

# Community Coordinator Report

Lassen County

APRIL – JUNE  
2016

## Lassen Convening Session

NoRTEC partnered with Thomas P. Miller & Associates to bring businesses together and conduct a convening session titled “Building our Communities Workforce Discussion.” This meeting was a way to bring businesses and members of Lassen County together to discuss the state of the workforce in Lassen County.

Some of the topics covered were:

- The most significant economic opportunities or challenges impacting business.
- How businesses are addressing workforce challenges.
- Types of employer support available.
- Education and training requirements.
- Access to general labor market data.

This discussion was helpful for creating a strategy to meet the needs of businesses in the area. A large amount of input from business leaders was obtained in regards to what is currently working for their businesses and what areas are in need of improvement.



This information will be used to create a strategy to respond to the needs of businesses by providing services, programs, and assistance. Those in attendance shared valuable insights on their hiring needs as well as other challenges they face with bringing in new employees. Some of the highlights included teaching soft skills to younger workers and providing technical skills for more specialized jobs.

The participation in the discussion identified that employers are eager to discuss how to create a better workforce for the community. Overall, it was a very helpful meeting for the consultants running the session and those in attendance. Everyone was able to share ideas and areas of concern in order to bring positive suggestions and resolutions in a follow up session coming up in the fall.

## Lassen High Seniors Tour the Business & Career Network

Earlier this spring, Alliance for Workforce Development, Inc. (AFWD) was approached by the Student Employment (Workability) Coordinator for Lassen County Office of Education. She was organizing a tour for the graduating seniors in the Lassen High School Resource Specialist Program (RSP) and wanted to include the Business and Career Network. After a tour of Lassen Community College, eight students and several teachers and advisors with RSP met with a Career Center Advisor at the Lassen office.

The group was given an orientation to AFWD's job seeker services and lively discussion about conducting a job search ensued. Students were further introduced to the programs available in the Computer Lab including CalJobs, WinWay, and Mavis Beacon.



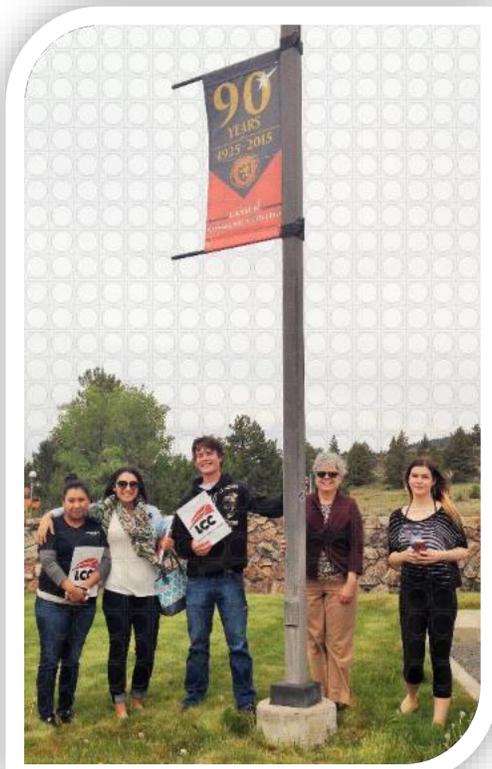
## Education Excursion to Lassen Community College

Youth Advisors in Lassen and Butte, as well as some of their youth clients, were treated to a tour of the campus at Lassen Community College (L.C.C.) on April 21, 2016. Davis Murphy, Outreach Coordinator for L.C.C., guided the group to visit the Career Technical Programs in which the youth were interested.

The group visited the Welding Program and met with Instructor, Kory Konkol. They learned how the new CNC (Computerized Numerical Control) and Robotic machines work and how the welding training program would apply to employment.

They also learned about the proposed Nursing program and its anticipated start date. Lassen College is in the process of renovating their library and dormitories. The group learned about the electronic conversion of the library, peeked at a current dorm room, and heard plans for the dorm updates.

At the end of the tour, the group attended L.C.C.'s Financial Aid Awareness event, speaking with financial aid representatives, and enjoying the barbecue lunch that was provided. The group unanimously agreed that L.C.C was a huge asset to our clients and the information provided was helpful.



