

**A - Butte County**

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I, Migrant and Seasonal Farmworker Programs - Section (167), CHD	WIOA Title II, Adult Education and Literacy Programs - Oroville Adult Ed.	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Department of Employment & Social Services
<b>Basic Career Services</b>											
Program eligibility	X	X	X	X		X	X	X	X	X	X
Outreach and intake and orientation to services	X	X	X	X	X	X		X	X	X	X
Initial assessment of skill levels	X	X	X	X			X	X	x		X
Job search and placement assistance	X	X	X		X	X	X	X	X		X
Labor Market employment statistics	X	X	X	X	X	X		X	X		
Supportive services information	X	X	X		X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X			X			X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X	X	X	X		X		X			X
Training vendor information	X	X	X		X	X		X			
Performance measure information	X	X	X			X		X			
Referrals to other programs and services	X	X	X	X	X	X	X	X	X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X	X	X		X	X				X
Individual Employment Plan	X	X	X		X	X	X	X	x		X
Group counseling	X	X									X
Individual counseling	X	X	X		X	X		X	x		X
Career Planning	X	X	X	X	X	X	X	X	x		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X	X	X		X	X				X
Internships and work experience linked to careers	X	X	X	X		X	X				X
Workforce preparation activities	X	X	X	X	X	X	X		X		X

Financial literacy services	X	X		X							
Out-of-Area job search assistance and relocation assistance	X	X				X					
English language acquisition and integrated education and training programs			X	X		X					X
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X	X		x	X	X		X		
Referral to community resources necessary to retain employment	X	X	X		x	X	X		X		X
Provision of supportive services	X	X	X			X					
Career development/further education planning	X	X	X	X		X					
Assistance securing a better paying job	X	X	X			X	X		X		
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X	X	X		X					X
On-the-Job Training (OJT)	X	X	X			X	X				
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X	X				X	X				X
Training programs operated by the private sector	X	X				X					X
Skill upgrading and retraining	X	X	X	X		X	X				X
Entrepreneurial Training	X	X									
Transitional Jobs	X	X				X					
Job readiness training	X	X	X	X		X	X				X
Adult education and literacy activities	X	X	X	X		X					X
High School diploma/GED services	X	X	X	X		X					X
Employer customized training	X					X					
<b>Business Services</b>											
Labor market information	X			X							
Wage & Benefit information	X			X							
Local labor pool information	X			X							
Job/Career Fairs	X		X		X		X				
Internet talent search and job postings	X				X						
Employee recruitment and/or screening assistance	X	X	X		X						
Financial assistance for employee training	X	X									
Employee assessment/testing services	X	X									
Tax credit information	X	X			X			X			
Employer workshops and seminars	X				X						
Outplacement assistance	X										

Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X	X			X						
Job description assistance	X										
Referral assistance to partnering agency	X	X	X								

**Referral Process**

When referring to partner agencies that are co-located, AFWD staff will personally escort the customer to an agency

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by Alliance for Workforce

Erin Clark - Program Supervisor  
500 Cohasset Road, Suite 30, Chico, CA 95926  
78 Table Mountain Blvd., Oroville, CA 95965  
530-538-5208  
[elcark@ncen.org](mailto:elcark@ncen.org) or [afwdcontact@ncen.org](mailto:afwdcontact@ncen.org)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
Jeff Hogue, Coordinator  
2540 Hartnell Ave.  
Redding, CA 96002  
(530)222-1004  
[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title I, Migrant and Seasonal Farmworker Programs - Section (167)**

Customers with questions about farmworker programs and services would be referred to California Human Development (CHD)

Liliana Sapien - Case Manager  
1249 Mangrove Avenue, Chico CA  
916-371-8220 ext 105  
[liliana.sapien@cahumandevlopment.org](mailto:liliana.sapien@cahumandevlopment.org)

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to Oroville Union High

Debra Burtshaw - Administration  
530-538-5350  
[dburtenshaw@ouhsd.org](mailto:dburtenshaw@ouhsd.org)

**WIOA Title III, Wagner-Peyser Programs**

Customers interested in programs and/or services provided by Wagner-

Ignacio Magaña  
78 Table Mountain Blvd., Oroville, CA 95965  
530-701-6311  
[ignacio.magana@edd.ca.gov](mailto:ignacio.magana@edd.ca.gov)

The Marysville Office can be used as backup 530-599-3040

[WSBMarysvilleFieldOffice@edd.ca.gov](mailto:WSBMarysvilleFieldOffice@edd.ca.gov)

**WIOA Title IV, Vocational Rehabilitation Programs**

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements

Leslie Mello

530-257-6073 <a href="mailto:leslie.mello@dor.ca.gov">leslie.mello@dor.ca.gov</a>																		
<b>Title V, Older Americans Act Programs</b>																		
Customers that are requesting information from Experience Works would be referred to AARP Senior Community Service Melissa Frohrip, Project Director																		
530-768-5252 <a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>																		
<b>Trade Adjustment Assistance (TAA) Programs</b>																		
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the EDD - Marysville, CA																		
<a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a> 530-599-3040																		
<b>Veterans Programs (EDD)</b>																		
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Andrew Macy DVOP																		
530-599-3023 <a href="mailto:Andrew.Macy@edd.ca.gov">Andrew.Macy@edd.ca.gov</a>																		
The Marysville Office can be used as backup 530-749-4882 <a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a>																		
<b>Unemployment Insurance Program (EDD)</b>																		
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on www.edd.ca.gov. When assistance is needed beyond the website, customers are referred to the local EDD office.																		
Ignacio Magaña - UI Navigator 78 Table Mountain Blvd., Oroville, CA 95965 530-701-6311 <a href="mailto:ignacio.magana@edd.ca.gov">ignacio.magana@edd.ca.gov</a> The Marysville Office can be used as backup 530-599-3040 <a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a>																		
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>																		
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:																		
<b>(Chico)</b> Monica Moore, Resource Staff 765 East Ave., Chico CA 95926 530-552-6621 <a href="mailto:mmoore@buttecounty.net">mmoore@buttecounty.net</a>																		
<b>(Oroville)</b> Richard Brashears 78 Table Mountain Blvd., Oroville, CA 95965 530-538-7301 <a href="mailto:RBrashears@buttecounty.net">RBrashears@buttecounty.net</a>																		

**B - Del Norte County**

	WIOA Title I, Adult/DW/Youth - SMART Workforce Center	WIOA Title I, Native American Programs - Northern California Indian Development Council	WIOA Title I Migrant and Seasonal Farmworker (Section 167)	WIOA Title II, Adult Education and Literacy Programs - Del Norte County	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocational Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) Programs	Veterans Programs - EDD	Unemployment Insurance Program - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Department of Health & Human Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X				X	X	X	X	X	X
Outreach and intake and orientation to services	X	X				X	X	X	X	X	X
Initial assessment of skill levels	X	X				X	X	X	X		X
Job search and placement assistance	X	X				X	X	X	X		X
Labor Market employment statistics	X	X				X	X	X	X		X
Supportive services information	X	X				X		X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X						X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X						X	X		X
Training vendor information	X	X				X		X	X		X
Performance measure information	X	X						X	X		
Referrals to other programs and services	X	X		X		X	X	X	X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X		X		X	X	X	X		X
Individual Employment Plan	X	X				X		X	X		X
Group counseling		X									
Individual counseling	X	X		X		X	X		X		X
Career Planning	X	X				X	X	X	X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X				X	X	X	X		X

