Leading in a Healthcare Environment

The final meeting of the Healthcare Collaborative Training called *Leading in a Healthcare Environment* was held in October at Feather River College. This ended a four month series of trainings for the Plumas County healthcare community. Participants came from various healthcare providers: Plumas District Hospital (PDH) in Quincy, Eastern Plumas Health Care (EPHC) in Portola, Seneca Healthcare District in Chester, Plumas County Behavioral Health, and Plumas Crisis Intervention & Resource Center. The leadership academy series *Maximizing Team Performance* was the topic for the final meeting. This session dealt with identifying the root causes of team conflict resolution and less-than-optimal team performance. The workshop focused on helping leaders work with their teams to optimize performance. This was accomplished by introducing various creative games, conversations, and free form exercises.

“The leadership series has been a great opportunity for Plumas District Hospital,” said Director of Patient Experience and Staff Development, Tiffany Leonhardt. “With our number one strategic plan goal emphasizing growing our culture of teamwork, I felt it was important for broad participation. For this reason, we chose to take advantage of this course by including our senior and middle managers and other employees who tend to head up large organization-wide projects and interfaces with multiple departments. In the end, not only did we enjoy the interactive course content, tools and various instructors, we have found ourselves applying the skills learned!”

Anne Yoakum, Human Resource Manager at Eastern Plumas Health Center said, “I thought this series of classes was excellent! I saw so much growth in the two managers that attended with me. The tools and skills they learned have already helped them both to improve communication with their staff and other members of the management team.” The entire course helped build cohesiveness, collaboration, and techniques for achieving department goals. The training gave participants methods to enhance performance and apply the five Team Success Factors; Results, Commitment, Communication, Process, and Trust to their daily work situations.
Finding the Calm after the Storm

The Central Plumas Recreation and Parks District (CPRPD) was hit severely by the storm damage of early 2017. One of the main parks, Meadow Valley Park, was so damaged they were not able to open this family favorite. Meadow Valley Park includes the children’s play yard, tennis courts, walking paths, and barbeque and picnic table areas. The gushing water came down the hill so forcefully, it lifted the tennis courts up from its secured footing. The courts were covered with rocks, pebbles, and debris making them completely unusable. The walking paths were damaged because the heavy railroad ties marking the paths were moved all over the park by the flowing torrents. Strong water caused many gullies to form down the hill and throughout the park making some areas unsafe to walk. The children’s play area was completely filled with debris. The sand boxes ruined with rocks, tree limbs, and dirt. The park was not going to open in this condition.

The CPRPD has a very limited budget for repairs and this damage far exceeded any monies they could expend. Most of the cleanup work was labor intensive and CPRPD could not afford the necessary labor cost to remove all the debris. When the Alliance for Workforce Development, Inc. (AFWD) approached James Shipp, CPRPD General Manager, about the possibility of using participants from the National Dislocated Worker Grant (NDWG) Storm Project, James was eager to utilize the Storm Project workers. He took on a crew of five participants.

The workers were able to remove debris, smooth out the walking paths, and restore the railroad ties marking pathways throughout the park. The debris covering the tennis courts was removed, with the damage that caused the lifting of the courts waiting until CPRPD had more funding. After many weeks of intense clean up, painting and repairs, the park was able to be opened with just a few summer weeks delay.

James Shipp reported, “The Meadow Valley Park would not have been able to open at all without the help of the Storm Project workers.” He is very grateful to AFWD for allowing their park to utilize the NDWG Storm program. This program provided jobs for unemployed workers in the county and they were able to get the park ready for use this summer. James mentioned he would like to install a plaque thanking AFWD for the outstanding work performed by our Storm participants. This summer, you could see many families using the park; many weekend family barbecues were held with children taking advantage of the newly cleaned play areas. On any Saturday or Sunday you could see happy children playing on the swing set, slides, or jungle gym. The sandbox is filled with clean fine sand and the walkways are clearly marked.

Meadow Valley Park had found a calm and is once again being enjoyed by families in the community.
Looking to Start Fresh in Quincy

When Broderic (Brody) Cook first came into the Alliance for Workforce Development, Inc.’s (AFWD) Plumas Business and Career Network (BCN) he was fresh from Colorado and homeless. In need of work, he and his family were directed to the BCN. After making sure that he took advantage of other partner agencies and full resources in the area, a Career Center Advisor (CCA) worked with Brody to see what other ways we might assist him.

