

San Diego: Workforce Development Supports a New Landscape

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In 2003, Heaviland developed a strategic plan calling for aggressive growth in several areas. Creation of a sustainable employee development program was highlighted as a key strategic initiative, but no one was sure how to tackle curricular, cultural, language and logistical training issues. Shortly thereafter, a phone call to San Diego's Workplace Learning Resource Center (WpLRC) and Employee Training Institute (ETI) led to a meeting with Heaviland's executive team. There was immediate synergy.

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Bakersfield...

Continued from front page

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Training sessions can vary in length from 8 to 40 hours, depending on the amount of occupation Spanish the participants need to learn, and can include training in cross-cultural issues as well. All trainers delivering the program are certified. Center host Bakersfield College will also incorporate the program into existing vocational programs in the 05-06 academic year.

The Center will showcase the program to Central Valley colleges in September, and will be available on a regional basis by January, 2006. For additional information contact Susan Scaffidi, Director, Workplace Learning Resource Center, (661) 395-4147 or sscaffid@bakersfieldcol lege.edu.

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VOLUME 3
NUMBER 2

Inside:

ServSafe Training in Merced 2

Long Beach Center Serves Greater Community 3

NAVSEA Partners with Oxnard WpLRC 3

San Diego Workforce Supports New Landscape 4

Getting It* Done

With
WpLRC

It's Pure Training... and It's Working!

While the cultural diversity of the San Joaquin Valley is something to be valued, it has also created a serious challenge to employers, especially those new to the region.

As much as sixty percent of the Hispanic population of the San Joaquin Valley speaks little or no English, a condition that has led to communication barriers between many front line workers and managers and supervisors who have located in the region from other parts of California and the rest of the United States. Frequently, managers and supervisors rely on a few bilingual employees to pass on information between the two groups. That gets the job done, but at the expense of efficiency and a good relationship between workers and their supervisors.

Ironically, even with this high concentration of Spanish-speakers in the region, employers are hard-pressed to find individuals with the vocational Spanish vocabulary necessary to communicate to Spanish-only or limited-English customers.

"Our health care industry advisory board members tell us they need employees who can assist such patients with in-take, administering tests, explaining medical information and many other tasks," said Region 5's Workplace Center Director Susan Scaffidi at Bakersfield College.

To address this need, the Workplace Learning Resource Center has added the training program Command Spanish to its list of offerings to the region. The program provides Spanish-

Continued on back page

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- Environment, Health, Safety and Homeland Security
- Health Care
- Multimedia & Entertainment
- Applied Competitive Technologies
- International Trade
- Small Business Development
- Workplace Learning

Administrator, Kay Ferrier
Dean, Economic Development
State Chancellor's Office



Merced College Offers Basic Workforce Training in ServSafe

Your taste buds are pumped up with anticipation as you begin to sink your teeth into a tender, juicy hamburger dripping with ketchup, when you hesitate, just for a second, and the thought crosses your mind, "is this food safe to eat?"

You immediately chase the thought away and take that first bite, and then another, satisfying your appetite with that delicious, mouth-watering quarter pounder. And, yes, you can eat to your heart's content and rest assured that the food is safe to eat, knowing that the restaurant has participated in the ServSafe Essentials Program, a series of workshops currently offered only in this area by the Merced College Workplace Learning Resource Center (WpLRC).

ServSafe Workshops provide the "basic skills" needed for food handling and safety in any food service operation. Current regulations, best practices and science-based information make this program one of the best up-to-date, flexible solutions to training, certification and recertification on the market today.

"Response to this program has been phenomenal, in large part because it is offered locally," said Robert "Vince" Vincelette, Director of the WpLRC.



Merced College WpLRC Instructor Kim Wilkerson, Registered Dietitian and Certified Instructor with the National Restaurant Association Educational Foundation, conducting a ServSafe Class.

"In the past, students requiring this training had to travel to Fresno or even Sacramento to get training and take the certification test. Now, they can do it right here. The last workshop we held, we had students come from as far away as Sacramento and Salinas."

Created by the National Restaurant Association Educational Foundation and the International Food Safety Council (IFSC), the ServSafe Essentials Program meets the requirements for the California Uniform Retail Food Facilities Law Section 113716. Created by the industry for the industry, the ServSafe food safety training program is one of the industry's strongest

educational tools administered by the National Restaurant Association Educational Foundation (NRAEF).

The Merced College Workplace Learning Resource Center (WpLRC) is providing ServSafe Workshops every other month. The cost for the workshop is \$125.00 and the required textbook, ServSafe Essentials, can be purchased at the Merced College Bookstore. The cost of the book is \$72.55 and may be purchased in English or Spanish only; however, the test sheets can be requested in English, Spanish, French Canadian, Japanese, Korean and Chinese. For additional information contact Vince Vincelette, at (209) 383-0360 or vincelette.r@mccd.edu.

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Who should take this program?

All establishments handling food, including "Mom & Pop" businesses, such as catering trucks, hot dog stands, etc., and all level of employees engaged in food handling, from receiving and storing to preparing and serving...

Long Beach: Workplace Center is Part of the Bigger Picture

Long Beach City College (LBCC) has been offering a number of professional development and training opportunities to individuals and businesses in the region for the past four years. With the

formation of the Center for Training & Professional Development (Center), more people and businesses are able to take advantage of these program offerings through LBCC. This is because the College recently combined resources of the Workplace Learning Resource Center (WpLRC), a program funded by the California Community Colleges Economic & Workforce Development Program, with its Community Education offerings.

