

## Tehama County October, November, December 2017

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### Six Receive Customer Service Awards in October

For the thirteenth year, excellent customer service was caught in the act and rewarded as part of Expect the Best Customer Service celebration in Tehama County. Six awardees received the recognition. The awards were presented on October 5th before a Customer Service Workshop featuring Steffanie Hoffman of Stephanie Hoffman & Associates. The first full week of October is National Customer Service Week.

“Secret Shoppers have been out and about this summer and early Fall,” said Kathy Garcia of the Job Training Center, who hosts the event along with the Tehama County Employer Advisory Council. “They look for an overall experience and impression that is above and beyond what’s expected. That’s what creates loyalty.”

The session is offered through a partnership with the Job Training Center and the Tehama County Employer Advisory Council.

(Continued CS, Page 8)

### Unemployment Drops to 4.7% in November—Employers Must Train

The unemployment rate is the lowest Tehama County has seen going back at least thirty years. And yet, there are those who cannot find jobs that match their skills. Skills are more and more critical to this market and training and retraining are key, especially as technology is more utilized. A lack of skilled workers is affecting every industry and the more skilled the position, the harder the search.

According to Forbes article, *10 Workplace Trends You’ll See in 2018*, all indicators show a positive U.S. economy predicted for 2018 with low unemployment rates continuing. Companies are encouraged to focus on upskilling and retraining workers.

“When teams are appropriately trained, companies save an average of \$70,000 annually and receive a 10% increase in productivity.”



### Dessert Social Celebrates Business/Agency Connections

For fourteen years, the Job Training Center and the Tehama County Employer Advisory Council have partnered to bring a holiday networking event to Main Street in Red Bluff. The event features the best desserts in Tehama County and invites business and agency partners to sample from an amazing array of beautiful pies, cakes, bread pudding and more. There is also a nice spread of appetizers! This year the event was held on December 7th and also included a photo booth.

## On-the-Job Training Update

- In October, an On-the-Job Training was successfully completed for a **Housing Case Manager** at Alternatives to Violence in Red Bluff.
- In December, another On-the-Job Training was successfully completed for a **Bilingual Back Office Ophthalmic Assistant** at Northridge Eye Care in Red Bluff. JTC has assisted Northridge Eye Care with their hiring needs for the previous three years, filling four positions (three bilingual). Northridge Eye Care reports that having bilingual staff has been very helpful, and they have seen a slight increase in Spanish speaking patients.
- In December, an On-the-Job Training was successfully completed for an **Office/Graphic Design Assistant** at Walker Printing in Red Bluff.
- In December, a new On-the-Job Training started with Kay Stephens, MD. Kay Stephens, M.D is a local small medical office in Red Bluff that has been in operation since 1995. They have one fulltime employee, plus the doctor who specializes in general surgery. They hired an OJT candidate as their **Medical Front Office/Bookkeeper**.

*"Both the employer and I are pleased with the outcome and progress of the OJT program. This was a successful OJT and Aria will continue to learn her job well with continued exposure and training at the worksite. We've had excellent result with JTC recommendations and follow-through. Keep up the great work."*

Nancy, Office Manager,  
Northridge Eye Care, Red Bluff

**Hiring Events, Job Fairs & Classes:** During this quarter, staff hosted four on site hiring events and attended one job fair. JTC also hosted one Basic Excel and two Intermediate Excel classes.

## Subsidized Employment Program (SEP)

Under a special contract with the Tehama County Department of Social Services, Job Training Center administers a Subsidized Employment Program (SEP). This quarter, two clients were placed in long-term positions:

- Nick started as a Lead Worker at Washington Street Productions in November.
- Connor, Maintenance Worker at the Tehama County Department of Social Services, started his position in December.

## Training for Latino Community

In October, Connie Ocampo traveled to Olivehurst to meet with staff at California Human Development-Anthony Soto Employment Training Center to learn more about their training programs, referral process and to develop a stronger partnership in serving the Latino community. The facility helps farmworkers, farmworker family members and others to build their skills and obtain stable, full-time employment.