In June of 2017, the National Dislocated Worker Grant (NDWG) Storm program had just begun. There were many positions available to help long-term unemployed and dislocated workers get temporary jobs to perform storm related clean-up and repair of public or private non-profits facilities that were affected by the damage done in the 2016-17 winter storms. Brody certainly fit in these categories, so his CCA set out to enroll him in the NDWG. After interviewing with Caltrans, Brody was chosen for the location right in Quincy.

With CalTrans, Brody assists with repairs to asphalt and concrete on the town streets and highways, performs traffic control using necessary equipment, clean-up and removal of debris left by the 2016-17 winter storms, and repair and clean up culverts and drainage systems. Although it is a temporary job, Brody takes it seriously, being industrious and taking initiative.

Knowing this job would come to a close soon, Brody sought more assistance with what to do next. He enrolled into the Youth Program with AFWD to work with the CCA on things such as obtaining interview skills, getting his driver’s license, updating his resume, and making a career plan. The skills and discipline he acquired while working with Caltrans will be a great addition to his resume, as he searches for a meaningful permanent job. Here’s to Brody putting his mind to his goals and achieving success!
Understanding and Working with Challenging Youth

Alliance for Workforce Development Inc.’s (AFWD) Youth Program is always seeking ways to provide staff with the most current information and strategies to effectively serve our youth clients. On November 16, 2017, staff were treated to a full in-service training workshop on “Understanding and Working with Challenging Youth,” facilitated by Michael Perry, MSW.

Michael Perry has been working in the child and youth care field since 1973 as a direct care worker, social worker, supervisor, program director, and administrator. The course taught participants to begin to understand the psychological world of the traumatized youth that they work with and to learn strategies to calm and support our youth, and use a crisis as an opportunity for learning and growth. The training helped staff to identify life stressors for youth, how a client’s thoughts and perceptions influence behavior, to identify patterns of escalation and how to support youth in crisis.

Mr. Perry also explored the use of the Conflict Cycle as a tool to map out the progression of a crisis event and how to use the Conflict Cycle to debrief a problem with the client. Participants learned how reactions to a behavior can inadvertently create a negative response and a potential power struggle. The information participants agreed that this was very applicable and could potentially help to avoid misperceiving or misinterpreting the actions of our youth clients.
From a Dead-end Job to a Career Position

Eric Wolfe came into the Business and Career Network (BCN) seeking full-time employment as he was working part time at a local pizza parlor as a roller/crew member earning a little above minimum wage. At the time he came in, he had no potential for increased hours or advancing in this occupation. He had found a job listing for Indian Valley Community Services District (IVCSD) as a Waste Water Treatment Operator. Seeking assistance in finding gainful employment in the form of a career, he came into the BCN in Quincy. With assistance for a Career Center Adviser (CCA) Eric submitted his resume and application and was granted an interview.

After interviewing Eric, IVCSD inquired with the BCN about an On-The Job Training (OJT) opportunity for him. Although Eric had some transferable skills from a previous job he had as a mechanic apprentice where he worked on cars, he had no experience as a Waste Water Treatment Operator. Training was crucial for Eric to be able to accomplish the key functions of the position successfully. Alliance for Workforce Development, Inc. (AFWD) staff worked together with IVCSD to develop an OJT for Eric that would equip him with the skills and experience necessary to become a Waste Water Treatment Operator. IVCSD is recognized through the State of California as a training site and Eric was able to gain a Waste Water Certificate through his employment with them.

Eric started his OJT on June 1, 2017 and he fit right in with the work crew. His supervisor felt that Eric took to learning all facets of operations immediately and was impressed with his progress. This summer, Greenville, CA, the town where IVCSD is located, did a downtown beautification project to their town and Eric was an integral part of putting in sewer and water lines during this process. Overall, his superiors were impressed with Eric’s quick learning and that, as a whole, he is an excellent employee! Here’s to Eric having found a job with a future!
The ASCEND Program

The Alliance for Workforce Development Inc.’s (AFWD) Youth Program and many partnering agencies were treated to an extraordinary training on the Ascend Program. The Ascend Program was developed by two criminal defense attorneys who were tired of watching their clients return to the criminal system because of a lack of effective rehabilitation programs. Attorneys Christine Morse and Toni White wrote the program for Ascend in 2010 based on knowledge gained from years of working with offenders. They took the program to psychologists and researchers at Sacramento State University for academic curriculum insight and research evaluation.

