

Feature Article: Business Service Center



Innovative Programs and Resources to Support Local Businesses

The new CONNECT! Business Service Center is elevating the way businesses and workforce development agencies collaborate. Bringing together the resources most valued by businesses, the Center incorporates a host of customized programs and services designed to sustain the needs of local companies. The Center is located at 465 S. Mathilda Avenue in Sunnyvale, giving Silicon Valley businesses quick, easy access to personalized workforce solutions. Now, all the resources and services offered by NOVA, CACT, SC[i]³, and other partners can be found in this convenient one-stop location. The services listed below are available through the Business Service Center. For detailed information, please call (408) 730-7830 or visit www.novaworks.org.

Business Liaison Services

Finding and keeping qualified workers are challenges familiar to every business. Without a skilled, productive workforce, your business cannot remain competitive in today's labor market. NOVA's Business Liaison team can help your company build a better workforce by linking the human resource needs of your business to employee education, training, and retention programs to help meet these challenges. Business Liaisons are your gateway to a world of federal and state-funded programs and tax incentives.

Labor Market Information (LMI/LMI+)

LMI delivers a wealth of specialized, localized labor market information. Statistical information is provided through an Occupational Outlook Report and a Training Directory, offered annually by the California Cooperative Occupational Information System (CCOIS), a state initiative which works in partnership with Santa Clara and San Mateo Counties. LMI+ provides industry specific reports such as Information Technology, Bioscience, Education, and Healthcare that address skill demands and trends with workforce development solutions. These resources keep businesses on the cusp of

ever-changing workforce needs and monitor the growth of Silicon Valley's global economy. Access www.novaworks.org/nova/empserv3.html to view these award-winning reports or request a hard copy by calling (408) 730-7830.

Rapid Response

Rapid Response professionals coordinate efforts with the California Employment Development Department, the Department of Commerce, local governments, and other California business retention programs, to provide Silicon Valley businesses and employees with information regarding benefits and services available to them in the event of a downsizing or closure. By accessing grants, federal programs, and state services, NOVA significantly reduces downsizing expenditures while guiding dislocated workers toward practical, effective re-employment assistance. Call for more information about services provided to assist business downsizing and employee outplacement.

Skills Gap

Created from fees charged in the H-1B visa application process, Skills Gap is a training program designed to train entry-level, incumbent, and dislocated workers in Information Technology skills. Businesses interested in training their employees in UNIX and Data Base Administration are encouraged to register for January's upcoming classes. For more information about training, contact Heidi Bonner at (408) 730-7830.

TechForce

TechForce offers small businesses the opportunity to update the IT skills of their employees. Training opportunities exist in Internet and Systems Security, Database Administration, Network Management, and Systems Administration. Courses are tailored to meet the needs of businesses that employ less than



- Advanced Micro Devices
- Analog Devices, Inc.
- Applied Materials
- Biltmore Hotel
- Center for Continuing Study of the California Economy
- Center for Quality of Management
- County of Santa Clara
- Department of Rehabilitation
- Employment Development Department
- Foothill DeAnza Community College District
- Hewlett Packard Company
- Housing Authority of the County of Santa Clara
- Housing Trust of Santa Clara County
- Intel Corporation
- Intuit
- Ironworkers Apprenticeship & Training Program
- Kaiser Permanente
- Lockheed Martin Missiles & Space
- Microsoft
- National Council on the Aging, Inc.
- Network Appliance, Inc.
- Polycom Corporation
- PRI Automation
- San Jose Newspaper Guild
- Santa Clara Unified School District
- Solectron Corporation
- Sun Microsystems, Inc.
- Sunnyvale Chamber of Commerce
- University of California, Santa Cruz

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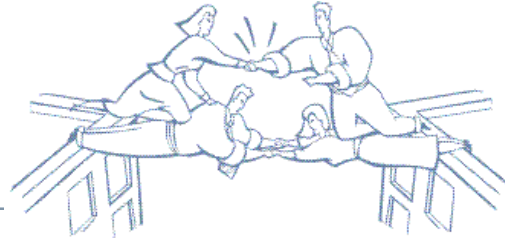
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Past Chairperson

Michael Curran,
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100 employees. TechForce collaborates with the Center for Talent Retention to offer a "Building Your Business By Building Your Employees" worksession. This training, offered throughout the year, is designed to increase employee commitment and business performance. Attendees learn proven hands-on tools and processes to retain employees and take business to the next level and beyond. For more information about TechForce or worksessions, email tech-force@novaworks.org.