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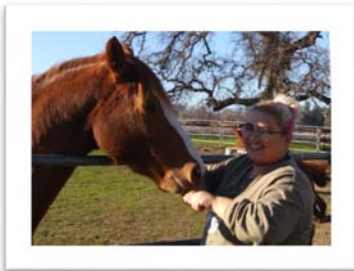
## Youth Program

*At the Job Training Center, the Youth Program serves clients ages 18-24 and to helps them complete an education plan that is aligned with a meaningful work experience.*

- Nicole, 24, started an internship as an Administrative Assistant/Billing at Rolling Hills Clinic. She previously completed a work experience program at Red Bluff Healthcare where she worked part-time in the office concurrent with enrollment in a training program. She earned a Certificate in Medical Administrative Assistant with EHR from San Bernardino State University (online) and then later passed two exams from the National Healthcareer Association for two other certificates: NHA Certified Electronic Health Records Specialist and NHA Certified Medical Administrative Assistant. Her Internship allows her to practice skills in data entry and Electronic Health Records.
- Yazmina, 18, is finishing her first semester at Shasta College. She is participating in a Youth Program Internship as a Program Assistant at Triple Creek Ranch. Triple Creek Ranch offers therapeutic horseback riding to children with disabilities. Yazmina is helping with therapeutic riding, office duties, reviewing liability documents, giving ranch tours to new visitors, and helping with the care of the horses.
- Chandler, 20, started a work experience program at Red Bluff Healthcare Center. He will work in various parts of the facility (office, kitchen, and with the Activities Director). The goal is to give him exposure to patient care and to learn about interacting with patients. The employer has already given him training in HIPPA regulations, Elder Abuse, Tuberculosis, Pressure Wound Prevention, Blood Borne Pathogens, and Infection Control. Chandler is interested in pursuing a career in healthcare.
- In November Erin, 19, started a work experience program at SERRF helping with a group of Kindergarteners. Her long-term goal is to earn a Bachelor of Science degree in psychology and one day work as a child psychologist. She will be attending Shasta College in the Spring and continue to work at the SERRF placement concurrent with her college classes.
- Nereida, 24, finished a work experience program at Rolling Hills Clinic as an Administrative Medical Assistant. The employer offered her a full-time job, and she is now working as a bilingual Front Office Receptionist.
- During the quarter, Maychell, 24, finished a work experience program as a Shampoo Attendant and learned that she does not want to be a cosmetologist after all. However, during her work experience, she helped give makeovers to teens in foster care who were getting ready for senior portraits. This sparked an interest in working with foster youth. Maychell wants to learn more about social work and is now placed in an internship at Tehama County ILP (Independent Living Program) where she assists case managers in helping aged out Foster Youth transition to independence. She also helps in outreach efforts to foster youth and foster parents to promote awareness of ILP, CYC (California



*Pictured: Maychell*



*Pictured left: Yazmina at Triple Creek*

## JTC Hosts Booth at 8th Grade College & Career Day

On November 2, Christi Goni and Casey Holland hosted a JTC booth at the 8th Grade College & Career Day event sponsored by the Tehama County Education Foundation and the Tehama County Department of Education. The event is open to all 8th grade students in the county, and over 800 students visit annually. Vocational schools, branches of the military, colleges, industries, and local businesses were represented. The goal of the event is to present a sampling of career options so students have an opportunity to experience and explore a variety of interactive and informational presentations.

“Christi and I spoke with students about our backgrounds, and some of the programs and trainings we have at JTC,” said Casey Holland. “We had four stylish backpacks that we were able to raffle off to lucky winners. The backpacks were stuffed with notebooks, pens, pencils, and reusable water bottles.”



## Fall Storm and Drought Internship Program Highlights

This Fall, thanks to funding from two National Emergency Grants focused on storm and drought damage, Job Training Center staff worked to place interns in a variety of seasonal jobs with public agencies, school districts, parks and road departments. Interns have been placed all over the county from Corning High School to Caltrans to the Tehama County Public Works Department. Pay ranges from \$10.50 per hour to over \$17 per hour.

**Storm:** Faustino Urrutia completed his internship at Caltrans Mineral in December.

His supervisor has been extremely pleased with Faustino's work ethic, sharing: "Faustino is an outstanding worker, he is always looking for something to do and completes work on time. He makes good use of his time and is always at work early before the beginning of his shift." Faustino has enjoyed the internship and is actively applying and interviewing for jobs with his supervisor's support and encouragement.



