Modoc Convening Session

NoRTEC partnered with Thomas P. Miller & Associates to bring businesses together and conduct a convening session titled, “Building our Communities Workforce Discussion.” The main focus of this meeting was to bring businesses and members of Modoc County together to discuss the state of the workforce in the county. Thirty-two employers and community members from Modoc County showed up to join in the discussion.

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 business 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.
Shyla Montgomery is one of the many struggling youth who come to our office requesting assistance to become successfully employed and independent adults. Shyla came to the Modoc Business and Career Network office in August of last year. She was homeless, had dropped out of school to work, did not have a driver’s license or any means of transportation and was unemployed. Despite all of her struggles, Shyla had a smile on her face and a positive attitude. Shyla was enrolled in our Youth Program and set a list of goals she wanted to accomplish during the length of the program.

Shyla completed several workshops that helped her in different areas of her life. She completed the Interview and Job Readiness workshops, which helped her prepare mentally to avoid being overly nervous during the interview process. Through practice during mock interviews, she learned how much information to share when answering interview questions, a good handshake, and how to professionally dress. She also completed a master application and a resume.

Additionally, Shyla also completed other workshops like Basic Life Skills and practiced setting a budget to help her organize her finances, learned how to write a personal check and balance a bank account register. She also learned what to look for in purchasing a new vehicle, good grocery shopping habits and how to find affordable housing options. She was finally able to move into her own apartment, obtain her driver’s license and even purchase her first vehicle!

Ultimately, Shyla obtained full-time employment with The Niles Coffee Company – Starbucks as a barista. Shyla has been working there for almost a year now, and has recently been given additional responsibilities as well as being cross trained in the kitchen as a prep-cook to help with big events like weddings.

“I love my job because it’s never quite the same. And it feels good to be given other responsibilities because that tells me I’m doing a good job”.

~Shyla

Shyla is currently working on improving her keyboarding and sharpening her general computer skills. With an ever present smile on her face, Shyla has achieved her goals and has been doing a fantastic job.

Congratulations, Shyla and Thank You to The Niles Coffee Company for the opportunity!
Turning Setbacks into Opportunities

“She in the middle of a difficulty, lies opportunity.”
—ALBERT EINSTEIN

Wendy Bonham loved working as a laborer in Sacramento, but she was forced to leave the profession after an injury. Faced with the reality of having to find a new career, Wendy decided to begin this new chapter in her life by leaving the big city and returning to her country roots. Wendy had grown up in a small town in Central California and felt right at home when she visited Modoc County. She loved the area and decided to make Alturas her new home in October of 2015.

After relocating, Wendy eagerly began seeking a new career. She visited the Modoc Business and Career Network to view job opportunities and to update her resume. Wendy told staff that was seeking an opportunity to work with people in a stable job that would meet her financial needs. She was shown a job posting for a Member Service Representative for Pacific Crest Federal Credit Union and applied for the position.

After interviewing Wendy, Pacific Crest inquired about an On-the-Job Training (OJT) opportunity for Wendy. An interest assessment indicated that this position would be a good fit for Wendy. However, though Wendy had some transferrable skills from working as a waitress and AT&T customer service representative, she had no previous banking experience. Training was crucial for Wendy to be able to complete the key functions of the position effectively. AFWD staff worked together with Pacific Crest Federal Credit Union to develop an OJT plan for Wendy that would equip her with the skills and experience necessary to be successful in the banking field as a Member Service Representative.

Wendy began her OJT on March 4, 2016 and quickly fit in with the staff at Pacific Crest. She rapidly learned basic teller skills enabling her to manage the office on her own for short time periods when necessary. Wendy is enjoying her new job and the opportunity to help her customers. In addition to providing basic teller services, Wendy looks out for her members by sharing the benefits of bank products when appropriate for their needs. Congratulations, Wendy on a job well done!
On April 30th Cynthia Peña, owner of Peña’s Mexican Grill partnered with her brother David to open Java Doc in Alturas.

Java Doc offers a variety of tasty breakfast sandwiches, hot and cold espresso powered drinks and coffees, 100% fruit smoothies and creamy shakes. The Butterfinger White Mocha is a hot selling favorite! Customers can sit inside the cozy seating area and enjoy their purchases or use the convenient drive-thru. Java Doc is currently the only coffee drive-thru in Alturas.

The Peña’s are excited for the opportunity to bring more jobs to the Alturas community. Java Doc is located adjacent to Peña’s Mexican Grill which Cynthia opened last November. Customers can look forward to fresh grilled Mexican food on the Java Doc patio this summer on special event days like 4th of July.

The Modoc Business and Career Network assisted the Peña’s by advertising positions for their new business and collecting applications. Congratulations Cynthia and David!
**Modoc County Visitors**

2,243

**AFWD Business Services**

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>9,982</th>
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<tbody>
<tr>
<td>Business Served</td>
<td>1,567</td>
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<tr>
<td>Positions Filled</td>
<td>2,394</td>
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<tr>
<td>Training Assistance</td>
<td>197</td>
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**Program Services**

Total enrollments

<table>
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<tr>
<th>Adult</th>
<th>168</th>
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<tbody>
<tr>
<td>Dislocated Worker</td>
<td>147</td>
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<tr>
<td>Youth</td>
<td>72</td>
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<tr>
<td>Employed</td>
<td>319</td>
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**Unemployment Rate**

<table>
<thead>
<tr>
<th>Butte 5.9%</th>
<th>Nevada 4.3%</th>
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<tbody>
<tr>
<td>Lassen 6.0%</td>
<td>Plumas 8.1%</td>
</tr>
<tr>
<td>Modoc 6.7%</td>
<td>Sierra 7.0%</td>
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