

A scenic landscape photograph of a valley with rolling green hills, a small white church, and a cluster of houses in the distance. In the background, there are large, rugged mountains under a clear blue sky. The title "Community Coordinator Report" is overlaid in a large, white, cursive font with a slight glow effect.

# Community Coordinator Report

Submitted by Terri Hiser-Haynes

*October 1-December 31, 2010*



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

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## **Alliance For Workforce Development, Inc. Briefs Lassen County Board Of Supervisors**

During the Lassen County Board of Supervisors regular public meeting on October 19, 2010 Traci Holt, Executive Director for Alliance for Workforce Developments, Inc., (AFWD) gave the following [report](#) on the 2010 Lassen-Plumas-Sierra Community Action Agency (LPSCAA) program.

## **Clean Energy Workforce Training Program**

With funding provided through a special grant and the support of Alliance For Workforce Development Inc. (AFWD), 15 participants were able to receive specialized training in several areas of “Green” construction and energy occupations. This training builds upon the participants existing skills in the construction trades and prepares them for the changes in the industry as it moves to a more energy efficient and environmentally friendly industry. The Clean Energy Workforce Training Program grant that paid for tuition, lodging other necessary expenses enabled the participants of AFWD to receive training in the NCCER Core Foundation Course and the Certified Green Building Professional Course. After these two pre-requisite courses were completed the participants were able to choose one of the following specialized courses: Home Energy Measures and Rater, Building Analyst and Solar Photovoltaic Installation.

The Home Energy Measures & Rater Course provided hands-on instruction in how to perform Title 24 HERS measures such as duct testing and blower door training and both the technical rules and regulations and how to perform HERS verifications. They were also instructed on how to inspect, measure and report on existing homes energy characteristics such as insulation levels, window efficiency, wall to window ratios, heating and cooling system efficiency and the solar orientation of the home. They also learned the code of ethics and rating standards of practice. The Building Analyst students received training in whole house energy efficiency and building performance testing, evaluation and contracting with home owners for upgrading existing homes to improve comfort, safety, health, durability and energy efficiency. The Solar PV class provided a comprehensive entry level PV installation course designed to meet the NABCEP entry level certificate program. The course covered PV markets and applications, safety basics, electricity basics, solar energy fundamentals, PV module fundamentals, system components, PV system sizing principles, PV system electrical design, PV system mechanical design, performance analysis and maintenance & trouble shooting.

The participants attended Shasta Builders Exchange in Redding who provided the training which ran 1 ½ to 2 months long. Upon completion of the courses the participants received Certificates of Completion in each course and are in the process of taking the state exams to be state certified in their specialty area. The participants felt this training was very valuable and will make them more employable and could not have afforded this valuable training on their own. The participants and their AFWD Career Center Advisors are working together to upgrade resumes, learn interview skills and find employment. Congratulations to all the participants!

## **AFWD Goes to School**

In 2006, Susanville’s Lassen High School started a chapter of Future Business Leaders of America (FBLA) with five members. In just four short years, the FBLA Club has grown to 61 members. Lassen High also offers a FBLA course available for juniors and seniors where they earn high school plus Lassen College credit and a University of California college entrance elective credit. For the second year in a row, Dawn Egan, FBLA advisor and teacher, contracted with AFWD to train and prepare her FBLA class in interviewing skills. The purpose of the training is to assist her students with all the types of interviews they may face in the near future: colleges, jobs, and scholarships. In addition, FBLA members compete in statewide and national competitions.

**On October 18th and 19th, AFWD Advisor Leslie Scott facilitated an Interviewing Skills Workshop to Ms. Egan's class. The students reviewed aspects of the three phases of interviewing: preparation, the interview itself, and follow-up to the interview. The main focus was on the most important phase, the preparation. Students discussed proper attire, planning travel time, and researching the interviewing organization. They practiced traditional interview questions such as "Tell me a little about yourself" and "What are your strengths and weaknesses?" They had a chance to also learn strategies to answer behavioral interview questions. Critiquing each other and listening to advice from Ms. Scott and Ms. Egan, they practiced interviewing greetings and postures based on different interviewing situations. At the end of the two sessions was a discussion of how to thank the interviewer and when it's appropriate to do a telephone follow-up.**