**Drought:** Mike Harris completed his internship at Lassen Volcanic National Park in October. He was very happy with the program and stated: "Working at Lassen Volcanic National Park was an outstanding experience and a great opportunity."

His biggest challenge was climbing/hiking to the worksite daily. One day the team walked 15 miles. He is thrilled to have gained confidence and new skills, improved his fitness level, and lost 50lbs during his internship.

## Winter 2018 Internship Campaign Launches

Winter can be a difficult time to work outside, but that doesn't stop the Tehama County Department of Public Works and the Red Bluff Fire Department from getting work done.

In continuation of the Storm Jobs and Internships Program, the Job Training Center spent November and December recruiting crews for both organizations. Positions start in January.

### WINTER 2018 INTERNSHIPS

START WORK IN JANUARY  
ALL POSITIONS PAID  
GREAT WORK EXPERIENCE

#### WORK 2-6 MONTHS

The Job Training Center has several great paid temporary internships for those wanting to work outside on meaningful storm related projects throughout Tehama County. Positions are full time.

#### A PAID INTERNSHIP

Positions are with Tehama County Public Works and the Red Bluff Fire Department. Others may be added. Work includes erosion control, weed abatement, irrigation repair, and storm damage clean-up.

Seeking candidates who have not worked 15 out of the last 26 weeks; who are not currently employed; who are able to handle working outside and have transportation; who can pass a drug screen and a background check. Must be 18 or older to apply.

#### RED BLUFF FIRE DEPT

Fire Prevention Assistant  
Days: Tuesday - Friday  
Time: 7am to 5pm  
Pay: \$12 per hour  
Temporary Internship  
Position - 23 weeks



#### TC PUBLIC WORKS

Maintenance Worker I  
Days: Monday - Thursday  
Time: 6:30am to 5pm  
Pay: \$14.06 per hour  
Temporary Internship  
Position - 16 weeks

Full job descriptions are available at the Job Training Center and on the website: [www.jobtrainingcenter.org](http://www.jobtrainingcenter.org). Positions are supported through grants received by the Job Training Center aimed at creating temporary jobs in storm affected areas and providing experience to benefit local firms.

STEP 1: ATTEND AN INFORMATION MEETING (SEE REVERSE SIDES FOR DATES & TIMES)

STEP 2: COMPLETE AN APPLICATION

STEP 3: MAKE AN APPOINTMENT

JOB TRAINING CENTER

Contact: Christl Conk 530.525.7000

CCong@JobTrainingCenter.org

718 Main Street, Red Bluff

Mon-Fri 9am to 4:30pm

## Businesses Services in Q2

Abbey of New Clairvaux, Adobe Road Chevron, Airport Restaurant, Andersen & Sons Shelling, Alternatives to Violence, Dr. Asato, Big 5, Brentwood Skilled Nursing Facility, Brookdale, Bud's Jolly Kone, CA Pacific Specialty Wood, Captive Aire, Corning Chamber of Commerce, Corning Chevron, Crain Ranch, Crain Walnut Shelling, Berry Curtis Insurance, D Lopez Trucking, D&S Care Homes, Dr. Kay Stephens, EcoShell, Elite HR Logistics, Elmore Pharmacy, Etzler Financial Advisors, Family Counseling Center, Fast Break, Frontier Coffee, Furniture Depot, G&R Auto Parts, Gerber School, Hampton Inn & Suites, Huhn Electric, Jill's Freshstop, Lane Tractor Sales, Land O'Lakes, Lariat Bowl, Lassen Medical Group, Lassen View Elementary School, Lentec, Louisiana Pacific Corporation, M&M Ranch House, Motel 6, Mr. Roberson's Embroidery, Napa Auto Parts, Northridge Eye Care, North Valley Cleaning, North Valley Services, Oak Harbor Freight Lines, Physical Therapy and Wellness Center, PJ Helicopter, Porter's Welding, Puckett Residential, R Wild Horse Ranch, Red Bluff Health & Fitness, Red Bluff Fire Department, Red Bluff High School, Red Bluff Physical Therapy, Red Bluff Round-Up, Red Bluff Senior Living, Red Oaks Medical, Red Bluff Senior Living, Reynold Ranch and Farm Supply, RLT Trucking, Rolling Hills Casino, RUSH Personnel, Sail House, Shasta College, Sierra Pacific Industries, Silva Landscaping, Sierra Pacific—Richfield, Sierra Pacific Windows, Dawn Smith, Sturgeon, Sugar Shack, Sunsweet Dryers, Tehama County Department of Social Services, Tehama County, Tehama Millworks, TeLa, Top Notch, Truman Christ Insurance, Walker Printing, Washington Street Productions, West End Pharmacy



## Staff on the Go...

October 2: Christi Goni attended the Veteran's Collaborative Meeting.