Ascend is a holistic, evidence-based, cognitive behavioral therapy (CBT) and legal educational program that uses professionals to transfer social capital to offenders, so that they could get beyond “ditch-digging” jobs and into more satisfying and lucrative areas of work and life. Yoga and healthy eating are integrated into the program. The trainers explained that an important element of the program was giving the offenders an understanding of probation terms and the law, so that they could change their behavior and not get picked up on nonviolent and non-serious, but very common, violations and causes for recidivism. The program is action-based and uses guest speakers, activities, and role plays to teach valuable social skills.

The program participants were given helpful tools to apply to justice-system involved youth utilizing their methods and beliefs, such as identifying decision fatigue, utilizing trauma-informed treatments, the trigger-event chain, and criminogenic risk factors. They participated in role-plays and played games to teach clients a hands-on method to impart the importance of a pro-social network. Mainly they reiterated a fact that AFWD’s Youth Staff know only too well; a program must be implemented with love for it to make an impact.
Continued Training for Employees of AFWD

The Alliance for Workforce Development, Inc. (AFWD) is always supporting its staff with continual trainings to service our program participants better because the world of workforce development is always evolving. On September 27, 2017, we met as a team for our Annual Meeting/Training at the Oroville office of AFWD. We engaged in interactive team-building activities covering information regarding our Target Sectors-Occupations and career paths, the effects on our participants who are coming from a poverty culture, engaging our audience with our presentations skills; and building a professional resume.

Key components included understanding and knowing who our partner agencies are and the programs we are required to partner with. Our focus was on the hallmarks of excellence that customers can receive from us as an America’s Job Center of California (AJCC). Our facility locations should enhance the customer experience and ensure universal access, with emphasis on individuals with barriers. Our services support the One-Stop system through effective partnerships and customer-centered services. We want to present an on-ramp for skill development and credentialing to meet the needs of target sectors. As an AJCC, we actively engage employers and support regional sector strategies through an integrated business service strategy. Our staff are high quality, well-informed, and cross-trained to assist clients to the best of our abilities.

What made our meeting/training engaging and enjoyable was the wonderful presentations given by some of our own staff members. Jill Ghirardelli and Lisa Scott, Career Center Advisors (CCA) from our Chico office, did an insightful presentation covering the program that Youth Career Advisors had previously attended: “Bridges out of Poverty.” CCA Mark Alvidrez, gave a demonstration on “Presentation Tips.” With the onset of utilizing the 21st Century Curriculum, Mark’s presentation encouraged all of us to think outside the box in preparing our materials, engaging our audience, and staying open to the flow of information through the material presented and through our own experiences. CCA Sandy Wangberg provided a guide on “Professional Resumes.” This presentation was a great way to offer something more to our clients who want to facilitate the use of technology in locating a job position and showcasing a resume.

The afternoon session of our agenda included guest speakers from the Employment Development Department (EDD) Labor Market Information Division. Ignacio Magana, EDD Wagner-Peyser Employment Services, Michael McDonald, EDD Veteran Services, and Luis Alejo, EDD Labor Market Division, helped to demystify contact information, the latest research information, and enlighten all those present on what EDD Veteran Services can do for our participants and job seeker.

As staff members with the AFWD, we appreciate our Supervisors and Management’s willingness to build the knowledge base on a continual basis. It pulled us together as a team to share information, successes, and challenges to help serve our unique communities.
AFWD America’s Job Center of California
Statistics
PY 2017 -2018

Plumas County

Total Visitors
1,664

Plumas County
Business Services

Businesses Served 72
Services Provided 389

AFWD

Total Clients
Enrolled
631

Unemployment Rate
(As of: November 2017)

Butte 4.8% Nevada 3.4%
Lassen 4.9% Plumas 7.5%
Modoc 7.1% Sierra 4.7%

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