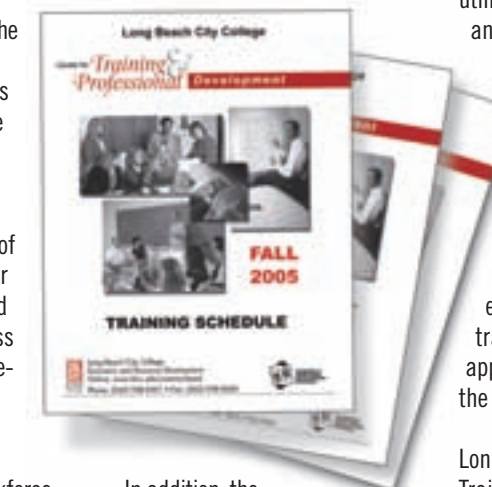
The creation of the Center for Training & Professional Development is an example of integrating economic and workforce development programs and services, with a successful delivery model to better serve businesses and employees in the region. The Community Education program at LBCC provides a centralized mechanism (coordination and

...streamlined operations provide a business friendly and comprehensive "one-stop shop"

logistics) to deliver seminars and workshops for the economic and workforce development programs at LBCC. The Center enables the programs such as the LBCC WpLRC to focus on providing cost-effective, quality customized training programs to meet businesses' changing workforce development needs. The Center also offers training designed to provide individuals and employees with affordable and practical professional development programs.

Long Beach City College wanted to offer a broad range of seminars and workshops under one umbrella, with streamlined operations to provide a business friendly and comprehensive "one-stop shop" delivery model to businesses and workers in the region. The Workplace Center specializes in a variety of "workforce basics" including vocational English, accelerated math skills, communication, customer service, and basic

computer training. The Center for Training and Professional Development also offers courses in management/leadership to business development and expansion; International trade to sales and marketing; Smog Check Certificate training to California State Electrician Certification Exam preparation; AutoCAD 3-D software training to California Notary Public Exam preparation, just to name a few.



In addition, the Center's programs and services provides an alternative to small businesses that do not want the

overhead of having its own training department, yet recognizes the need to provide on-going training to their employees so that they are able to improve and update their skills. Many of these businesses support their workforce's on-going training needs by enrolling their employees individually or in groups in a variety of workshops and seminars offered by the Center. Other businesses with training departments or functions also utilize the Center's services to expand and enhance the training programs and options they provide to their employees. The Long Beach Center will customize any of their programs to fit the specific needs of the business.

Long Beach City College is committed to supporting regional economic development by ensuring that its programs and training services are relevant and appropriate to maintain and updating the skill-sets of the region's workers.

For more information about the Long Beach City College Center for Training and Professional Development, please contact Sandra Sanchez at (562) 938-5051 or online at www.lbcc.edu/communityed.

Oxnard: NAVSEA Excited About Strategic Partner

The Naval Surface Warfare Center at Port Hueneme has contracted with the Workplace Learning Resource Center (WpLRC) at Oxnard College to provide training for employees. Gary Farber, NAVSEA Training Director, was originally interested in a Logistics Program but wanted to fortify fundamental skills stating: "Basic skills are what we need." Following an assessment by Lucia Haro, WpLRC Director, Farber concluded that Business Management training infused with a Workplace Basic Skills component

13 courses serving 173 employees

"I am glad the program is available. With two small boys, I had put my education on hold, now I can attend class immediately after work."
- Carmen V. Ortiz
Acquisition Department

would strengthen the center's long term educational goals and better prepare employees. The training is offered on site, facilitating access for employees.

Farber's investment is producing positive results and enables him to work closely with the WpLRC to customize training components based on NAVSEA's dynamic needs. Because of the early success of the first classes, the program has grown

to 13 courses serving 173 employees. "It is always important to fully assess the business needs of the client in order for the programs and services to be successful," said Haro. "Oxnard's Workplace Center takes pride in delivering customized just-in-time training to our local business community."

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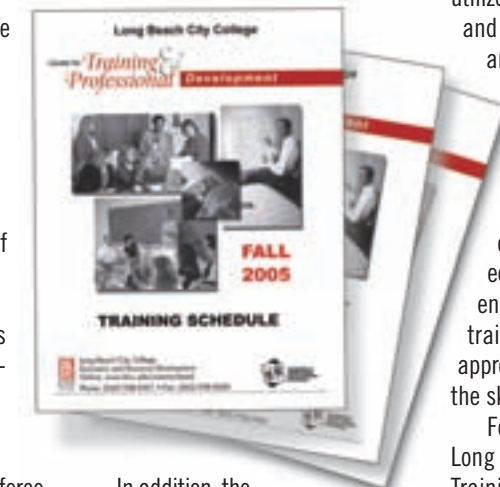
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- Performance Improvement
- Environment, Health, Safety and Homeland Security
- Health Care
- Multimedia & Entertainment
- Applied Competitive Technologies
- International Trade
- Small Business Development
- Workplace Learning

Administrator, Kay Ferrier
Dean, Economic Development
State Chancellor's Office



...the program provides

Spanish-language curriculum specific to occupations