**On October 21st, AFWD Program Manager Chris Sullivan and Advisor Jin Hee Williams interviewed all the students in the class. They were each given a choice of five different jobs to which they could interview - all actual postings from AFWD's Job Board. The positions were Waiter/Waitress, Bookkeeper, Dish Washer, Cable Installer, and Attendant for the Disabled. Every student was asked a series of questions applicable to that job. Students were able to demonstrate their answers to traditional questions practiced as well as behavioral/situational questions such as: "Give me an example of the rudest person you have had to deal with. How did you handle the situation?" and "How do you define good customer service?" Each interview lasted seven to ten minutes and students were rated on a point system. The following week, an award ceremony was held in the classroom. In addition to certificates being awarded in all job categories, the top three overall interviews were announced. The top three awards went to James Melander, Jordan Guess, and Gabe Somoza. Congratulations to all!**

**Dawn Egan is already looking forward to next year: "I am hoping for two sections of twenty plus students next year. It will make the workshops really fun!" We're ready, Dawn!**





## **Credence High School Presentation**

**On October 12th, Chris Sullivan, Program Manager for AFWD, Inc. had an opportunity to talk to Credence High School students about the services that are offered at the Lassen Career Network One-Stop.**

**Credence High School is one of 5 high schools in the Lassen Union High School District. It is an alternative school that serves approximately 55 students in grades 10-12. Credence High School provides education opportunities for students that are potential dropouts, credit deficient, chronic truants, or have behavioral problems.**

**Chris Sullivan was able to meet with a group of about 40 students at Credence High School. She talked about the Youth Program that AFWD, Inc has to offer. She also discussed the local job market and how 16-17 year olds can fit into the local workforce. Chris was able to give tips to the students regarding specific employers in our area that will hire people under 18. Students were interested to hear about the opportunities and skills that can be gained by working in fast food restaurants. She discussed what employers look for when hiring as well what it costs outside of wages for employers to hire people. Chris Sullivan handed out flyers and gave an overview of the different services such as the Computer Lab, free workshops, and basic computer system classes that are offered at the One-Stop. The students had a lot of great questions and were pleased to have the information provided.**

**AFWD, Inc. would like to thank Cris Potter, Teacher from Credence High School for inviting us to meet with her students.**

## **Applying for Federal Jobs**

**One of the biggest employers throughout our four counties is the Sierra Army Depot located in Lassen County in Herlong about 45 miles outside of Susanville. The Sierra Army Depot application process goes through the CPOL website [cpol home page](#) as well as USAJobs [usajobs home page](#) When people want to apply for any federal jobs they must use the CPOL and USAJobs processes. The CPOL can be quite a tricky process to navigate and Alliance For Workforce Development, Inc (AFWD) has taken the initiative to assist our local community by holding workshops that will guide**

everyone through these lengthy and sometimes confusing websites.

On Wednesday November 10th, Abel Ramoz, Computer Lab Coordinator, held a workshop on Applying for Federal Jobs. Abel handed out step by step instructions that explained how to find and navigate the USAJobs website to find openings in our area. Participants were taken through the registration and profile building portion of the CPOL system, which is where the USAJobs website pulls the application from for Federal jobs. Then participants were given an overview of USAJobs and shown how to apply and “Self Nominate” for the positions attendees would be applying for. The “Self Nomination” portion of the application process is absolutely crucial when applying for Civilian designated Federal job. Abel was then available for questions and attendees reported that the workshop and information received was extremely helpful and eye opening.

To date the Applying for Federal Jobs has been our most successful workshop. AFWD, Inc looks forward to continuing this workshop on a regular basis.



## **Sexual Harassment Prevention Training Presented To Lassen Area Businesses**

Employment law is ever-changing and maintaining a workplace free from all forms of harassment adds to the challenges of supervisors, human resource managers, and businesses. California’s enacted AB 1825 has far-reaching implications for potential employer liability. The law requires “Mandatory Sexual Harassment Prevention” training for all businesses having more than 50 employees, or employers who use the services of 50 or more people, including temporary or part-time employees, or independent contractors.

In order to ensure that Lassen area employers are equipped with the resources needed to prevent and stop sexual (and other forms of) harassment in the workplace and comply with AB 1825, Alliance for Workforce Development, Inc. (AFWD) hosted a 2-hour Sexual Harassment Prevention

**Training on November 1, 2010 in Susanville, CA. The workshop included a detailed overview of what sexual harassment is, explained legal definitions, discussed sexual harassment prevention, and showed attendees how to handle sexual harassment complaints and maintain a positive work environment.**

**The training included practical, realistic job situations that supervisors may encounter in their daily work. Job-specific scenarios were utilized to help participants transfer the skill points to their own work environment and build the bridge to their everyday employee interactions.**

**“By providing this and other workshops locally, AFDW assists employers with valuable and relevant training in a convenient and cost effective manner that minimizes employees’ time away from work, while keeping the cost down,” stated Terri Hiser-Haynes, HR Consultant for AFDW. “The Sexual Harassment Prevention Training is always well attended by both large and small employers and gives supervisors the opportunity to receive the mandated training once every two years.”**