Internships and work experience linked to careers	X	X				X	X		X		
Workforce preparation activities	X	X				X	X	X	X		X
Financial literacy services											X
Out-of-Area job search assistance and relocation assistance	X	X				X		X	X		X
English language acquisition and integrated education and training programs				X		X					
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X				X	X	X	X		X
Referral to community resources necessary to retain employment	X	X		X		X	X	X	X		X
Provision of supportive services	X	X				X			X		X
Career development/further education planning	X	X				X	X	X	X		X
Assistance securing a better paying job	X	X				X	X	X	X		X
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X				X		X	X		X
On-the-Job Training (OJT)	X	X							X		
Incumbent Worker Training	X	X							X		
Programs that provide workplace training with related instruction								X			
Training programs operated by the private sector	X	X				X		X	X		X
Skill upgrading and retraining	X	X				X	X	X	X		X
Entrepreneurial Training								X			X
Transitional Jobs		X					X	X	X		
Job readiness training	X	X					X	X	X		X
Adult education and literacy activities				X		X		X			
High School diploma/GED services				X				X			
Employer customized training									X		
<b>Business Services</b>											
Labor market information	X								X		X
Wage & Benefit information	X								X		X
Local labor pool information	X								X		X
Job/Career Fairs	X	X							X		X
Internet talent search and job postings	X								X		

Employee recruitment and/or screening assistance	X	X							X		X
Financial assistance for employee training	X	X							X		
Employee assessment/testing services		X							X		
Tax credit information	X								X		X
Employer workshops and seminars	X								X		
Outplacement assistance											
Small Business Admin. information											
Human Resource information	X										
Rapid Response/Layoff Aversion services	X										
Job description assistance	X										
Referral assistance to partnering agency	X	X		X		X	X		X		X

**Referral Process**

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by the SMART Workforce Center, would be referred to Christy Hernandez, SMART Workforce Center:

875 5th Street, Crescent City, CA 95531

707-464-8347

[hchristy@thesmartcenter.biz](mailto:hchristy@thesmartcenter.biz)

**WIOA Title I, Native American Programs - Section (166)**

Customers that might fit eligibility requirement for assistance through Northern CA Indian Development Council or have questions about services would be referred to Brenda Lawrence, NCIDC Program Assistant II:

888 4th Street, Crescent City, CA 95531

707-464-3512

[brenda@ncidc.org](mailto:brenda@ncidc.org)

**WIOA Title I, Migrant and Seasonal Farmworker Programs - Section (167)**

Customers with questions about farmworker programs and services would be referred to California Human Development:

Lilian Sapien - Senior Case Manager

1249 Mangrove Avenue, Chico CA

916-371-8220 ext 1051

[liliana.sapien@cahumandevlopment.org](mailto:liliana.sapien@cahumandevlopment.org)

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to Del Norte County Unified School District office to speak to Jeff Harris,

County and District Superintendent:

301 W. Washington Blvd, Crescent City, CA 95531

707-464-0200

[jharris@delnorte.k12.ca.us](mailto:jharris@delnorte.k12.ca.us)

<b>WIOA Title III, Wagner-Peyser Programs</b>										
Customers with questions about Wagner-Peyser programs in our area would be referred to EDD Workforce Services, Employment Program Manager II, Robyn Stalcup										
409 K Street, Eureka, CA 95501										
707-441-5707										
<a href="mailto:Robyn.Stalcup@edd.ca.gov">Robyn.Stalcup@edd.ca.gov</a>										
<b>WIOA Title IV, Vocational Rehabilitation Programs</b>										
Customers asking about services available through Department of Rehab, or might fit eligibility requirements for services, would be referred to Carla Capineri,										
Carla Capineri, Department of Rehabilitation PTII – Crescent City Branch:										
286 M Street, Crescent City, CA 95531										
707-464-8347										
<a href="mailto:carla.capineri@dor.ca.gov">carla.capineri@dor.ca.gov</a>										
<b>Title V, Older Americans Act Programs</b>										
Customers that are requesting information from Experience Works would be referred to Melissa Frohip, Project Director, Employment & Training Coordinator for Northern CA:										
1325 Pine Street, Redding, CA 96001										
530-768-5252										
<a href="mailto:Mfrohip@aarp.org">Mfrohip@aarp.org</a>										
<b>Trade Adjustment Assistance (TAA) Programs</b>										
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to Robyn Stalcup, Employment Program Manager II:										
409 K Street, Eureka, CA 95501										
707-441-5707										
<a href="mailto:Robyn.Stalcup@edd.ca.gov">Robyn.Stalcup@edd.ca.gov</a>										
<b>Veterans Programs (EDD)</b>										
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Representative, Trae Garza:										
409 K Street, Eureka, CA 95501										
707-441-5709										
<a href="mailto:trae.garza@edd.ca.gov">trae.garza@edd.ca.gov</a>										
<b>Unemployment Insurance Program (EDD)</b>										
Customers with questions regarding EDD’s Unemployment Insurance Program are first directed to use “Contact EDD” on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the Eureka Workforce Services Office, Robyn Stalcup, Employment Program Manager:										
409 K Street, Eureka, CA 95501										
707-441-5707										
<a href="mailto:Robyn.Stalcup@edd.ca.gov">Robyn.Stalcup@edd.ca.gov</a>										
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>										
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:										
Kerri Mitchell, Supervising Integrated Case Worker for the Employment and Training Unit										
880 Northcrest Dr, Crescent City, CA 95531										
707-464-3191 x 2629										
<a href="mailto:kmitchell@co.del-norte.ca.us">kmitchell@co.del-norte.ca.us</a>										



**C - Lassen County**

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I Migrant and Seasonal Farmworker Program (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Department of Social Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X		X	X	X	X	X	X	X	X
Outreach and intake and orientation to services	X	X		X	X	X		X	X	X	X
Initial assessment of skill levels	X	X		X	X		X		X		X
Job search and placement assistance	X	X			X	X	X		X		X
Labor Market employment statistics	X	X		X	X	X		X	X		
Supportive services information	X	X		X	X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X			X			X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X	X		X	X	X		X			X
Training vendor information	X	X			X	X					
Performance measure information	X	X				X					
Referrals to other programs and services	X	X		X	X	X	X		X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X		X		X	X				X
Individual Employment Plan	X	X				X	X		X		X
Group counseling	X	X							X		X
Individual counseling	X	X		X		X		X	X		X
Career Planning	X	X		X		X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X		X		X	X		X		X

Internships and work experience linked to careers	X	X		X		X	X				X
Workforce preparation activities	X	X		X		X	X		X		X
Financial literacy services	X	X									
Out-of-Area job search assistance and relocation assistance	X	X				X					
English language acquisition and integrated education and training programs				X		X					
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X				X	X		X		
Referral to community resources necessary to retain employment	X	X				X	X		X		X
Provision of supportive services	X	X				X					
Career development/further education planning	X	X		X		X					
Assistance securing a better paying job	X	X				X	X		X		
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X		X		X		X	X		X
On-the-Job Training (OJT)	X	X				X	X		X		
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X	X				X	X		X		X
Training programs operated by the private sector	X	X				X		X	X		X
Skill upgrading and retraining	X	X				X	X				X
Entrepreneurial Training	X	X									
Transitional Jobs	X	X				X					
Job readiness training	X	X		X		X	X		X		X
Adult education and literacy activities	X	X		X		X			X		
High School diploma/GED services	X	X		X		X					X
Employer customized training	X					X					
<b>Business Services</b>											
Labor market information	X				X						
Wage & Benefit information	X				X						
Local labor pool information	X										
Job/Career Fairs	X						X				
Internet talent search and job postings	X			X	X						

Employee recruitment and/or screening assistance	X	X											
Financial assistance for employee training	X	X											
Employee assessment/testing services	X	X											
Tax credit information	X	X			X								
Employer workshops and seminars	X												
Outplacement assistance	X												
Small Business Admin. information	X												
Human Resource information	X												
Rapid Response/Layoff Aversion services	X	X			X								
Job description assistance	X				X								
Referral assistance to partnering agency	X	X			X								