October 5: Cheryl Carter spoke at the California Welfare Directors Conference in Sacramento regarding Washington Street Productions.

October 5: Staff attended a Customer Service awards and workshop.

October 11: Kathy Garcia and Demetra Jones attended the Institute of Technology Job Fair in Redding.

October 17: Connie Ocampo presented to Tehama County Department of Social Services Employment Training Workers regarding training opportunities, the OJT program and overall JTC services.

October 20th: Connie Ocampo and Christi Goni presented a Resume/Interview workshop in Spanish and English at the Parent's Choice Conference sponsored by NCCDI Tehama County Head Start.

October 26: Connie Ocampo traveled to Olivehurst to meet with staff at the California Human Development-Anthony Soto Employment Training Center to learn more about their training programs.

November 1: Kathy Sarmiento and Kathy Garcia hosted a meeting with 3CORE.

November 2: Christi Goni and Casey Holland hosted a JTC Booth at the College and Career Day Booth for county 8th graders.

November 6: Christi Goni attended a Veteran's Collaborative Meeting.

November 8: Kathy Garcia, Kathy Sarmiento, Demetra Jones and Christi Goni attended the 9th Annual Expect More Summit.

November 8: Mavis Carey met with staff from RESTORE in Corning.

November 9: Demetra Jones, Kathy Sarmiento, Holly Spaner, Ruth Hernandez and Kathy Garcia attended the TCEAC Labor Law Seminar.

November 15: Demetra Jones and Holly Spaner attended a Social Media Marketing workshop at Matson Isom.

November 15: Kathy Sarmiento and Kathy Garcia attended an Ag Industry Sector Partnership Meeting at the Tehama County Farm Bureau Office.

November 16: Mavis Carey attended the Tripartite Board Meeting.

November 17: Casey Holland and Christi Goni hosted a JTC information table at the LIFT Tehama event for the homeless.

November 28: Staff held an Information Meeting for a Certified Nurse Assistant program starting at Shasta College in January.

November 29: Kathy Sarmiento attended a Program Director's Meeting for NoRTEC in Chico.

December 5: Kathy Garcia attended the Red Bluff High School Career Technical Education (CTE) Advisory Committee Meeting.

December 11: Connie Ocampo attended the Nurse Aide/Home Health Aide Student Recruitment Fair held at the Shasta College-Tehama campus.

***Unemployment Figures for Tehama County: November 2017 - 4.7%***

***Note: For November 2017, thirty California counties have less than 4.7% unemployment***

## Ag Sector Partnership

### Ag Sector Partnership Creates Executive Committee

A partnership of growers and processors in Tehama County first convened last February to identify shared high priority issues, and jointly create an action agenda that supports the industry.

Now that the peak of harvest season is at rest, the group has formed an Executive Committee to lead initiatives into 2018. The committee includes Michael Vasey, Lindauer River Ranch; Brendon Flynn, Pacific Farms; Doug Thomas, Crown Nursery and Mark Gilles, Sunsweet.

Two areas for action emerged as priority for collective action: building a talent pipeline to meet seasonal harvest needs and addressing the availability of skilled labor. These two were further fleshed out during smaller planning meetings in Spring and early Summer.

