) mentored the group in subjects including economic development, workforce development, current projects and activities, challenges, opportunities, and trends.

Sarah Murley from [Applied Economics](#) provided training on Custom Economic & Revenue Impact software. AFWD's staff is excited to be able to offer local business this resource as an assessment for their business' bottom line and the impact they have in the business communities.

Another resource being implemented in all 4 counties is the [Executive Pulse](#). This computer tracking program is a valuable resource for AFWD to record the needs and requests from our business communities, provide services and shared resources in our counties and keep the communication lines of both the businesses and staff connected.

"I'm very excited to have these new programs to implement. This will be very beneficial to Lassen's business community and I especially like the fact that I can now share with co-workers from other counties business activities which will benefit their business communities as well," stated Terri Hiser-Haynes, HR Consultant.





## On the Job Trainings Abound in Lassen County

In support of businesses, Alliance For Workforce Development, Inc., (AFWD) in Lassen County has stepped forward to help our small businesses in increasing the workforce and creating stronger employees. We have offered employers and clients the opportunity to take part in On the Job Training (OJT) programs. On the Job Training allows employers to really look at the skills they need their employees to know to be proficient in their job duties. Employers have stated that sitting down and really looking at the job at hand and being able to have a skill specific training plan for their new employees has saved them time and money. Employees participating in OJT's have stated that it is helpful to have a clear picture of exactly what the employer needs them to learn and in what amount of time they have to learn the skills. We currently have four OJT's going in Lassen.

Through the OJT program we are linking good employers and great employees and building a stronger workforce in Lassen County.

## New Business in Susanville

Nor Cal Wireless offers service in Lassen County. A northern California U.S. Cellular authorized retailer, Nor Cal Wireless opened the doors to their new location at 2850 Main Street in Susanville, CA in January, 2011. Upon opening, Alliance for Workforce Development, Inc., (AFWD) was able to assist owner Dan Harlan in compiling a list of qualified applicants for their new location, providing a total of six work ready applicants; five of whom were interviewed and three of whom were hired. Harlan was "very impressed with (AFWD)'s ability to provide so many qualified, motivated and enthusiastic candidates in a very short amount of time."

Of the three applicants that Harlan hired one of them was Laura Williams, an AFWD client who is new to store management. Being new to management Laura has been able to utilize AFWD's services not only in obtaining employment, but also as a resource for the company's Human Resource needs. AFWD looks forward to the opportunity to continue assisting not only Laura, but also Nor Cal Wireless as a new business in Susanville.

Welcome to town Nor Cal Wireless!





## Fine Tuning the Edges Gains New Career

When Laura Williams relocated here from Reno, Nevada in 2010 where she had worked in retail sales she came to Alliance for Workforce Development Inc., (AFWD) looking for assistance with job search. She met with a Career Center Advisor Stacie Shelton and went through an orientation of our services to assist her with job search. Laura already had computer skills and her resume needed just a bit of work. After Laura and Stacie worked together to polish her resume, she was soon off applying for work.

A customized recruitment came through the AFWD office for Nor Cal Wireless, a company new to the Susanville area. They were looking for an office manager and four sales staff. Career Center Advisor Stacie Shelton looked at her client list and submitted four clients resume and applications for the recruitment. There were six clients referred from AFWD for this recruitment. Of the six clients called, five were interviewed; four were offered jobs and three accepted positions. Laura Williams was hired full time as the stores' Manager/Sales position.

Laura is thrilled with the new position and she's doing well. Congratulations Laura!

## Reaching Out Pays Off

Amber Richardson came to Alliance for Workforce Development, Inc., (AFWD) looking for assistance with her resume and job search. She met with Career Center Advisor Stacie Shelton and went through an orientation of our services to assist her with job search and to work on her resume. Stacie encouraged Amber to attend a workshop on Resume writing where she learned a variety of skills to help her in writing a resume. She put her new resume tips to good use and polished her resume and her application. She was then ready to go out and job search.

Nor Cal Wireless was recruiting position for their new store. They were interviewing and hiring an office manager and four sales staff. Career Center Advisor Stacie Shelton looked at her client list and submitted four clients' resumes and applications to Terri Hiser-Haynes for the recruitment. There were six clients total referred from AFWD for the blind recruitment. Of the six clients called, five were interviewed; four were offered jobs and three accepted positions. Amber Richardson was hired for a full time sales associate.

She is thrilled to be working again. Congratulations Amber!



Laura Williams and Amber Richardson

## **Jobs, Economic Development and Sustainable Communities Forum Presented in Lassen County**

USDA Rural Development and Sierra Nevada Conservancy hosted an open forum to discuss economic development issues in Lassen County. The forum was held on Tuesday, March 22, 2011 at Diamond Mountain Casino and Hotel in Susanville. This forum focused on activities and initiatives that have resulted from USDA Rural Development's Jobs, Economic Development, and Sustainable Communities report. This report was compiled based on input provided by community leaders, citizens, business owners, and organizations from throughout rural California. Glenda Humiston, State Director, for USDA Rural Development gave an overview of the broad array of support that her department offers. The items covered included funding for business and cooperative development; community facilities; water & sewer systems; single & multi-family housing; loans, guaranteed loans, & grants; technical assistance; and staff support for applicants.

For a copy of USDA Rural Development's report click the link below:

<http://www.rurdev.usda.gov/Reports/CA-JobsReport-Feb10.pdf>

For more information on Sierra Nevada Conservancy please visit the link below:

<http://www.sierranevadaconservancy.ca.gov/>

## **Networking For Your Next Job**

A new workshop was presented at Lassen Career Network called "Networking for Your Next Job". As many as eight out of ten new jobs are obtained through some form of personal contact. Learning how to use personal contacts effectively, therefore, is crucial in your job search. Networking is the process of contacting individuals who can help you in your job search by either suggesting job leads and /or giving you referrals to other people who know of job openings. Through networking you will find out about job openings, obtain names of other people to contact, inform many people that you are looking for work, discover job openings before they are advertised, face less competition for jobs, be more familiar to the hiring authority and let people know what your skills and abilities are. The first workshop was a hit. By the end of the workshop several participants were exchanging phone numbers so they can network amongst themselves. All of the participants signed up for the next Networking Workshop. Remember, "It's not always what you know, it's who you know and who knows you".

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## **UPCOMING EVENTS**

### **How To Complete An Application Workshop**

**April 26 2pm-3pm**

**May 24 10am-11am**

### **Resume Writing Workshop**

**April 6 10am-12pm**

**April 21 10am-12pm**

**May 10 10am-12pm**

### **Ace The Interview Workshop**

**April 7 2pm-4pm**

**April 15 2pm-4pm**

**May 3 10am-12pm**

### **Networking For Your Next Job Workshop**

**April 14 2pm-4pm**

**May 17 2pm-4pm**

**April 5- Government Subcontracting 9am-12pm**

**April 9- 2011 Job Fair 9am-12pm at Lassen County Fairgrounds**

**April 14- SBDC Business Consulting available**

**May 11- Marketing and Advertising Workshop**

**May 19- SBDC Business Consulting available**

**May 25- Business Planning and Financial Analysis Workshop**

**May 26- Caltrans DBE Certification Workshop 9am-12pm**

**June 29- Website Development Workshop**