**Referral Process**

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by Business & Career Network would be referred to:

Kim Keith - Program Supervisor  
 1616 Chestnut Street, Susanville, CA 96130  
 530-257-5057  
[kkeith@ncen.org](mailto:kkeith@ncen.org) or [afwdcontact@ncen.org](mailto:afwdcontact@ncen.org)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
 Jeff Hogue, Coordinator  
 2540 Hartnell Ave.  
 Redding, CA 96002  
 (530)222-1004  
[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to:

Janet Marinoni - Transition Counselor  
 530-249-9997  
[JMarinoni@lassencollege.edu](mailto:JMarinoni@lassencollege.edu)

**WIOA Title III, Wagner-Peyser Programs**

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.											
Redding EDD Office 530-225-2185 ext. 3 Workforce Services											
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>											
<b>WIOA Title IV, Vocational Rehabilitation Programs</b>											
Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:											
Shannon Hogan											
530-257-6073											
<a href="mailto:shogan@dor.ca.gov">shogan@dor.ca.gov</a>											
<b>Title V, Older Americans Act Programs</b>											
Customers that are requesting information would be referred to AARP, Employment & Training Coordinator for Northern CA:											
Melissa Frohrip, Project Director											
530-768-5252											
<a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>											
<b>Trade Adjustment Assistance (TAA) Programs</b>											
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:											
Redding EDD Office 530-225-2185 ext. 3 Workforce Services											
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>											
<b>Veterans Programs (EDD)</b>											
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:											
Redding EDD Office 530-225-2185 ext. 6 Veterans Services											
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>											
<b>Unemployment Insurance Program (EDD)</b>											
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.											
Redding EDD Office 530-225-2185 ext. 3 Workforce Services											
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>											
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>											
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:											
Yvonne Hawkes											
1616 Chestnut Street, Susanville, CA 96130											
530-251-8152											
<a href="mailto:yhawkes@co.lassen.ca.us">yhawkes@co.lassen.ca.us</a>											

**D - Modoc County**

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CaWORKS - Department of Employment & Social Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X			X	X	X		X	X	X
Outreach and intake and orientation to services	X	X			X	X		X	X	X	X
Initial assessment of skill levels	X	X			X		X		X		X
Job search and placement assistance	X	X			X	X	X		X		X
Labor Market employment statistics	X	X			X	X		X	X		
Supportive services information	X	X			X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X			X			X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X	X			X	X		X			X
Training vendor information	X	X			X	X					
Performance measure information	X	X				X					
Referrals to other programs and services	X	X			X	X	X		X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X				X	X				X
Individual Employment Plan	X	X				X	X		X		X
Group counseling	X	X							X		X
Individual counseling	X	X				X		X	X		X
Career Planning	X	X				X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X				X	X		X		X

Internships and work experience linked to careers	X	X				X	X				X
Workforce preparation activities	X	X				X	X		X		X
Financial literacy services	X	X									
Out-of-Area job search assistance and relocation assistance	X	X				X					
English language acquisition and integrated education and training programs						X					X
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X				X	X		X		
Referral to community resources necessary to retain employment	X	X				X	X		X		X
Provision of supportive services	X	X				X					
Career development/further education planning	X	X				X					
Assistance securing a better paying job	X	X				X	X		X		
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X				X		X	X		X
On-the-Job Training (OJT)	X	X				X	X		X		
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X	X				X	X		X		X
Training programs operated by the private sector	X	X				X		X	X		X
Skill upgrading and retraining	X	X				X	X				X
Entrepreneurial Training	X	X									
Transitional Jobs	X	X				X					
Job readiness training	X	X				X	X		X		X
Adult education and literacy activities	X	X				X			X		X
High School diploma/GED services	X	X				X					X
Employer customized training	X					X					
<b>Business Services</b>											
Labor market information	X				X						
Wage & Benefit information	X				X						
Local labor pool information	X										
Job/Career Fairs	X						X				
Internet talent search and job postings	X				X						

Employee recruitment and/or screening assistance	X	X									
Financial assistance for employee training	X	X									
Employee assessment/testing services	X	X									
Tax credit information	X	X			X						
Employer workshops and seminars	X										
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X	X			X						
Job description assistance	X				X						
Referral assistance to partnering agency	X	X			X						

**Referral Process**

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by Business & Career Network would be referred to:

Stacy Snow - Career Center Advisor

701 N. Main Street, #1

530-233-4161

[ssnow@ncen.org](mailto:ssnow@ncen.org) or [afwdcontact@ncen.org](mailto:afwdcontact@ncen.org)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Redding office.

California Indian Manpower Consortium, Inc.

Jeff Hogue, Coordinator

2540 Hartnell Ave.

Redding, CA 96002

(530)222-1004

[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title III, Wagner-Peyser Programs**

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department

Redding EDD Office 530-225-2185 ext. 3 Workforce Services

[WSBReddingFieldOffice@edd.ca.gov](mailto:WSBReddingFieldOffice@edd.ca.gov)

**WIOA Title IV, Vocational Rehabilitation Programs**

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:									
Christien Kensley									
530-260-1749 (cell) 530-233-5730 (main)									
<a href="mailto:Christien.Kensley@dor.ca.gov">Christien.Kensley@dor.ca.gov</a>									
<b>Title V, Older Americans Act Programs</b>									
Customers that are requesting information would be referred to AARP, Employment & Training Coordinator for Northern CA:									
Melissa Frohrip - Project Director									
530-768-5252									
<a href="mailto:mfrohrip@aarp.org">mfrohrip@aarp.org</a>									
<b>Trade Adjustment Assistance (TAA) Programs</b>									
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:									
Redding EDD Office 530-225-2185 ext. 3 Workforce Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>Veterans Programs (EDD)</b>									
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:									
Redding EDD Office 530-225-2185 ext. 6 Veterans Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>Unemployment Insurance Program (EDD)</b>									
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.									
Redding EDD Office 530-225-2185 ext. 3 Workforce Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>									
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:									
Karena Nield - Program Manager									
324 South Main Street, Alturas, CA 96101									
530-233-6501 or 530-233-6428									
<a href="mailto:karenaneild@co.modoc.ca.us">karenaneild@co.modoc.ca.us</a> or <a href="mailto:calworks@co.modoc.ca.us">calworks@co.modoc.ca.us</a>									



**E - Nevada County**

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Department of Social Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X		X		X	X	X	X	X	X
Outreach and intake and orientation to services	X	X		X	X	X		X	X	X	X
Initial assessment of skill levels	X	X		X			X	X	X		X
Job search and placement assistance	X	X			X	X	X	X	X		X
Labor Market employment statistics	X	X		X	X	X		X	X		X
Supportive services information	X	X		X	X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X			X			X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X				X		X			X
Training vendor information	X	X				X		X			X
Performance measure information	X	X		X		X					
Referrals to other programs and services	X	X		X	X	X	X	X	X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X		X		X	X				X
Individual Employment Plan	X	X			X	X	X	X	X		X
Group counseling	X	X									X
Individual counseling	X	X			X	X		X	X		X
Career Planning	X	X		X	X	X	X	X	X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X		X		X	X		X		X

