Alturas Celebrates!
Grocery Outlet Grand Opening

The long awaited grand opening of the Grocery Outlet in Alturas was celebrated by the community on Thursday, June 20, 2019. A festive group of people began lining up outside the store at 7:00am for the 9:00am Grand Opening ceremony. A line of over 200 eager shoppers stretched down the block all the way to Hwy 299. Owners, Jeff and Adrienne Moore presented a check for $1,500 to the High Plateau Humane Society before the ribbon cutting ceremony. Jeff and Adrienne also personally handed out gift cards to the first 200 customers as they entered the store to the cheers and clapping of the smiling store staff.

Staff from the Modoc Business and Career Network (BCN) were happy to attend the grand opening in support of the Grocery Outlet and the 30 employees they had hired. BCN staff had assisted with pre-opening recruitment by collecting job applications, scheduling interview appointments and providing interview and orientation space at the BCN office. Seeing the success of the grand opening was a joyful and proud moment for all.

Congratulations, Grocery Outlet Family!
Thank you, Grocery Outlet for allowing us to assist you in finding the great team members you have on board!
The On-The-Job Training (OJT) program is ideal as a means to help young people transition from their first job into a career position. Matt Crowder’s first and only job experience was working as a Processor/Butcher for Masami Foods, Inc. in Klamath Falls, OR. Matt began employment with Masami Foods in the fall of 2016 working 30 hours a week. He was grateful for this job opportunity, but did not see himself continuing in this challenging type of work as a long term career. Matt was a high school graduate, but had no other schooling or vocational training beyond the skills gained working as a Processor/Butcher. Matt had been job seeking for a career position just over the border in Modoc County, CA for months in order to relocate and establish his family. His limited work experience and narrow scope of job skills were a barrier to him in finding full time employment in a career position in the Modoc County area.

Matt was interested in a career in the Public Safety sector and applied for a Correctional Officer position with the Modoc County Sheriff’s Office. He requested assistance through the Workforce Innovation and Opportunity Act (WIOA) from the Modoc Business and Career Network (BCN) for a possible OJT. Matt met with a Career Advisor at the BCN and through interviews and assessments it was determined that he had both an interest and likelihood of success in pursuing a career as a Correctional Officer in the Public Safety sector. The Modoc County Sheriff’s Office was interested in hiring Matthew with On-The-Job Training (OJT) assistance, recognizing that he would need extensive training in order to perform the duties of a Correctional Officer independently given his lack of skills and work experience. Matt began a 16-week OJT in early March and successfully completed the training on June 26, 2019. His training supervisor stated, “Matt is able to remain calm and efficiently perform his duties which is exactly what the corrections department needs.” Congratulations, Matt!
In mid-September, the Modoc County Sheriff’s Office presented Deputy Jason Ferris with their Deputy of the Year award. Deputy Ferris and his K-9 partner Arlo are resident Deputies in the Modoc County town of Newell which is located about an hour from the Sheriff’s Office in Alturas and close to the Oregon border. Working together, Jason and Arlo have been successful in taking impressive amounts of the illegal drug Methamphetamine off the streets in their area.

Deputy Ferris was hired by the Modoc County Sheriff’s Office as a Correctional Officer/Court Bailiff in October of 2016 through an On-The-Job-Training (OJT) partnership with Alliance For Workforce Development, Inc. (AFWD) through the Modoc Business and Career Network. During Jason’s first week of training tragedy struck at the Sheriff’s Office with the loss of Deputy Jack Hopkins in the line of duty. The needs of the Sheriff’s Office shifted and Jason’s training plan was amended in order for him to begin Field Training in addition to learning the duties of a Correctional Officer/Court Bailiff. Jason rose to the challenge and successfully completed his OJT with flying colors and was quickly promoted to Deputy Sheriff.

Congratulations to Deputy Ferris and partner, Arlo on a job well done!
During the month of August, the Modoc Business and Career Network (BCN) assisted Modoc Medical Center with both recruitment efforts and pre-employment testing for a full time Human Resource (HR) Assistant position. The BCN recruitment effort included posting the job on the statewide Cal Jobs website and on the NoRTEC Jobs website which includes job postings from 11 Northern CA counties. The job was also shared on the BCN job wall and through emails to partners in Modoc County. Additionally, the Modoc Business Service Representative (BSR) provided Modoc Medical Center with a list of tests that were related to the HR position and offered through the IBM Assess testing series. The Human Resource Director chose to test six candidates on Excel, Word, HR Basics and Business Etiquette to better assess the candidate’s skills. The Modoc BCN proctored the free testing and provided Modoc Medical Center with the results.