**“Having a better understanding of various types of harassment and situations is very beneficial and the training was very well presented,” stated Adam Coya of Payless Building Supply.**

**Alliance for Workforce Development, Inc. (AFWD) provides workforce development and human resource services throughout Plumas, Lassen, Modoc and Sierra Counties. Through a team approach, and in collaboration with other organizations, AFDW is committed to meeting employers’ workforce preparation needs. For further information on AFDW’s business services please visit us at [AFWD home page](#)**

**For further information on AB 1825 and training requirements please visit the California Department of Fair Employment and Housing (DFEH) at [DFEH home page](#)**





## Hot Jobs Board for All

Alliance for Workforce Development Inc., (AFWD) offers a variety of employment services, including a convenient to use Hot Jobs Board. Job seekers are invited to view this board which is located in our lobby for any employment opportunities they are qualified and interested in. The job board is updated daily by the AFWD front-line receptionists to ensure new and upcoming positions are available to the community. Positions are posted for Lassen County and the surrounding counties including Plumas, Sierra, and Modoc. This service is designed to help job seekers and businesses with their employment/employee needs. All counties work in conjunction with one another to supply jobs that are in demand, categorized from a variety of jobs including county positions, healthcare positions to local maintenance positions to help serve all employment fields.

The job board serves local business owners and managers with a cost-effective resource to successfully recruit qualified employees. Services are targeted to making sure job seekers and businesses have the maximum exposure and all the resources and tools to succeed.



# **Veteran's Benefits Workshop Held at Lassen Career Network**

**On 10/21/2010 Andrew Gaynor & Kathleen Johnson of the Employment Development Department-Cal-Vet Corps presented a workshop at the Lassen Career Network to inform veterans about the many benefits and services available to them that they may not be aware of. Also present were Canaan Boswell and Kevin Marshall with "California Operation Welcome Home", Michael Schneider-Veterans Service Officer, Wayne Bienkowski from the Employment Development Department (EDD) and Sue Vivlacqua-Career Center Advisor for Alliance For Workforce Development, Inc., (AFWD). The workshop focused on the program "California Operation Welcome Home" which was launched by Governor Arnold Schwarzenegger. This is the first statewide campaign in the nation to connect with every veteran to determine their needs and refer them to the services that can help them transition successfully from the battlefield to the home front.**

**Many of the services and benefits available to veterans were presented at the workshop. Such services and benefits include Educational, Health, Employment and Training benefits. Veterans also have access to a Veterans Service Office which can assist with other services such as Pensions, Life Insurance, Home Loans, State Benefits and Burial Benefits. Educational benefits for qualified veterans and veteran's dependents include tuition and fees, housing, work study, on the job training and apprenticeships. Veterans can even qualify for fishing and hunting licenses, state park entrance passes, business licenses and tax fee waivers as well as property tax exemptions. Veterans may qualify for financing for a home purchase. Everyone received the "California Veteran's Resource Book" which is filled with information on the many benefits that veterans have earned and deserve. The book also has contact information for all the benefits and services available.**

**Wayne Bienkowski from EDD explained how he can assist veterans with their job search and training and explained the veteran's preference of service. Sue Vivlacqua of AFWD gave an orientation on all the available services for job seekers such as resume and interviewing workshops, computer classes and skills upgrade, career assessments and job referrals.**

**There was a wealth of knowledge shared about all the different benefits and services available to veterans. One of the veterans in attendance was excited to learn his child in college could possibly receive free tuition for college.**

**If you are a veteran or family member of a veteran you can contact Andrew Gaynor or Kathleen Johnson at 530-741-4218 to learn more about Operation Welcome Home, or Michael Schneider-Veterans Service Officer at 530-251-8192. You can also contact Wayne Bienkowski-EDD at 530-283-6852 for assistance with employment services for veterans. If you are interested in assistance with finding employment and upgrading job search skills contact Lassen Career Network at 257-5057 or visit [AFWD home page](#)**



## **AFWD Job Applicant Pool Works!**

**In March 2010 Lenora Goni was laid off from her job due to a reduction in workforce after working for 2 ½ years. She came to Alliance For Workforce Development, Inc., (AFWD) for help in finding work. Lenora had many transferrable skills but felt she could use to upgrade her skills to become more employable. Lenora and her Career Center Advisor worked together to improve her resume and Lenora started Quick-books training through AFWD's online training program. After her resume was made she was placed in the Job Applicant Pool. AFWD recruits for many employers and uses the job applicant pool for customers working with advisors to refer job ready candidates.**