Internships and work experience linked to careers	X	X		X		X	X				X
Workforce preparation activities	X	X		X		X	X		X		X
Financial literacy services	X	X		X							X
Out-of-Area job search assistance and relocation assistance	X	X				X					
English language acquisition and integrated education and training programs				X		X					X
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X				X	X		X		
Referral to community resources necessary to retain employment	X	X		X	X	X	X		X		X
Provision of supportive services	X	X				X					
Career development/further education planning	X	X		X		X					
Assistance securing a better paying job	X	X				X	X		X		
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X		X		X					X
On-the-Job Training (OJT)	X	X				X	X				
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X	X		X		X	X				X
Training programs operated by the private sector	X	X		X		X					X
Skill upgrading and retraining	X	X		X		X	X				X
Entrepreneurial Training	X	X		X							
Transitional Jobs	X	X				X					X
Job readiness training	X	X		X		X	X				X
Adult education and literacy activities	X	X		X		X					X
High School diploma/GED services	X	X		X		X					X
Employer customized training	X					X					
<b>Business Services</b>											
Labor market information	X			X							
Wage & Benefit information	X										
Local labor pool information	X										
Job/Career Fairs	X			X			X				

Internet talent search and job postings	X				X						
Employee recruitment and/or screening assistance	X	X									
Financial assistance for employee training	X	X									
Employee assessment/testing services	X	X									
Tax credit information	X	X			X				X		
Employer workshops and seminars	X										
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X	X			X						
Job description assistance	X										
Referral assistance to partnering agency	X	X									

**Referral Process**

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by Business & Career Network would be referred to:

**(Grass Valley)** Jessilyn Ellenson - Career Center Advisor  
 988 McCourtney Road, Grass Valley, CA 95949  
 530-265-7092  
[jellenson@ncen.org](mailto:jellenson@ncen.org)

**(Truckee)** Dustin Hollingshead - Resource Coordinator  
 10879 Donner Pass Rd. #A  
 Truckee CA 96161  
 530-550-3015  
[dhollinshead@ncen.org](mailto:dhollinshead@ncen.org)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
 Jeff Hogue, Coordinator  
 2540 Hartnell Ave.  
 Redding, CA 96002  
 (530)222-1004  
[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to Nevada Joint Union High School District.

**(Grass Valley)** Adrian Boggess - Administration AE

530-477-1225 x: 2304

[aheil@njuhsd.com](mailto:aheil@njuhsd.com)

**(Truckee)** Todd M. Wold - Manager of Adult Education

530-582-2591

[twold@ttusd.org](mailto:twold@ttusd.org)

### **WIOA Title III, Wagner-Peyser Programs**

Customers looking to find out more information regarding Wagner-Peyser Assistance would be referred to the nearest EDD office to speak to:

EDD - Marysville, CA

[WSBMarysvilleFieldOffice@edd.ca.gov](mailto:WSBMarysvilleFieldOffice@edd.ca.gov)

530-599-3040

### **WIOA Title IV, Vocational Rehabilitation Programs**

Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:

**(Grass Valley)** Thuy Luu - Counselor

530-477-2483

[thuy.luu@dor.ca.gov](mailto:thuy.luu@dor.ca.gov)

**(Auburn)** Leslie.Henry@dor.ca.gov - Counselor

530-823-4040

[Leslie.Henry@dor.ca.gov](mailto:Leslie.Henry@dor.ca.gov)

**(Truckee)** Timothy Savee - Counselor

(530)541-3226

[Timothy.savee@dor.ca.gov](mailto:Timothy.savee@dor.ca.gov)

### **Title V, Older Americans Act Programs**

Customers that are requesting information would be referred to AARP, Employment & Training Coordinator for

Melissa Frohrip, Project Director

530-768-5252

[Mfrohrip@aarp.org](mailto:Mfrohrip@aarp.org)

### **Trade Adjustment Assistance (TAA) Programs**

Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:

EDD - Marysville, CA

[WSBMarysvilleFieldOffice@edd.ca.gov](mailto:WSBMarysvilleFieldOffice@edd.ca.gov)

530-599-3040

### **Veterans Programs (EDD)**

Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:

EDD - Marysville, CA

[WSBMarysvilleFieldOffice@edd.ca.gov](mailto:WSBMarysvilleFieldOffice@edd.ca.gov)

530-599-3040												
Andrew Macy DVOP (alternate)												
andrew.macy@edd.ca.gov												
<b>Unemployment Insurance Program (EDD)</b>												
Customers with questions regarding EDD’s Unemployment Insurance Program are first directed to use “Contact EDD” on www.edd.ca.gov. When assistance is needed beyond the website customers are referred to the local EDD office.												
EDD - Marysville, CA												
<a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a>												
530-599-3040												
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>												
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:												
Department of Social Services												
Tamaran Cook, Program Manager												
988 McCourtney Road, Grass Valley, CA 95949												
530-265-1340												
<a href="mailto:DSS@co.nevada.ca.us">DSS@co.nevada.ca.us</a> or <a href="mailto:Tamaran.cook@co.nevada.ca.us">Tamaran.cook@co.nevada.ca.us</a>												

F - Plumas County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III Wagner-Peyser Programs	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CaWORKS - Department of Employment & Social Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X		X	X	X	X	X	X	X	X
Outreach and intake and orientation to services	X	X		X	X	X		X	X	X	X
Initial assessment of skill levels	X	X		X	X		X		X		X
Job search and placement assistance	X	X			X	X	X		X		X
Labor Market employment statistics	X	X			X	X		X	X		
Supportive services information	X	X			X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X			X			X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X		X	X	X		X			X
Training vendor information	X	X			X	X					
Performance measure information	X	X				X					
Referrals to other programs and services	X	X		X	X	X	X		X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X		X		X	X				
Individual Employment Plan	X	X				X	X		X		X
Group counseling	X	X							X		X
Individual counseling	X	X				X		X	X		X
Career Planning	X	X		X		X	X		X		X
Short-term prevocational	X	X				X	X		X		X
Internships and work experience linked to careers	X	X				X	X				X

Workforce preparation activities	X	X		X		X	X		X		X
Financial literacy services	X	X									
Out-of-Area job search assistance and relocation assistance	X	X				X					
English language acquisition and integrated education and				X		X					X
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X				X	X		X		
Referral to community resources necessary to retain employment	X	X				X	X		X		X
Provision of supportive services	X	X				X					X
Career development/further education planning	X	X		X		X					
Assistance securing a better paying job	X	X				X	X		X		
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X		X		X		X	X		
On-the-Job Training (OJT)	X	X				X	X		X		
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X	X				X	X		X		X
Training programs operated by the private sector	X	X				X		X	X		X
Skill upgrading and retraining	X	X				X	X				
Entrepreneurial Training	X	X									
Transitional Jobs	X	X				X					X
Job readiness training	X	X		X		X	X		X		X
Adult education and literacy activities	X	X		X		X			X		X
High School diploma/GED services	X	X		X		X					
Employer customized training	X					X					
<b>Business Services</b>											
Labor market information	X				X						
Wage & Benefit information	X										
Local labor pool information	X										
Job/Career Fairs	X						X				
Internet talent search and job postings	X			X							
Employee recruitment and/or screening assistance	X	X									
Financial assistance for employee training	X	X									

Employee assessment/testing services	X	X									
Tax credit information	X	X			X						
Employer workshops and seminars	X										X
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X	X			X						
Job description assistance	X				X						
Referral assistance to partnering agency	X	X			X						X

**Referral Process**

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by Business & Career Network, would be referred to:

Ruthie Nicholas - Frontline

7 Quincy Junction Road, Quincy, CA 95971

530-283-1606

[afwdcontact@ncen.org](mailto:afwdcontact@ncen.org)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.

Jeff Hogue - Coordinator

2540 Hartnell Ave.

Redding, CA 96002

530-222-1004

[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to Plumas County Literacy.

