On January 19, 2016, Traci Holt, PHR, Executive Director of Alliance For Workforce Development, Inc. (AFWD) facilitated the Modoc Business and Career Networks’ annual labor law update workshop. This workshop is aimed at assisting local businesses understanding how the new 2016 state labor laws affect them, their employees, and their businesses.

New Labor Law topics included:
- Fair Pay Act
- Minimum Wage Increase & Impact to Overtime
- Unemployment Insurance & Electronic Reporting
- Expanded Enforcement of the Labor Commissioner

Always popular topics discussed were:
- Paid Sick Leave
- Meal and Rest Periods
- Wage Orders

The workshop was very well received, with 26 local business representatives attending to learn more about the new laws, and the impact on their employees and businesses.
2016 Labor Law Workshop

First time attendee Shauna Waterman, from Modoc County Title stated, “There was a lot of valuable information presented at the Labor Law Workshop and the handouts were very helpful to reference back to.”

Melissa Channell and BB Hopkins of the Strong Family Health Center commented that, “The Labor Law Workshop was very informative and this presentation was the best one yet.”

Long time attender, Stan Yagi owner of Antonio’s Restaurant said, “I have attended the Labor Law Workshop every year since they started at the Modoc Business and Career Network and I always learn something new.”

All the businesses who attended had the opportunity to order the 2016 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.

Alliance for Workforce Development, Inc. provides workforce development and human resource services throughout Butte, Lassen, Modoc, Nevada, Plumas and Sierra Counties. Through a team approach, and in collaboration with other organizations, AFWD is committed to meeting employer’s workforce preparation needs.

Thank you to all who attended!
Modoc Youth Advisor, Erika Mariscal recently had the opportunity to meet with the foster youth at Warner Mountain Group Home in Canby and share a Customer Service Workshop with them. The workshop was given to a total of 25 teens and 7 teachers who attended. Erika used an interactive method to encourage the teens to participate. It ended up being an exciting workshop due to the energy and participation of this large group of teens.

Erika reviewed the following “Ten Rules for Customer Service” with the group.

1. Commit to quality service.
2. Know your products.
3. Know your customers.
4. Treat people with courtesy and respect.
5. Never argue with a customer.
6. Don’t leave a customer hanging.
7. Always provide what you promise.
8. Assume that customers are telling the truth.
9. Focus on making customers, not making sales.
10. Make it easy to buy.

Additional subjects covered in the workshop were:
- The importance of saying “Please” and “Thank You” to customers.
- Using people’s names to make customer interaction a more personal experience.
- Being aware of non-verbal communication; body language can be more powerful than words.

Erika was also able to review questions related to job search. The subject that inspired the most questions and a lively discussion was the topic of Social Media. The teens were eager to learn why employers were looking on Facebook and other social media sites for information about potential job candidates. Erika explained that many employers would be likely to think twice before hiring a person if the following subjects were posted on their social media account.

- Inappropriate photos.
- Alcohol or drug use.
- Negative posts about past employers and co-workers.
- Lack of communication skills as well as any discriminatory content regarding race, gender, religion or any other issues.
Megan Billingsley is a full-time Emergency Medical Technician (EMT) who has been working for Modoc Medical Center in Alturas since July 2015. Becoming an EMT was the first step in Megan’s dream to becoming a Paramedic. Megan self-initiated applying for Paramedic training through Absolute Safety Training-AST and was accepted into their year-long Paramedic training program. Megan sought help from the Alliance For Workforce Development, Inc. (AFWD) through the Modoc Business and Career Network. She requested training assistance to supplement the funds she had been working hard to save towards tuition and the significant travel expenses associated with the Paramedic training program. After interviews and assessments, Megan was deemed a suitable candidate for training assistance.

Megan’s training began on January 8, 2016 and will continue through December 31, 2016. She will remain working as an EMT at Modoc Medical Center while attending classes and clinical training on her days off work. The classroom training facility is 220 miles away and requires an overnight stay each week to attend classes. Megan will also be required to travel to other Northern California locations for “clinical” training sessions. Her schedule is grueling, but she is determined to fulfill her dream and is thriving in the training program. Megan often states how much she LOVES the Paramedic training program.