Susan Byrd had been working with Modoc BCN staff in her job search for a opportunity in the Human Resource field leaning toward the Healthcare sector. The Modoc BSR reviewed Susan’s resume from the Applicant Pool and contacted Modoc Medical Center about a possible On-The-Job Training (OJT) partnership if Susan was their successful candidate for the position. Modoc Medical Center did subsequently offer Susan the position with the partnership of a 16 week OJT that began in early September. The OJT program will provide Modoc Medical Center with a 50% reimbursement of training wages during Susan’s OJT and case management support by a Career Center Advisor.

Congratulations, Susan on achieving your career path goal!
On-The-Job Training = Outstanding Job Performance

The On-The-Job Training (OJT) Program is also beneficial to job seekers with extensive work experience who are seeking a new career path. Alana Bredeau relocated to Alturas in 2015 and struggled to find a full time career position with the skill set that she currently held. Her previous work experience included part-time jobs in retail sales, housekeeping, waitressing and secretarial work. She had applied for a full time position as a 911 Public Safety Dispatcher with the Modoc County Sheriff’s Office in April of 2019 in hopes of finally finding a full time career position. She was referred by the Sheriff’s Office to the Modoc Business and Career Network for assessment for the OJT program. Interviews and assessments were conducted by a Career Center Advisor, the results of which indicated that a career as a Dispatcher was a great fit for Alana’s interests and abilities. The Sheriff’s Office recognized that Alana was lacking the skills required for the position, but with the assistance of the OJT program would have the time and training to gain the skills necessary for the Dispatcher position. The OJT program would also provide the Sheriff’s Office with a reimbursement of 50% of the Alana’s wages during the training period while she was learning the job duties and less productive than an experienced employee. The Sheriff’s Office offered Alana a full time Dispatcher position with OJT assistance. Alana successfully completed the 16 week OJT program in late July.

After her OJT ended, Alana put her training skills to work like a seasoned pro. She received an Outstanding Job Performance Commendation just a little over a month after her training ended for handling a call that involved a 1 year old having active seizures. The Sheriff’s Office stated that she did a phenomenal job keeping the mother on the line as she dispatched emergency personnel to the location and was able to reassure and encourage the mother in a very scary situation. Sheriff Dowdy stated, "I am truly inspired at the professionalism, dedication and calm demeanor of your work as an emergency 911 dispatcher that you exhibited. Your job performance was no less than heroic; you did an absolute amazing job. The people of Modoc County are extremely fortunate to have such a dedicated, professional public safety dispatcher serving in this community." Congratulations, Alana for a job well done!
A Great Start

Amos Louis was referred to Business and Career Network in late July 2019. Amos had just graduated from Modoc High School, had never held a job before and was job searching. Amos met with the local Youth Career Advisor, and she provided him with a detailed overview of services including the Youth Program benefits.

Amos completed a pre-application to determine eligibility, and once eligible he completed an eligibility packet to be enrolled to the Youth Program. Once enrolled Amos took several assessments to help determine his skill level, service needs, basic skills, occupational skills, employability and supportive service needs.

He also participated in the four day Youth Employment Boot Camp, which addressed financial literacy, healthy eating, hygiene and personal care, communication skills, GED assistance, interviewing skills, creating a professional resume and master application. He also practiced mock interviewing, and he sat through several interesting presentations given by several local businesses on health care, Partner Violence, and career opportunities available in health care. Amos also received a completion certificate.

Amos submitted applications to several local businesses, and after a short time, he got a job with Alturas Cemetery as a Maintenance Worker. He assists with the maintenance of the cemetery grounds, is learning how to use several electric and hand tools, and occasionally helps in the office entering data as needed. He is not only learning how to do outdoor labor but also working in an office setting which will come in handy during winter time when the snow comes and all outdoor work stops.

Amos is learning new skills that will help him grow and become more employable and self-sufficient.

Keep up the great job Amos!
Youth Employment Boot Camp 2019

Business and Career Network had their annual Youth Employment Boot Camp. This year three youth successfully completed the program. The Boot Camp took place from July 22, 2019 to July 25, 2019. It covered several issues that are affecting youth and can cause them to struggle.