Karen Miller

Feather River Adult Education Consortium (HS diploma)

530-283-1003 (main) or 530-680-9831 (direct)

[mabramson@pcoe.k12.ca.us](mailto:mabramson@pcoe.k12.ca.us)

**WIOA Title III, Wagner-Peyser Programs**

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

Redding EDD Office 530-225-2185 ext. 3 Workforce Services

[WSBReddingFieldOffice@edd.ca.gov](mailto:WSBReddingFieldOffice@edd.ca.gov)



<b>Title V, Older Americans Act Programs</b>										
Customers that are requesting information from Experience Works would be referred to AARP, Employment & Training Coordinator for Northern CA:										
Melissa Frohrip, Project Director										
530-768-5252										
<a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>										
<b>Trade Adjustment Assistance (TAA) Programs</b>										
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:										
Redding EDD Office 530-225-2185 ext. 3 Workforce Services										
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>										
<b>Veterans Programs (EDD)</b>										
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:										
Redding EDD Office 530-225-2185 ext. 6 Veterans Services										
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>										
<b>Unemployment Insurance Program (EDD)</b>										
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.										
Redding EDD Office 530-225-2185 ext. 3 Workforce Services										
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>										
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>										
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:										
Plumas Social Services										
270 County Hospital Road, Suite 207, Quincy, CA 95971										
530-283-6350										
<a href="http://benefitscal.org">benefitscal.org</a>										

**G - Shasta County**

	WIOA Title I, Adult/DW/Youth - SMART Workforce Center	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Department of Health & Human Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X	X		X		X	X	X	X	X
Outreach and intake and orientation to services	X	X	X	X	X	X	X	X	X	X	
Initial assessment of skill levels	X	X	X	X	X	X	X		X		
Job search and placement assistance	X	X	X		X	X	X		X		X
Labor Market employment statistics	X	X			X	X		X	X		X
Supportive services information	X	X			X	X	X	X	X		
Unemployment Insurance Claim Filing Assistance and Information	X				X			X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X			X	X			X	X		
Training vendor information	X	X	X		X				X		
Performance measure information	X	X	X		X		X		X		
Referrals to other programs and services	X	X	X	X	X	X	X		X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X	X	X	X	X	X		X		
Individual Employment Plan	X	X	X		X	X	X	X	X		
Group counseling	X		X		X		X		X		
Individual counseling	X	X	X	X	X	X	X		X		X
Career Planning	X	X	X		X	X			X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X				X		X		X		

Internships and work experience linked to careers	X		X				X		X		
Workforce preparation activities	X	X	X	X	X	X	X		X		X
Financial literacy services	X										
Out-of-Area job search assistance and relocation assistance	X										
English language acquisition and integrated education and training programs	X			X							
<b>Follow-up Services</b>											
Counseling regarding the workplace	X		X				X				
Referral to community resources necessary to retain employment	X						X		X		
Provision of supportive services	X		X								
Career development/further education planning	X			X							
Assistance securing a better paying job	X										
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X	X	X				X	X		
On-the-Job Training (OJT)	X	X	X				X		X		
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X			X					X		X
Training programs operated by the private sector	X	X					X	X	X		X
Skill upgrading and retraining	X		X	X							
Entrepreneurial Training	X	X		X							
Transitional Jobs	X										
Job readiness training	X	X	X	X		X	X		X		X
Adult education and literacy activities	X			X					X		
High School diploma/GED services	X			X							
Employer customized training	X			X							
<b>Business Services</b>											
Labor market information	X	X			X						
Wage & Benefit information	X				X						
Local labor pool information	X				X						
Job/Career Fairs	X	X		X	X	X	X				X

Internet talent search and job postings	X				X							X
Employee recruitment and/or screening assistance	X				X	X						
Financial assistance for employee training	X											
Employee assessment/testing services	X											X
Tax credit information	X	X			X	X						
Employer workshops and seminars	X				X	X						
Outplacement assistance	X											
Small Business Admin. information	X					X						
Human Resource information	X											
Rapid Response/Layoff Aversion services	X				X							
Job description assistance	X				X							
Referral assistance to partnering agency	X	X		X	X	X	X					X

**Referral Process**

Referrals to partner agencies will be made through phone calls, instant messaging systems, or on-site introductions.

**WIOA Title I, Adult, Dislocated Worker, and Youth Programs**

Customers interested in obtaining more information regarding services provided by:

The Smart Workforce Center  
 Betsey Ray  
 Regional Program Manager  
 530-246-7911  
[rbetsey@thesmartcenter.biz](mailto:rbetsey@thesmartcenter.biz)

**WIOA Title I Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
 Linda LaFountain  
 Field Office Supervisor  
 738 North Market Blvd.  
 Sacramento, CA 95834  
 916-920-0285  
[lindal@cimcinc.com](mailto:lindal@cimcinc.com)

**WIOA Title I, Migrant and Seasonal Farmworker Programs - Section 167**

Customers with questions about farmworker programs and services could be referred to:

May Potts, Division Director  
 Maria Robey - Senior Case Manager  
 1325 Pine Street, Redding CA 96001  
 530-225-2157  
[maria.robey@californiahumandevlopment.org](mailto:maria.robey@californiahumandevlopment.org)

<b>WIOA Title II Adult Education and Literacy Programs</b>												
Customers with questions about adult education and/or literacy programs would be referred to:												
<b>Anderson Adult Education Center</b>												
Brandt Shriner												
Office 530-365-3334												
<a href="mailto:bshriner@auhsd.net">bshriner@auhsd.net</a>												
<b>Shasta College</b>												
Gateway to College Program												
Nancy Berkey												
Office 530-242-7587												
<a href="mailto:nberkey@shastacollege.edu">nberkey@shastacollege.edu</a>												
<b>Shasta Literacy Program</b>												
Shasta County Library												
Kayla Menne												
Literacy Coordinator												
Office 530-245-7237												
<a href="mailto:kaylam@shastalibraries.org">kaylam@shastalibraries.org</a>												
<b>Shasta Adult School</b>												
Kathi Rodriguez												
Secretary												
Office 530- 245-2626												
Fax 530-245-2682												
<b>Good News Rescue Mission - Academic Center</b>												
Anthony Zippay												
Academic Center Director												
Office 530-242-5920												
<a href="mailto:AZippay@gnrm.org">AZippay@gnrm.org</a>												
<b>WIOA Title III, Wagner-Peyser Programs</b>												
Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.												
Redding EDD Office 530-225-2185 ext. 3 Workforce Services												
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>												
<b>Trade Adjustment Assistance (TAA) Programs</b>												
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:												
Redding EDD Office 530-225-2185 ext. 3 Workforce Services												
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>												
<b>Veterans Programs</b>												
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:												
Redding EDD Office 530-225-2185 ext. 6 Veterans Services												
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>												

<b>Unemployment Insurance Program - EDD</b>									
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.									
Redding EDD Office 530-225-2185 ext. 3 Workforce Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>WIOA Title IV, Vocational Rehabilitation Programs</b>									
California Department of Rehabilitation									
Marleen Hawkley									
Office Technician									
Office 530-224-4708									
<a href="mailto:marleen.hawkley@dor.ca.gov">marleen.hawkley@dor.ca.gov</a>									
<b>Title V, Older Americans Act</b>									
Customers that are requesting information from Experience Works would be referred to:									
Experience Works Inc. Northern CA									
Melissa Frohrip, Project Director									
530-768-5252									
<a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>									
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>									
<i>Eligibility for services may be accessed at one of the following locations or by calling the direct line. A live person will assist the customer over the phone and direct them to the appropriate services they can receive.</i>									
<b>Shasta County Health and Human Services</b>									
Downtown Redding Center									
1220 Sacramento Street									
Redding, CA 96001									
(530) 229-8441									
<b>Eligibility &amp; Employment Services-Cascade</b>									
2460 Breslauer Way									
Redding, CA 96001									
(877) 652-0731									
<b>Enterprise Regional Office</b>									
2757 Churn Creek Road									
Redding, CA 96002									
(530) 224-4200									
<i>Note: Services by also be accessed by calling 211 in Shasta County</i>									