## Amazing, in Training

Sally had been a house wife and had not worked a fulltime job for nearly 20 years when she came to the Business and Career Network. She was looking for full time work and had heard she might receive assistance from Alliance for Workforce Development. Sally met with a CCA and completed a series of interviews and assessments. It was determined she would benefit from the assistance of AFD. As she had worked several part time jobs, she had many transferrable skills. She strongly identified herself with her work, and had the desire to serve the community.

Sally applied for a position as an Integrated Case Worker I with Lassen County Health and Social Services, (Lassen Works). They were interested in hiring her, but felt she would need an On-the-Job Training (OJT) in order to learn the requirements of the position. She had a basic knowledge of social services, but not the technical skills and knowledge required. AFD and LCH&SSD worked together to develop an OJT employment plan. Sally was to meet a specific set of criteria in order to complete her training successfully.

Over the course of her training period, Sally consistently improved. This is not an easy position to learn, and it takes a great deal of time to grasp all of the technical details required. At first, Sally was a bit overwhelmed by all of the information she needed to learn. Due to the nature of this job, you never get caught up, which was difficult for Sally to accept. She has come to terms with the idea that she will always have more to do, but that she is doing her best at getting things done in a timely manner.

Over time, Sally began to feel more comfortable in knowing where to look and who to ask for information she needs. She works hard at managing her caseload and making sure her documentation is as complete and accurate as possible. After six months on the job, her supervisor stated, "You are doing amazing!" Sally has successfully completed her OJT, and continues to learn and grow each day. Your hard work is definitely appreciated, Sally!



## Goal Achieved

Paulette had been out of work for over a year when she visited the Business and Career Network in the hopes of finding a fulltime job. She requested Career Services assistance in working on her resume, as she wished to apply for the very specific position of Executive Assistant with the Chamber of Commerce. She was excited about the opportunity, but felt she had little chance of getting the position as she knew many people would also be putting in for it. She has lived in Susanville all of her life, and felt strong ties to the community she wished to serve. With the help of a Career Center Advisor (CCA) who offered advice on the format, style and what types of information to include, Paulette was able to create a professional resume and cover letter to submit to the Chamber of Commerce.

On April 11, 2016, Paulette contacted the CCA she had worked with to tell her she had gotten the job and was starting that day. She was surprised to have been chosen. She had been given the interview right when she dropped off her resume. She was highly appreciative and felt she would not have gotten the position if it had not been for the assistance she received at the Business and Career Network. She stated, "You give people confidence and made me feel good about myself, which increased my self-esteem." She also stated she felt the CCA cared and was patient and helpful.

Congratulations on getting the job you had hoped for so much, Paulette!



## The Success Continues

Alex completed the Police Officer Standards and Training (P.O.S.T) Academy at Butte College in December of 2015, with the intention of becoming employed as a law enforcement officer. Alex applied for and soon afterward was offered the position of Deputy Sheriff Trainee with the Lassen County Sheriff Department. This was what Alex had trained for, and he was excited to begin his new career.

As a client of Alliance for Workforce Development (AFWD), Alex heard of the possibility of participating in on-the-job trainings (OJTs). Because new law enforcement officers are required to complete a supervised Field Training Program in California, it made sense for the Lassen County Sheriff Department to partner with AFWD to create an on-the-job training program for Alex.

As part of his OJT and of the Field Training Program, Alex was required to meet a series of rigorous standards in order to become proficient as a law enforcement officer able to work on his own. He worked hard through his OJT and Field Training programs, even finishing his OJT early, and proving he was an ideal candidate for AFWD's OJT program.

Alex has completed the required hours of his OJT and is on his way to becoming a full-fledged Sheriff Deputy. His hard work and dedication have shown he has what it takes to be successful as a Law Enforcement Officer. Thank you for working to make Lassen County a safe place to live, Alex!



## Motivated and Determined to Achieve

Crystal grew up in an extremely rural foothill area bordering Yuba and Butte Counties. She had never finished high school and had worked primarily for small restaurants in that area. The last business for which she had worked closed and she was receiving unemployment benefits. A friend who owns a home in Susanville offered her the opportunity to move to the “big city” for nominal monthly rent. In the beginning of 2016, Crystal moved to Lassen County with her four year old daughter.