Some of the issues that were addressed were education, health insurance, hygiene, reproductive health, partner violence, sexting, healthy eating, housing, banking, grocery shopping and budgeting. They also had the opportunity to create a resume and a master application.

Several local speakers came to address these subjects and share what resources they provide. Some of the participating businesses were TEACH, Public Health, Crisis Center, Modoc Medical, Pacific Crest Federal Credit Union, Modoc County Planning Department and Social Services.

Communication was also a topic covered in Boot Camp. The information shared went over issues with new technology and limits on cell phone usage at work. They learned how Medi-Cal and Covered California work, and learned the proper way to complete an application for low-income housing. They also received a register checkbook and learned how to balance it.

On the last day of Boot Camp, the main discussion was interviewing. They reviewed dress code, soft skills, transferable skills, and even had the opportunity to do a mock interview to help them get ideas on how to answer during an interview. All successfully completed the Boot Camp and obtained a completion certification.
Strong Family Native Youth Summit – “Voices of the River”

Strong Family Health Services had a Native Youth Summit for students in grades 7th to 12th. The focus of the Summit was to deliver information regarding many negative factors affecting Native American Youth, their families and communities. The goal was to provide tools and local resources available in order to empower them to deal with addictions, alcoholism, grief and loss, bullying, hygiene and youth suicide among other things.

A series of workshops and presentations were provided to help provide tools and resources. Several local and out-of-area businesses participated in doing presentations on different subjects focused by age group. Modoc’s Youth Career Advisor had the opportunity to do a presentation on Soft Skills and Employment.

The age group attending this presentation was from 15 to 18 years old. Some had previous work experience, while others were just learning how to start the process. All youth participated and had great questions regarding housing, education, career options, I-9’s, resumes and application.

The idea behind all of the workshops were to help the youth become successful young adults.

*Thank you Strong Family for the invitation and great opportunity to participate in this event!*
In early September, staff members from Alliance for Workforce Development, Inc. (AFWD) attended ‘Meeting of the Minds’ a training sponsored by the California Workforce Association, in beautiful Monterey, California. This training presented topics by industry leaders, relevant to the changes facing employers and job seekers alike. Businesses are facing unprecedented issues with jobs going unfilled and businesses creating temporary positions to meet the cyclical needs of their business. During the “Unseen Problems of Underemployed and The Gig Economy,” the speaker presented strategies for business to deal with the demands of the new economy.

In the training session “Preparing the Workforce of the Future,” the speaker addressed the many issues facing businesses in this new Gig Economy. With temporary workers in greater need, it is necessary to attract workers for these part-time temporary positions. Many older workers are staying in the workforce longer and often choosing part-time positions.

The first-time job seekers are wondering whether the high price of a 4-year college degree will meet their career aspirations economically. Creating apprenticeship programs for the trades in need of workers is one way employers are meeting the challenge of a retiring workforce in the trades. The session “New Apprenticeships and Pre-Apprenticeship Models in the Bay Area Public Utilities Industry: What’s Working and Why?” addressed the issues they are facing creating the training programs. This new model of training created in the Bay Area within the public utilities industry has been most useful.

Many businesses are deciding to grow their own employees through training. Integrity Heating, based out of Loyalton, decided to hire and train his employees in the HVAC industry. Now after a year of in-house training, the employees are able to service heaters and air conditioners by themselves. Frank Emsoff, owner, said, “It’s almost better training in-house because the employees can grow with the business. There are simply not enough HVAC experienced job seekers locally.”

With an economy of minimal unemployment, employers are challenged with finding new avenues of hiring. Workforce offices are helping businesses by identifying ways to reach both underemployed and new job seekers. The Institute for the Future indicates that 80% of the jobs in 2030 are not even invented yet. The session “Adaptability and Resilience – the new Model of Employment” addressed the changes in jobs citing Artificial Intelligence (AI) and automation are creating very new positions which often require On-The-Job training, in-house. We know this trend will continue in the foreseeable future.

The training sessions over the three-day Meeting of the Minds program offered attendees many new ways to assist employers facing the challenges faced in a Gig Economy, low unemployment, a diverse workforce and ever-changing job skills requirements.
AFWD America’s Job Center of California
Statistics
PY 2019-2020 Q1

Modoc County

One-Stop Visitors
361

Businesses Served:
24

Business Services:
91

AFWD
Clients Enrolled:
368

Unemployment Rate
(As of: August 2019)
5.7%