H - Sierra County

	WIOA Title I, Adult/DW/Youth - AFWD, Inc.	WIOA Title I, Native American Programs - California Indian Manpower Consortium	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV Vocational Rehabilitation Programs	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs -
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X	X		X			X	X	x	X	X
Outreach and intake and orientation to services	X	X		X				X	X	X	X
Initial assessment of skill levels	X	X		X			X	X	X		X
Job search and placement assistance	X	X			X		X	X	X		X
Labor Market employment statistics	X	X			X			X	X		
Supportive services information	X	X			X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X	X			X			X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X	X						X			X
Training vendor information	X	X			X			X			
Performance measure information	X	X									X
Referrals to other programs and services	X	X		X	X		X	X	X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X	X					X				X
Individual Employment Plan	X	X			X		X	X	X		X
Group counseling	X	X									
Individual counseling	X	X			X			X	X		X
Career Planning	X	X			X		X	X	X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X	X					X		X		X

Internships and work experience linked to careers	X	X					X				X
Workforce preparation activities	X	X					X		X		X
Financial literacy services	X	X									
Out-of-Area job search assistance and relocation assistance	X	X									
English language acquisition and integrated education and training programs				X							X
<b>Follow-up Services</b>											
Counseling regarding the workplace	X	X					X		X		
Referral to community resources necessary to retain employment	X	X			X		X		X		X
Provision of supportive services	X	X									X
Career development/further education planning	X	X									
Assistance securing a better paying job	X	X					X		X		X
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X	X									X
On-the-Job Training (OJT)	X	X					X				
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X	X					X				X
Training programs operated by the private sector	X	X									X
Skill upgrading and retraining	X	X					X				X
Entrepreneurial Training	X	X									
Transitional Jobs	X	X									
Job readiness training	X	X					X				X
Adult education and literacy activities	X	X		X							X
High School diploma/GED services	X	X		X							X
Employer customized training	X										
<b>Business Services</b>											
Labor market information	X										
Wage & Benefit information	X										
Local labor pool information	X										
Job/Career Fairs	X						X				
Internet talent search and job postings	X				X						X
Employee recruitment and/or screening assistance	X	X									



Financial assistance for employee training	X	X									
Employee assessment/testing services	X	X									
Tax credit information	X	X			X						
Employer workshops and seminars	X										
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X	X			X						
Job description assistance	X										
Referral assistance to partnering agency	X	X									

**Referral Process**

When referring to partner agencies that are co-located, Business & Career Network staff will personally escort the customer to an agency representative and provide introductions. For partners not co-located, Business & Career Network staff will contact the agency representative by telephone, e-mail or in person for the customer, and make the referral. The customer will be provided a Business & Career Network staff business card to present to the partner agency.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by the Business and Career Network, would be referred to:

Christy Cota - Resource Coordinator  
 305 South Lincoln Street, Sierraville, CA 96126  
 530-994-3349  
[ccota@ncen.org](mailto:ccota@ncen.org) or [afwdcontact@ncen.org](mailto:afwdcontact@ncen.org)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
 Jeff Hogue - Coordinator  
 2540 Hartnell Ave.  
 Redding, CA 96002  
 530-222-1004  
[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to:

Wendy Jackson - Coordinator  
 530-993-1660 ext 180  
[wjackson@spjUSD.org](mailto:wjackson@spjUSD.org)

**WIOA Title III, Wagner-Peyser Programs**

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.

EDD - Marysville, CA  
[WSBMarysvilleFieldOffice@edd.ca.gov](mailto:WSBMarysvilleFieldOffice@edd.ca.gov)

530-599-3040												
<b>WIOA Title IV Vocational Rehabilitation Programs</b>												
Tim Savee - Counselor												
(530) 541-3226												
<a href="mailto:tim.savee@dor.ca.gov">tim.savee@dor.ca.gov</a>												
<b>Title V, Older Americans Act Programs</b>												
Customers that are requesting information would be referred to AARP, Employment & Training Coordinator for Northern CA:												
Melissa Frohrip, Project Director												
530-768-5252												
<a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>												
<b>Trade Adjustment Assistance (TAA) Programs</b>												
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest EDD office to speak to:												
EDD - Marysville, CA												
<a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a>												
530-599-3040												
<b>Veterans Programs (EDD)</b>												
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services Assistant:												
Andrew Macy DVOP												
530-599-3023												
<a href="mailto:andrew.macy@edd.ca.gov">andrew.macy@edd.ca.gov</a>												
<i>or alternate</i>												
EDD - Marysville, CA												
<a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a>												
530-599-3040												
<b>Unemployment Insurance Program (EDD)</b>												
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.												
EDD - Marysville, CA												
<a href="mailto:WSBMarysvilleFieldOffice@edd.ca.gov">WSBMarysvilleFieldOffice@edd.ca.gov</a>												
530-599-3040												
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>												
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:												
Sierra Social Services												
Lori McGee												
Integrated Caseworker Supervisor												
530-993-6725 or 530 993-6720												
<a href="mailto:lmcgee@sierracounty.ca.gov">lmcgee@sierracounty.ca.gov</a>												

I - Siskiyou County

	WIOA Title I, Adult/DW/Youth - SMART Workforce Center	WIOA Title I Native American Programs (Section 166) California Indian Manpower	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Vocation Rehab	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/caWORKS - Siskiyou County Health and Human Service Agency
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X		X		X	X	X	X	X	X	X
Outreach and intake and orientation to services	X		X		X	X	X	X	X	X	X
Initial assessment of skill levels	X		X		X		X		X		X
Job search and placement assistance	X		X		X	X	X		X		X
Labor Market employment statistics	X				X	X		X	X		
Supportive services information	X		X		X	X	X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X				X	X		X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X					X		X	X		
Training vendor information	X		X								
Performance measure information	X		X								
Referrals to other programs and services	X		X		X		X		X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X		X		X	X	X				X
Individual Employment Plan	X		X		X	X	X		X		X
Group counseling	X		X		X				X		X
Individual counseling	X		X		X	X	X	X	X		X
Career Planning	X		X		X	X	X		X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X		X		X	X			X		X
Internships and work experience linked to careers	X		X		X		X				X

Workforce preparation activities	X		X		X	X	X		X		X
Financial literacy services	X										X
Out-of-Area job search assistance and relocation assistance	X					X					
English language acquisition and integrated education and training programs	X		X								
<b>Follow-up Services</b>											
Counseling regarding the workplace	X		X			X	X				X
Referral to community resources necessary to retain employment	X		X		X	X					X
Provision of supportive services	X		X			X					X
Career development/further education planning	X					X					X
Assistance securing a better paying job	X				X						X
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X		X			X		X	X		
On-the-Job Training (OJT)	X		X			X			X		X
Incumbent Worker Training	X						X				
Programs that provide workplace training with related instruction	X						X		X		
Training programs operated by the private sector	X					X		X	X		
Skill upgrading and retraining	X		X			X	X				
Entrepreneurial Training	X					X					
Transitional Jobs	X										
Job readiness training	X		X			X	X		X		X
Adult education and literacy activities	X					X	X		X		
High School diploma/GED services	X					X	X				
Employer customized training	X										
<b>Business Services</b>											
Labor market information	X				X	X					
Wage & Benefit information	X				X						
Local labor pool information	X				X						
Job/Career Fairs	X		X		X						
Internet talent search and job postings	X				X						
Employee recruitment and/or screening assistance	X				X	X					