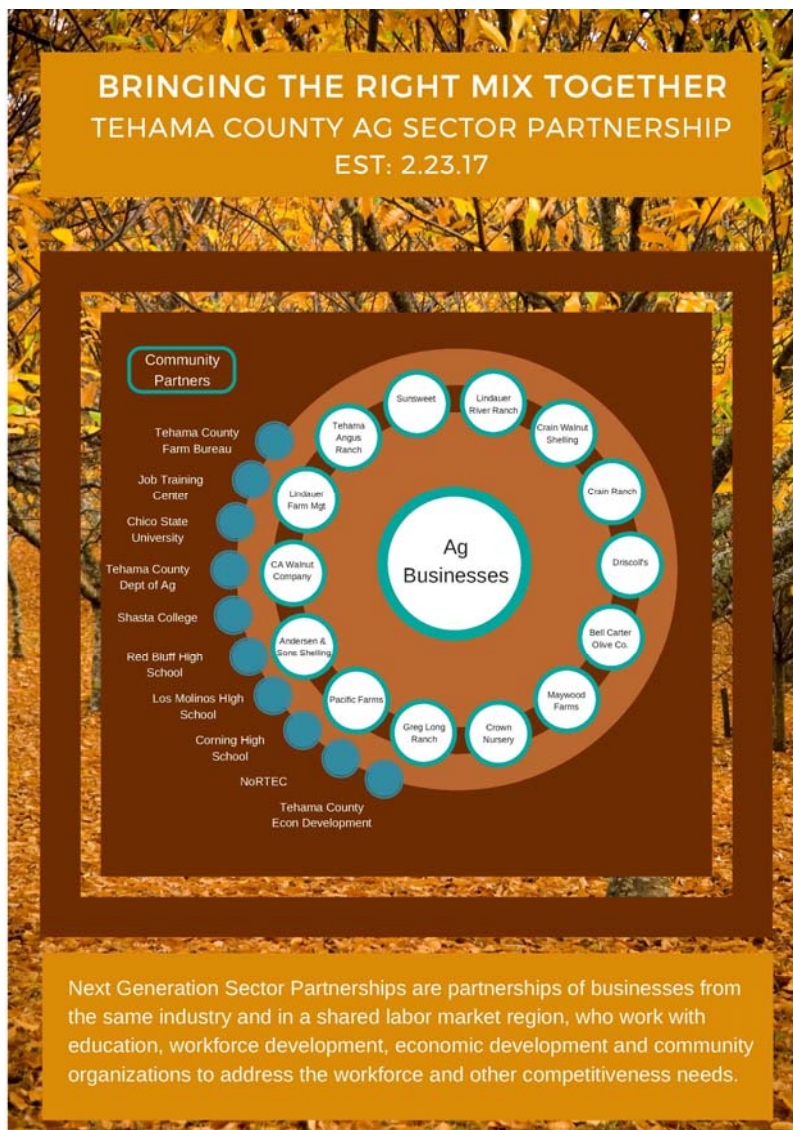
The group met again November 15. The partnership is currently working on:

- Short-term skill upgrade opportunities
- A Partnership website to include crop sequencing, job opportunities and company profiles
- A plan for better marketing of the industry and of opportunities for skilled positions
- A closer partnership with ag education (K-12)

***“Tehama County Farm Bureau Champions the idea of using the industry sector partnership to address the challenges that are larger than any one business or agency. When industry convenes to lead the conversation and our community partners want to listen and help, it’s powerful.”***

***-Michael Vasey***

***Farm Bureau Member and  
Owner, Lindauer River Ranch***



### Partnership Up for Innovation Award

The Tehama County's Ag Sector Partnership was announced as a finalist for the Innovator Award competition, hosted annually by the California Farm Bureau Federation. The Farm Bureau works closely with the Job Training Center and other community partners on the sector initiative.

Other nominees included Butte, San Joaquin, Santa Cruz, and Shasta County Farm Bureaus. The finalists were invited to display their outstanding innovative program or project at the Farm Bureau Annual Meeting held in December in Anaheim. The Tehama County Ag Sector display included information on the sector partners, key factors associated with sector partnerships and a listing of all that has taken place and all that is planned for 2018.

## Expect More Tehama Summit Features Business Owners with Heart for Students

The 9th Annual Expect More Summit welcomed a sold out room on November 7th as nearly 220 gathered to hear highlights, updates and insights into the economy and state of education today.

Industry leaders from dental and physical therapy shared their experiences welcoming high school and college students into their workplace to allow them to explore their industry. Dr. Ron Clark started his practice in 1974 and has since hosted students who later became Registered Dental Assistants, Hygienists and even two dentists. Ed Stroman started his physical therapy practice and a fitness center in 1988 and has hosted students who later became nurses, EMTs, and physical therapists, including many of his own staff.