**In September Lassen County contacted AFWD to help with recruitment for an Account Clerk position. Lenora fit the bill and her resume was submitted to Lassen County. Lenora was called for an interview and offered the position the same day. Lenora was very excited to be interviewed and said "I don't even remember applying for the job." In December we followed up with Lenora and she is still working for Lassen County and loves her job. Congratulations Lenora!**

## **We Can Help You Impress By Standing Out Among The Rest!**

**What job are you vying for? Are you prepared to showcase your professional self in an interview for that job? Many job seekers have gone beyond the main doors of the Lassen Career Network, which serves as Susanville's local one stop employment center in order to be inducted into the job seeker "Interviewer Hall of Fame". A mock interview is a service that is accessible through the Alliance for Workforce Development, Inc. that helps those steadfast seekers prepare for an interview.**

**The purpose of these mock interviews is to help prepare job seekers for the real thing. An interview is set up and facilitated by a panel of experienced Career Advisors simulating potential employers. Questions asked in a mock interview are tailored to the job the client is interested in obtaining. This**

set up not only provides a platform for the job seeker to formulate techniques to advertise ability and aptitude, it also provides an opportunity for the job seeker to get their feet wet with practice. Advisors strive to perpetuate a professional vibe throughout the mock interview in order to provide an authentic interviewing experience.

Afterwards, job seekers are able to further cultivate their skills by getting feedback on their answers, body language, and appearance. Recommendations and accolades are given in order to highlight certain areas of the mock interview. Even the most confident interviewee can benefit from practice and feedback. Please visit Lassen Career Network in Susanville at 1616 Chestnut Street, Susanville or visit our website at [AFWD home page](#) for more information.



## **AFWD is Gearing Up for Virtual One Stop System**

AFWD staff is gearing up for the new VOS system. On December 14th AFWD staff had their initial introduction to the VOS training site. Brian Boyer from NoRTEC and Heather Kelnhofer from the Smart Business Resource Center came to train the CCA's on the new VOS system. The Customer Registration process, which is a new and exciting feature of the VOS that MIS didn't have. Staff was excited to see how customers will be able to freely access Job Search, Resume Builder, Financial Planning and preliminary Self Assessments through the internet based system. Most exciting is that staff can refer and then track customer activities with the click of a mouse. Our staff was encouraged to explore the training site, ask questions, problem solve issues, enter data, and get results.

AFWD staff was also introduced to the Case Management portion of the VOS which includes Application, Enrollment, Case Notes and Exits. Chris Sullivan, Program Manager; Sue Vivilacqua, Lead CCA; and Brent Cunningham, Lead CCA have created an in depth "VOS Manual" which was a huge success with the staff. The VOS Manual offers step by step instructions as well as screen-shot by screen-shot examples for every step of the Case Management process in the VOS system.

AFWD staff continues to explore the VOS training site. We are finding new and exciting ways to

**implement the new system while exploring how this system will help streamline Case Management.**



## **AFWD Supports a Buy Local Campaign throughout Lassen County**

**During the holiday season The Alliance for Workforce Development, Inc. (AFWD) has partnered with Feather Publishing in an effort to build awareness of how important it is to support our locally owned businesses. The goal is to raise public awareness and to educate consumers of the importance of buying from shops within their own neighborhood.**

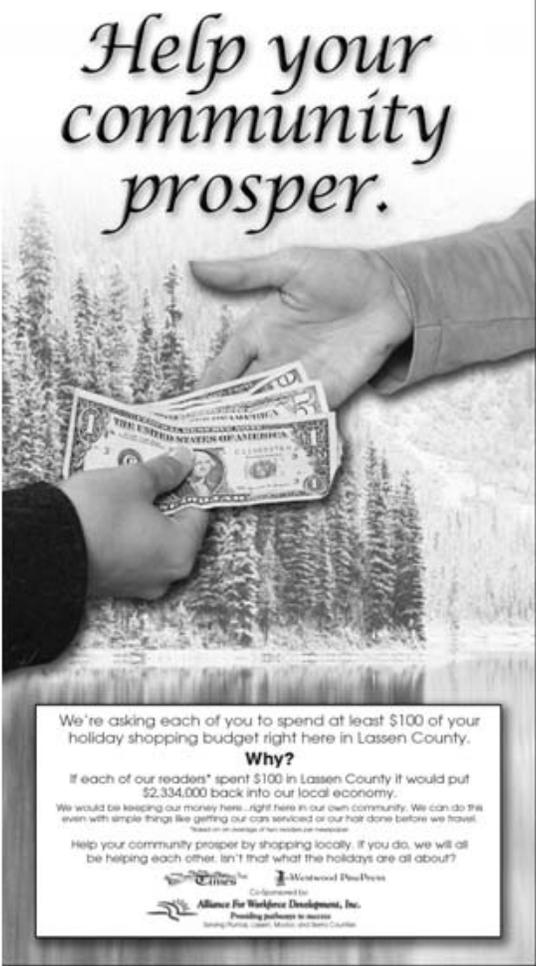
**When people shop locally, a percentage of the total State sales tax is allocated for local funding. This pool of money, allocated to each county every quarter, helps pay for services such as emergency services. When shoppers spend money out of the county, or online, those tax dollars support services in other communities.**