Financial assistance for employee training	X					X					
Employee assessment/testing services	X					X					
Tax credit information	X				X	X					
Employer workshops and seminars	X					X					
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X					X					
Rapid Response/Layoff Aversion services	X				X						
Job description assistance	X				X						
Referral assistance to partnering agency	X				X	X					

**Referral Process**

The referral process for partners is to mutually refer clients to programs that best benefit the needs of the client. This will be done in a prompt, courteous, and professional manner by all participating staff. The referral process allows for client contact and referral by a variety of methods, including client initiated, self-directed referrals, internet based referral, hard copy, telephone and in-person referral.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by the SMART Workforce Center will be directed to:

Ali Conzalez, Community Workforce Specialist  
530-657-0134  
[gali@thesmartcenter.biz](mailto:gali@thesmartcenter.biz)

**WIOA Title I, Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
Jeff Hogue, Coordinator  
2540 Hartnell Ave.  
Redding, CA 96002  
(530)222-1004  
[jefferyh@cimcinc.com](mailto:jefferyh@cimcinc.com)

**WIOA Title I, Migrant and Seasonal Programs (Section 167)**

Customers with questions about farmworker programs and services would be referred to:

California Human Development (CHD) Workforce Development & Farmworker Services -

Mary Potts, Division Director  
Maria Robey, Senior Case Manager  
1325 Pine Street, Redding CA 96001  
530-225-2157  
[maria.robey@cahumandevlopment.org](mailto:maria.robey@cahumandevlopment.org)

**WIOA Title II Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to:

**Dunsmuir Adult School**  
Shannon Eller, Director of Adult Education

Office 530.842.8446																			
Shannon Eller <seller@siskiyoucoe.net>																			
<b>WIOA Title III, Wagner-Peyser Programs</b>																			
Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.																			
Redding EDD Office 530-225-2185 ext. 3 Workforce Services																			
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>																			
<b>WIOA Title IV, Vocational Rehabilitation Programs</b>																			
Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:																			
Sara Kallstrom, Service Coordinator																			
500 North Main Street, Yreka CA 96097																			
530-842-1042																			
<a href="mailto:Sara.Kallstrom@dor.ca.gov">Sara.Kallstrom@dor.ca.gov</a>																			
<b>Title V, Older Americans Act Programs</b>																			
Customers that are requesting information from AARP would be referred to, Employment & Training Coordinator for																			
Melissa Frohrip, Project Director																			
530-768-5252																			
<a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>																			
<b>Unemployment Insurance Program (EDD)</b>																			
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.																			
Redding EDD Office 530-225-2185 x: 3 Workforce Services																			
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>																			
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>																			
Customers interested in programs and/or services provided by the CalWORKs program would be referred to:																			
Health and Human Services Agency, Employment and Temporary Assistance Services																			
818 S. Main Street, Yreka CA																			
530-841-2700																			
<b>Trade Adjustment Assistance (TAA) - EDD</b>																			
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest																			
Redding EDD Office 530-225-2185 ext. 3 Workforce Services																			
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>																			
<b>Veterans Programs (EDD)</b>																			
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services																			
Redding EDD Office 530-225-2185 ext. 6 Veteran Services																			
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>																			

**J - Tehama County**

	WIOA Title I, Adult/DW/Youth - Job Training Center of Tehama County	WIOA Title I Native American Programs (Section 166)	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III, Wagner-Peyser Programs - EDD	WIOA Title IV, Vocational Rehabilitation Programs - California Department of Rehabilitation	Title V Older Americans Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Tehama County Department of Social Services/CalWORKs
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X			X	X	X		X	X	x	X
Outreach and intake and orientation to services	X			X	X	X		X	X	x	X
Initial assessment of skill levels	X			X	X	X			X		X
Job search and placement assistance	X			X	X	X			X		X
Labor Market employment statistics	X				X	X		X	X		X
Supportive services information	X			X	X	X		X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X				X	X		X	X	X	X
Eligibility for programs of financial aid assistance for training and education programs	X				X	X		X	X		
Training vendor information	X			X	X	X			X		X
Performance measure information	X					X			X		
Referrals to other programs and services	X			X	X	X			X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X					X			X		X
Individual Employment Plan	X					X			X		X
Group counseling	X					X			X		X
Individual counseling	X			X		X		X	X		X
Career Planning	X			X		X			X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X			X		X			X		X

Internships and work experience linked to careers	X				X			X		X
Workforce preparation activities	X		X		X			X		X
Financial literacy services	X									X
Out-of-Area job search assistance and relocation assistance	X				X					X
English language acquisition and integrated education and training programs			X							
<b>Follow-up Services</b>										
Counseling regarding the workplace	X		X		X					
Referral to community resources necessary to retain employment	X		X		X			X		X
Provision of supportive services	X		X		X					X
Career development/further education planning	X		X		X					
Assistance securing a better paying job	X				X					
<b>Training Services</b>										
Occupation Skills Training (Classroom based)	X				X		X	X		X
On-the-Job Training (OJT)	X				X			X		
Incumbent Worker Training	X				X					X
Programs that provide workplace training with related instruction	X		X		X			X		X
Training programs operated by the private sector	X				X		X	X		X
Skill upgrading and retraining	X				X					X
Entrepreneurial Training	X				X					X
Transitional Jobs	X				X					
Job readiness training	X		X		X			X		X
Adult education and literacy activities			X		X			X		
High School diploma/GED services	X		X		X					
Employer customized training	X									
<b>Business Services</b>										
Labor market information	X									
Wage & Benefit information	X									
Local labor pool information	X									
Job/Career Fairs	X			X						X



Internet talent search and job postings	X			X							
Employee recruitment and/or screening assistance	X										
Financial assistance for employee training	X										
Employee assessment/testing services	X										
Tax credit information	X				X						X
Employer workshops and seminars	X				X						
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X				X						
Job description assistance	X										
Referral assistance to partnering agency	X			X	X	X					X

**Referral Process**

The referral process for partners is to mutually refer clients to programs that best benefit the needs of the client. This will be done in a prompt, courteous, and professional manner by all participating staff. The referral process allows for client contact and referral by a variety of methods, including client initiated, self-directed referrals, internet based referral, hard copy, telephone and in-person referral.

**WIOA Title I, Adult, Dislocated Worker and Youth Programs**

Customers interested in obtaining more information regarding services provided by Job Training Center of Tehama County, would be referred to:

Christi Goni  
 718 Main Street, Red Bluff, CA 96080  
 530-529-7000, ext. 114  
[cgoni@jobtrainingcenter.org](mailto:cgoni@jobtrainingcenter.org)

**WIOA Title I Native American Programs (Section 166)**

The local office has asked that all referrals are made through the Sacramento office.