Center for Applied Competitive Technologies (CACT)

CACT provides economic development outreach programs to small and medium sized manufacturing companies. The following workshops are offered in the months of July and August:

July

• **Root Cause Analysis** – This introductory workshop will focus on defining and containing the problem, measuring the problem, performing root cause analysis, and planning and implementing improvement.

• **Supervisory Skills for New Managers** – A two-day workshop that will help participants gain skills and confidence to lead, motivate, coach and evaluate their staff.

August

• **Blueprint Reading** – In this 2-day workshop you will be able to visualize complex three dimensional parts from a two dimensional drawing.

• **IPC J-STD Instructor Re-Certification** – This is a 2-day re-certification course for those who are currently certified in IPC-J-STD-001 class "A" instructor. After successful completion of this course, the class "A" instructor will be re-certified to revision C for 24 months.

• **IPC-A-610 Instructor Re-Certification** – This course reviews the entire IPC-A-610 C and highlights recent revisions. Upon completion of this course, the class "A" instructor will be re-certified for 2 years.

• **Failure Models Effects Analysis (FMEA)** – In this 2-day workshop you will be able to understand the various types of FMEAs, apply the basic steps for FMEA generation, know when and how to apply FMEA to designs and processes, identify potential design or assembly issues which will impact product performance, and prioritize and manage improvement opportunities from FMEA results.

• **Problem Solving** – This workshop is based on the premise that data and root cause analysis will contain current problems, fix the root cause and work towards preventing future problems. The seven steps include defining the problem, collecting data, analyzing data, planning a solution, checking the effects, standardizing the solution and reflection of next steps

• **Sheet Metal Design & Processes** – Overview of manufacturing processes, fabrication & stamping tools, tools & tradeoffs, secondary processes, finishes, fabrication tools & machines, stamping tools & presses, design considerations-DFM, flexible designs-fab to stamp, quality assurance/part measurement, critical dimension and process control, drawings vs. data.

For full course outlines and workshop locations, please visit the CACT website at www.deanzacact.org.

Sc[i]³ Videoconferencing Facility

The Sc[i]³ Videoconferencing Facility features state-of-the-art, encrypted, and high-resolution face-to-face communication. Allowing users to connect individuals and businesses with out-of-town contacts, it eliminates logistic hassles and expensive travel. Businesses can demonstrate a product, show visuals and graphs, conduct computer presentations or send videotapes to meeting attendees around the globe. The facility is ideal for training, seminars, meetings, consultations and recruitment. To schedule a single or multi-point conference or for more information, contact: Sc[i]³ at (408) 730-2746 or seminars@sci3.com.

NOVA Program

TechForce

Growing the Skills of the Local Workforce



You've seen it countless times; the big box retailer runs the local small coffee shop or bookstore across the street out of business. Now more than ever, small start-ups and boutique businesses are feeling the breath of big-business competition along the backs of their necks. However, without the resources to train employees to compete with the highest levels of technical competency, these small companies may soon be forced to close their doors.

Fortunately for small businesses there is TechForce, a training program created by the California Employment Development Department (EDD), funded by the California Employment Training Panel (ETP), and contracted through NOVA. TechForce will benefit small businesses (100 employees or less) in Santa Clara and San Mateo counties, allowing them an opportunity to upgrade the technical skills of their IT employees at no cost. Classes in IT training will take place at local community colleges and other training locations, and will cover a variety of coursework. Network Security and XML/JAVA, the first two training modules in the program, will begin on July 8th. Other IT skill modules including Network Management,

System Administration, Web and Internet Systems Engineering, and Programming Languages are currently in development and will be scheduled throughout the duration of the summer. Employees in IT positions ranging from entry-level to management are expected to benefit from the TechForce training program.

Beyond providing workers with skill upgrades and career advancement opportunities, TechForce also provides a valuable public service. By growing the skills of the local workforce, small businesses will be able to remain competitive during this challenging economic climate. Furthermore, the development of a skilled, local, talent pool will reduce small companies' need to import expensive IT talent from overseas.

TechForce serves businesses in the Silicon Valley communities of Cupertino, East Palo Alto, Los Altos, Menlo Park, Milpitas, Mountain View, Palo Alto, Redwood City, San Mateo, Santa Clara and Sunnyvale. For more information about TechForce, email techforce@novaworks.org.