Other presenters included Tony Cardenas and Dru Alejandre of the Promise Neighborhood Initiative in Corning; Jim Southwick from the Tehama County Department of Education; a taped message from CSUC President Gayle Hutchinson and a look at the economy from Dr. Robert Eyler.

“One strength of the event is allowing different stakeholder groups to have meaningful conversations,” said Kathy Garcia, who helped organize the event. “The buzz of the energy and conversations is amazing.”



*Pictured: Rachel Hatch facilitates a discussion with Dr. Ron Clark, Ed Stroman, Dale Mendenhall and Lonnie Scott.*

## Washington Street Productions Enjoys Strong Following for Products

Washington Street Productions allows Welfare to Work participants a month long opportunity to work in a production/shop environment, making local products out of mostly recycled materials. The shop was created in partnership between the Tehama County Department of Social Services and the Job Training Center.

Over the last year, the end of the month sales have been steadily gaining popularity with shoppers. Boosting their Facebook posts to a sponsored ad on Facebook increased their reach of customers to 1,000 more per boosted post. They have also gained over 100 new likes to their page in 60 days.

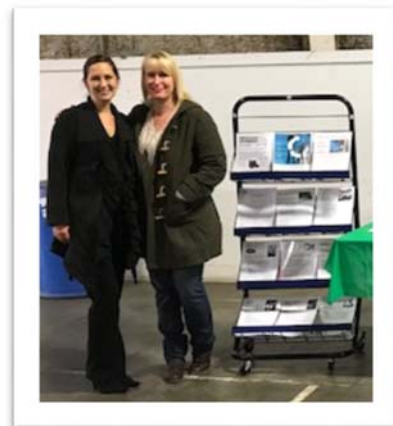
So far this fiscal year, monthly sales have more than quadrupled from last year. Money raised goes back into the program, allowing for more projects in the future.

WSP's Cheryl Carter has shared at conferences and has hosted several tours from other counties interested in replicating the program model.

## Staff Attend LIFT Event

People were lined up at 6:30am outside the Tehama County Fairgrounds on November 10 to attend the LIFT event (Live Inspired for Tomorrow) which connects homeless people with local resources. The most popular booths were the showers, hair cut station and clothing as well as the medical, vision and dental stations. New this year was a service to help pet owners obtain a dog license.

JTC's Casey Holland and Christi Goni manned a JTC booth and shared information about job opportunities, services and information about the Youth Program and Winter Internships.



## Rose Plumb Joins the Job Training Center



### **Rose Plumb, Instructor**

*Workforce Academy*

Rose came on board with the Job Training Center as an Instructor for Workforce Academy in October. She comes with close to 20 years of experience assisting job seekers with employment resources and additional years in customer service and literacy programs. Rose completed her Bachelor's Degree through the Aspire Program at Simpson University and has Associates Degrees in Business Management and Marketing through Butte College. Her compassion for others and the need to give back to the community drives her to help others achieve their goals in life.

One of her favorite quotes is from Helen Keller:

“When we do the best that we can, we never know what miracle is wrought in our life, or in the life of another.”

## Schlyer Freeman Interns at Job Training Center

Last summer, the Job Training Center partnered with Tehama eLearning Academy to put high school graduates into paid internships. One of the new grads, Schlyer Freeman, was placed in a 120-hour internship at the Job Training Center working for the Business Services Department. Schlyer is starting Shasta College in January and is also an accomplished cook (as staff has had the pleasure of finding out). He has been learning how to operate office equipment as well as filing, scanning, copying and data searches.

### **CS (Continued from Page 1)**

Six winners were honored for great customer service on October 5th.

#### **2017 Customer Service Award Winners**

- Taneya Coy, Dr. Richard Dunbar, Corning
- Justin Clark, U-Haul, Red Bluff
- Jason Bailey, I-5 Point S Tire, Red Bluff
- Terry Springman, Banner Bank, Red Bluff
- John Gaumer, Gaumer's, Red Bluff
- Shelly Hargens, Sweet Swirls Bakery, Corning

### **Downtown Red Bluff Holiday Cheer**

Job Training Center staff filmed a short video advertisement that was shown as one of many from downtown Red Bluff Businesses. The theme this year was “Joy” and windows and decorations all followed suit over the holidays.