California Indian Manpower Consortium, Inc.  
 Linda LaFountain  
 Field Office Supervisor  
 738 North Market Blvd.  
 Sacramento, CA 95834

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to:

**Corning Union High School - Corning Adult School**

Maria Tena - Administrative Assistant  
 250 East Fig Lane, Corning, CA 96021  
 530-824-7414  
[mtena@corningshs.org](mailto:mtena@corningshs.org)

<b>Tehama County Department of Education</b>									
Tehama eLearning Academy (TeLA)									
David Span - Adult Education Teacher									
724 Main Street, Red Bluff, CA 96080									
530-527-7055									
<a href="mailto:dspan@telacademy.org">dspan@telacademy.org</a>									
<b>WIOA Title III, Wagner-Peyser Programs</b>									
Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.									
Redding EDD Office 530-225-2185 ext. 3 Workforce Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>WIOA Title IV, Vocational Rehabilitation Programs</b>									
Customers asking about services available through California Department of Rehab, or might fit eligibility requirements for services, would be referred to:									
Runi Mackinnon, Office Technician									
705 Pine Street, Red Bluff, CA 96080									
530-529-4270									
<a href="mailto:Runghapha.MacKinnon@dor.ca.gov">Runghapha.MacKinnon@dor.ca.gov</a>									
<b>Unemployment Insurance Program (EDD)</b>									
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.									
Redding EDD Office 530-225-2185 ext. 3 Workforce Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>Temporary Assistance for Needy Families (TANF)/CalWORKs</b>									
Customers interested in programs and/or services provided by the CalWORKs department would be referred to:									
Lisa Matheson - Employment and Training Worker Supervisor									
310 S. Main Street, Red Bluff, CA 96080									
503-528-4016									
<a href="mailto:lmatheson@tcdss.org">lmatheson@tcdss.org</a>									
<b>Trade Adjustment Assistance (TAA)</b>									
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest									
Redding EDD Office 530-225-2185 ext. 3 Workforce Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									
<b>Vetans Programs (EDD)</b>									
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services									
Redding EDD Office 530-225-2185 ext. 6 Veteran Services									
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>									

**K - Trinity County**

	WIOA Title I, Adult/DW/Youth - SMART Workforce Center	WIOA Title I Native American Programs (Section 166)	WIOA Title I Migrant and Seasonal Farmworker Programs (Section 167)	WIOA Title II, Adult Education and Literacy Programs	WIOA Title III Wagner-Peyser Programs	WIOA Title IV Vocational Rehabilitation Programs	Title V, Older Americans Act Programs - AARP	Trade Adjustment Assistance (TAA) - EDD	Veterans Programs - EDD	Unemployment Insurance - EDD	Temporary Assistance for Needy Families (TANF)/CalWORKs - Department of Health & Human Services
<b>Services</b>											
<b>Basic Career Services</b>											
Program eligibility	X				X		X	X	X	X	X
Outreach and intake and orientation to services	X				X		X	X	X	X	X
Initial assessment of skill levels	X				X		X		X		X
Job search and placement assistance	X				X		X		X		X
Labor Market employment statistics	X				X			X	X		X
Supportive services information	X				X		X	X	X		X
Unemployment Insurance Claim Filing Assistance and Information	X				X			X	X	X	
Eligibility for programs of financial aid assistance for training and education programs	X			X	X			X	X		X
Training vendor information	X				X						
Performance measure information	X						X				
Referrals to other programs and services	X			X	X		X		X		X
<b>Individualized Career Services</b>											
Comprehensive assessment of skill levels and service needs	X						X				X
Individual Employment Plan	X						X		X		X
Group counseling	X						X		X		X
Individual counseling	X			X			X	X	X		X
Career Planning	X			X					X		X
Short-term prevocational services (i.e. communication, interview skills, punctuality)	X						X		X		X
Internships and work experience linked to careers	X						X				X

Workforce preparation activities	X						X		X		X
Financial literacy services	X										X
Out-of-Area job search assistance and relocation assistance	X										X
English language acquisition and integrated education and training programs	X			X							
<b>Follow-up Services</b>											
Counseling regarding the workplace	X						X				X
Referral to community resources necessary to retain employment	X						X				X
Provision of supportive services	X										
Career development/further education planning	X										
Assistance securing a better paying job	X										X
<b>Training Services</b>											
Occupation Skills Training (Classroom based)	X			X				X	X		
On-the-Job Training (OJT)	X						X		X		X
Incumbent Worker Training	X										
Programs that provide workplace training with related instruction	X			X					X		X
Training programs operated by the private sector	X						X	X	X		
Skill upgrading and retraining	X			X							X
Entrepreneurial Training	X										X
Transitional Jobs	X										
Job readiness training	X			X			X		X		X
Adult education and literacy activities	X			X					X		
High School diploma/GED services	X										
Employer customized training	X										
<b>Business Services</b>											
Labor market information	X				X						
Wage & Benefit information	X										
Local labor pool information	X										
Job/Career Fairs	X				X		X				
Internet talent search and job postings	X										
Employee recruitment and/or screening assistance	X										X
Financial assistance for employee training	X										

Employee assessment/testing services	X										
Tax credit information	X										
Employer workshops and seminars	X										
Outplacement assistance	X										
Small Business Admin. information	X										
Human Resource information	X										
Rapid Response/Layoff Aversion services	X				X						
Job description assistance	X										
Referral assistance to partnering agency	X			X			X				X

**Referral Process**

Referrals to partner agencies will be made through phone calls, instant messaging systems, or on-site introductions.

**WIOA Title I Adult, Dislocated Worker, and Youth Programs**

The Smart Workforce Center  
 Heidi Miller  
 Community Workforce Specialist  
 790 Main Street, Suite 618, Weaverville, CA 96093  
 Office 530-245-1599  
 mheidi@thesmartcenter.biz

**Programs - Section 166**

Customers that might fit  
 888 4th Street, Crescent City, CA 95531  
 707-464-3512  
 brenda@ncidc.org

**WIOA Title II, Adult Education and Literacy Programs**

Customers with questions about adult education and/or literacy programs would be referred to:

**Shasta College**  
 Gateway to College Program  
 Nancy Berkey  
 30 Arbuckle Ct., Weaverville, CA 96093  
 Office 530-223-2231  
[trinity@shastacollege.edu](mailto:trinity@shastacollege.edu)

**Trinity County Office of Education**

Peggy Linn  
 201 Memorial Dr., P.O. Box 1256, Weaverville, CA 96093  
 Office 530-623-2861

**WIOA Title III, Wagner-Peyser Programs**

Customers with questions about Wagner-Peyser programs in our area would be referred to the California Employment Development Department.  
 Redding EDD Office 530-225-2185 ext. 3 Workforce Services  
[WSBReddingFieldOffice@edd.ca.gov](mailto:WSBReddingFieldOffice@edd.ca.gov)

<b>Title V, Older Americans Act</b>												
Customers that are requesting information from Experience Works would be referred to:												
Melissa Frohrip, Project Director												
530-768-5252												
<a href="mailto:Mfrohrip@aarp.org">Mfrohrip@aarp.org</a>												
<b>Unemployment Insurance Program (EDD)</b>												
Customers with questions regarding EDD's Unemployment Insurance Program are first directed to use "Contact EDD" on <a href="http://www.edd.ca.gov">www.edd.ca.gov</a> . When assistance is needed beyond the website customers are referred to the local EDD office.												
Redding EDD Office 530-225-2185 ext. 3 Workforce Services												
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>												
<i>Eligibility for services may be accessed at one of the following locations or by calling the direct line. A live person will assist the</i>												
<b>Trinity County TANF/Trinity County Health &amp; Human Services</b>												
Jesse Ferguson												
51 Industrial Parkway, Weaverville, CA 96093												
530-623-1306												
<b>WIOA Title IV, Vocational Rehabilitation Programs</b>												
Customers asking about services available through California Department of Rehab would be referred to:												
Jeromie Gridley												
Office Technician												
Office 530-224-4728												
<a href="mailto:Jeromie.Gridley@dor.ca.gov">Jeromie.Gridley@dor.ca.gov</a>												
<b>Trade Adjustment Assistance (TAA)</b>												
Customers looking to find out more information regarding Trade Adjustment Assistance would be referred to the nearest												
Redding EDD Office 530-225-2185 ext. 3 Workforce Services												
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>												
<b>Veterans Programs (EDD)</b>												
Veterans looking to get more information regarding services and/or programs would be referred to the Veterans Services												
Redding EDD Office 530-225-2185 ext. 6 Veteran Services												
<a href="mailto:WSBReddingFieldOffice@edd.ca.gov">WSBReddingFieldOffice@edd.ca.gov</a>												