Bulletin Board

Save the Date



Mark your calendar for Wednesday, September 25, 2002, and plan to attend the 12th annual CONNECT! Awards Luncheon at the Santa Clara Marriott. Presented by the NOVA Workforce Board, the Awards Luncheon is an emotional, yet inspirational event acknowledging successful graduates of CONNECT! services who have made dramatic, positive changes in their lives. This event is testimonial to the fact that the only true obstacle to achievement is effort and attitude.

The CONNECT! Awards Luncheon also provides an opportunity to extend special thanks and recognition to community partners. Last year Outstanding

Community Partner Awards went to the David and Lucile Packard Foundation, Sun Microsystems, Inc. and the University of California Cooperative Extension, each for their progressive vision, passion for community involvement, and commitment to improving the lives of individuals. The community partners to be honored at this year's CONNECT! Awards Luncheon will be announced in the next issue of Workforce Innovations.

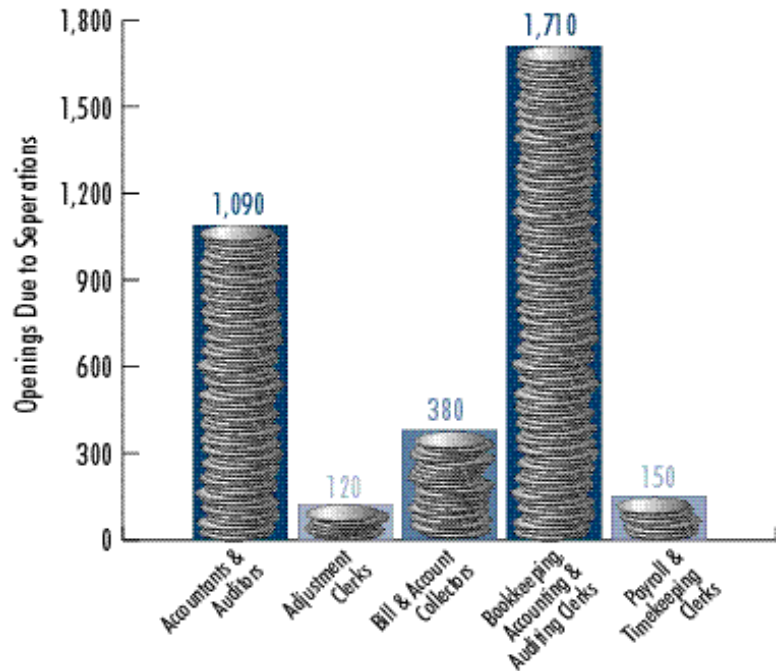
Invitations to this sold-out event will be mailed in August. If you do not receive your invitation and would like to attend, please call Rose DiSalvo at (408) 730-7232.

Labor Market Information

According to the 1999-2006 Projections from the Labor Market Information Division, an increase in job openings due to separations (turnover) in Santa Clara County is shown for the 5 primary clerical positions within accounting. Adjustment clerks have the highest percent change at 28.5, with 120 openings due to separations. The lowest change is 5.7 percent for payroll and timekeeping clerks with 150 projected openings. Out of the five occupations, bookkeeping, accounting, and auditing clerks had the highest number of job openings projected at 1,710 with its average employment growing by 5.9 percent.

In an article for the Business Journal, Rita Steel, president of the western zone of Robert Half International Inc., comments on the growing demand for accountants. "In the past, they (accountants) analyzed and mixed existing data. Now they are analyzing the data, evaluating the economy and using this information to position the company for future success. Accountants are becoming strategic partners within a corporation."

Job Openings Projected to Increase in Accounting



Source: EDD, Labor Market Information for Economic Development - www.lmi4ed.ca.gov

Featured Website

NOVA's Online Business Service Center
www.novaworks.org

NOVA offers a user-friendly website to assist local businesses with their workforce needs. Simply click on the Employer Services link, and you will be taken to a host of available business services including computerized job-matching, training programs (including TechForce and Skills Gap training) and pertinent labor market information. Additional services include helpful business links, and connections to NOVA's seven consortium cities. You can even read an online version of NOVA's Workforce InNOVations newsletter! Of course, to truly take advantage of NOVA's many services, it's best to speak with a NOVA staff member. Call the Business Service Center at (408) 730-7830 today for more information!



505 West Olive Avenue, Suite 550
 Sunnyvale, CA 94086-7632
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