**The partnership between AFWD and Feather Publishing aims to bring an awareness of how we can all help to:**

- Keep Our Neighbors Working**
- Keep Our Local Economy Strong**
- Keep Our Community Strong**
- Keep Recycling Our Dollars**

**To this end, The Alliance for Workforce Development, Inc. has co-sponsored the “Spend \$100 in Your Community” Campaign which is being featured in full page advertisements and editorials in**

both of the Lassen County local newspapers. See this advertisement in the Lassen Times and the Westwood Pine Press.



*Help your  
community  
prosper.*

We're asking each of you to spend at least \$100 of your holiday shopping budget right here in Lassen County.

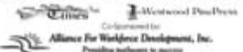
**Why?**

If each of our readers\* spent \$100 in Lassen County it would put \$2,334,000 back into our local economy.

We would be keeping our money here...right here in our own community. We can do this even with simple things like getting our cars serviced or our hair done before we travel.

\*Based on an average of 100 readers per newspaper.

Help your community prosper by shopping locally. If you do, we will all be helping each other. Isn't that what the holidays are all about?

  
Co-sponsored by  
**Alliance For Workforce Development, Inc.**  
Providing pathways to success  
through training, career, and workforce solutions.

## Lassen Career Network Hosts U.S. Forest Service Recruiting Event For 2011

“A career with the Forest Service will challenge you to manage and care for more than 193 million acres of our nation’s most magnificent lands, conduct research through a network of forest and range experiment stations and the Forest Products Laboratory, and provide assistance to State and private forestry agencies. It’s an awesome responsibility – but the rewards are as limitless as the views,” is the invitation as stated on the US Forest’s web site employment page. If working in the great outdoors sounds exciting and challenging then the US Forest Service may be the place to be!

In order to find out if the US Forest offers a career for them, Lassen county area job seekers were invited to attend a recruiting event facilitated by the Lassen US Forest Service. The December 15 and 16, 2010 recruitment was co-hosted by Lassen Career Network and Alliance for Workforce Development, Inc. (AFWD) in Susanville. Community members were invited to meet with US Forest Service personnel to explore career opportunities within the agency during the 2-day, open house format event.

US Forest Service staff on hand showed a video open positions including wild land firefighting, and demonstrated AVUE, the on -line job application system, and shared information on the benefits of

working for the USFS.

AFWD staff was also on hand to explain its job seeker services and to register interested persons.

For more information on careers with the USFS, please visit [USFS home page](#) or [AVUE home page](#)



## Assistance for US Forest Service Contracting Offered

On December 17 and 21, 2010 Alliance For Workforce Development, Inc. (AFWD) partnered with Shasta College Small Development Center (SBDC) to provide no cost counseling assistance to businesses in Lassen and Modoc counties interested in doing business (Firefighting equipment) with the USFS Region 5. All interested vendors must now go through the Virtual Incident Procurement (VIPR) process in order to compete for a contract with the USFS. All equipment, e.g. water trucks, mechanics trucks, timber fallers, dozers, transports, tents, wash stations, and many others, are now being competitively bid.

Reservations were required for the counseling which included on-site online application process and guidance. 13 participants took advantage of this service. For more information on the services the SBDC offers please visit [SBDCsc home page](#) and for more information on AFWD services please visit [AFWD home page](#)



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## UPCOMING EVENTS

January 13- Resume Building Workshop 2pm-4pm

January 18 - Labor Law Update Workshop

January 20- SBDC Business Consulting available

January 27- CPOL Workshop 2pm-4pm

**February 10- "It's Who You Know" Networking Workshop 1pm-3pm**

**February 17- SBDC Business Consulting available**

**February 24- Interviewing Skills Workshop 2pm-4pm**

**March 10- Resume Building Workshop 2pm-4pm**

**March 11- Independent City**

**March 17- SBDC Business Consulting available**

**March 22- Interviewing Skills Workshop 9am-11am**

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