Megan’s recent training includes studying drug types and their effects, completing an eight-hour mental health clinical training at Butte Mental Health and learning to insert an IV into a live person.

Keep up the hard work, Megan and congratulations on making your dreams come true!
A Bright Future Ahead

Alliance For Workforce Development, Inc. (AFWD) frequently assists Modoc County Sheriff’s Office with their recruitment needs. The department was in need of filling a Correctional Officer position and requested AFWD be on the lookout for any job seekers with an interest in the Law Enforcement field.

Frankie had previously worked as a Certified Nursing Assistant (CNA) and Medication Aid in Oregon. After relocating to Alturas, her goal was to build a career in a challenging field where she could earn enough money to support herself and her young children. Frankie applied for a Correctional Officer position with the Modoc County Sheriff’s Office, excited to find an opportunity that matched her career goals.

Though Frankie had some transferrable skills from her previous employment in the healthcare industry, she had no experience in the Corrections field. The Modoc County Sheriff’s Office expressed interest in hiring Frankie after completing the interviewing and testing portions of their hiring process, but they were concerned that she would need extra time to gain the necessary skills to perform the duties of the position. AFWD staff worked with Frankie on career assessments and personal interviews which indicated that she was a good match for a Correctional Officer career and AFWD’s On-the-Job Training program.

Frankie started her training on January 1, 2016 and will continue through June 11, 2016. She is enjoying the various challenges of her new position.

Frankie breaks into a beaming smile when asked if she is enjoying her new job and her answer to that question is always an enthusiastic, “Yes!”

Congratulations, Frankie!
Alturas Sunrise Rotary Business Service Presentation

Willie Hagge, Modoc Workforce Development Board representative for the Northern Rural Training and Employment Consortium (NoRTEC) requested a brief Business Service presentation for the Alturas Sunrise Rotary’s meeting on February 4, 2016. Stacy Snow, Modoc Resource Coordinator for Alliance For Workforce Development, Inc. (AFWD) gave a short presentation to the group highlighting key Business Services. In addition, Business Service brochures and contact information were provided and a Question and Answer period followed the presentation.

The meeting was attended by a friendly and enthusiastic group of approximately twenty Rotary members. This group included Dwight Beeson and Willie Hagge, NoRTEC Workforce Development Board members and Alan Hopkins, Alliance For Workforce Development, Inc. (AFWD) Board member. The Board members also took the opportunity to share their experience and knowledge of NoRTEC and AFWD.

Additionally, a number of Rotary members shared their positive experiences working with the Modoc Business and Career Network. These experiences included FISH Customer Service training at Modoc Medical Center, Labor Law workshops, HR assistance and On-the-Job Trainings at Antonio’s Restaurant.

Stan Yagi, owner of Antonio’s Restaurant shared his appreciation for the Modoc Business and Career Network. He was especially complimentary about receiving Labor Law and Human Resource information to assist him in making wise decisions for his business. He stated that, “The Modoc Business and Career Network is always helpful in answering my questions and providing information. They are always there to serve my business needs.”

Alturas Sunrise Rotary Members

Willie Hagge, NoRTEC Workforce Development Board representative-left
Dwight Beeson, NoRTEC Workforce Development Board member-center
Alan Hopkins, AFWD Board member-right
Modoc County Visitors
1,789

AFWD Business Services

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>5,644</th>
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<tr>
<td>Positions Filled</td>
<td>1,240</td>
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<tr>
<td>Training Assistance</td>
<td>157</td>
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</tbody>
</table>

Program Services
Total enrollments

| Adult | 154 |
| Dislocated Worker | 130 |
| Youth | 57 |
| Employed | 223 |

Unemployment Rate

| Butte  | 7.2% |
| Lassen | 8.4% |
| Modoc  | 10.1% |
| Nevada | 5.0% |
| Plumas | 13.7% |
| Sierra | 10.0% |