Crystal came to the Lassen Business and Career Network to meet with Lassen County Community Social Services. She inquired about help finding work and earning her high school diploma. She met with a Youth Career Center Advisor who she informed that she would be trapped in low paying jobs without her diploma and she wanted to do better for herself and her daughter. Not many youth have that kind of clear understanding of education and the work world. Crystal and her Advisor researched her options by obtaining her transcripts and running them by Lassen High School Adult Education. Crystal completed several personal and career assessments which pointed her in the direction of health care. Crystal really believed she would excel as a Certified Nursing Assistant. In the meantime, Crystal learned her monthly income was not going to be what she expected. Fortunately, an inquiry was made by a local agency looking for a referral for a prep cook.

Crystal and her Youth Advisor worked together to produce a hospitality focused resume. She was interviewed twice by the agency and offered the prep cook position. It was not her current career goal, but she had the skills, knowledge, and certification to do the job and it was helping her stay afloat financially. The information that came back from Lassen High Adult Education was not as positive – Crystal would have to complete almost a year of full time high school for a diploma. The other option to look at was obtaining a GED. Crystal took the pre-test, the GED Ready, for all four GED subjects. Showing the ability to pass three of the four tests, her Advisor helped her to schedule those three subject tests at the local testing center, the Lassen District Library. Crystal took and passed the Language Arts, Social Studies, and Science tests. Crystal’s Advisor looked at the GED recommended study plan for her one nemesis, the Math test, and began tutoring her in the areas she needed to improve.

On the career front, Eagle Lake Village Assisted Living Community was holding a job fair. Crystal was assisted with redeveloping her resume focusing on her compassion and service skills. Her advisor met her at the job fair and assisted her with the application process. Crystal was hired as a Resident Aide. She loves her new job assisting the elderly and states she can work a twelve hour shift and not feel tired. Just recently Crystal completed training and received a promotion to the position of Med Tech in which she’s approved to administer medications. At the time of this writing, she is scheduled to take her final GED test in Math which will complete her last goal in the program.



## Everything Happens for a Reason

In September of 2015, Tamra came to the Business and Career Network (BCN) to find help with job-search, job referrals, interviewing and resumes. Tamra had worked in clerical positions previously, with an interest in the law enforcement field. Because of her previous experience, she was interested in possibly working as a Bank Teller, or as a Front Office Receptionist to make use of her transferrable skills. Tamra met with a Career Center Advisor (CCA) with Alliance for Workforce Development and together they created an employment plan to assist her in finding a job suited to her skills and interests. CCA assisted Tamra with updating her resume and creating cover letters that were professional in appearance. During one interview, she was told her Cover Letter was “amazing”.

Tamra and her CCA also worked on how to answer interview questions and conducted multiple mock interviews. Tamra spent a great deal of time working in the computer lab at the BCN, as well as at home working on job applications. She had a few interviews, but was not chosen for any of the positions. After a few months, Tamra became discouraged, and even considered moving out of the area because she thought there would be more opportunities elsewhere.

In February, Tamra interviewed for a position with Banner Lassen Medical Center (BLMC). Unfortunately, she did not get offered that job, as they had chosen another applicant with more experience. A few weeks later, she received a phone call from a BLMC Recruiter suggesting she apply for the position of Patient Financial Services Representative with BLMC. She applied right away and was soon after called in for an interview for the position. She was called for 2 other interviews that week as well. After all of her interview preparation, she was well prepared. She told her CCA, “I could answer any question I’m asked right now.” She aced her interview with BLMC and was offered the position which she started on April 11<sup>th</sup>.

Things are going great with her new position so far. Tamra felt so much relief, she was unable to express it. She stated, “Everything happens for a reason.” Now she is earning higher wages than at her previous job, and has regular work hours. She says it is a tough job to learn, but she is putting all of her effort into it. She feels she is learning a lot every single day. She expressed her appreciation for the support and assistance she was given by her CCA. Well done, Tamra. Your persistence was worth it!





# AFWD America's Job Center of California Statistics

**Lassen County Visitors**

**21,008**

**AFWD Business  
Services**

Business Served	1,567
Service Provided	9,982
Positions Filled	2,394
Training Assistance	197

**Program Services**

Total enrollments

Adult	168
Dislocated Worker	147
Youth	72
Employed	319

**Unemployment Rate**

Butte 5.9%	Nevada 4.3%
Lassen 6.0%	Plumas 8.1%
Modoc 6.7%	Sierra 7.0%

