TRAINING CATALOG

Capacity Building Unit

Central Office Workforce Services Division

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TRAINING CATALOG

I – TRAINING TOPICS

II – PRESENTATIONS

For any questions, please contact the Central Office Workforce Services Division, Capacity Building Unit by sending an email to:
CBUTraining@edd.ca.gov

WIOA 101 FIELD DIVISION

Module Overview

Module 1: WIOA Overview	Time estimate
Welcome and Overview of the Modules	30 mins
Lesson A – Brief History of Workforce Services	30 mins
Lesson B – The Five Titles and Six Core Programs	60 mins
Lesson C – Guidance and Implementation	30 mins
	2.5 HRS TOTAL

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Module 2: WIOA Administration, Structure and Funding	Time estimate
Lesson A – Federal & State Structure	45 mins
Lesson B – Local & AJCC Structure	60 mins
Lesson C – Title I & Title III Funding	45 mins
	2.5 HRS TOTAL

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Module 3: WIOA Reporting and Performance	Time estimate
Lesson A – Collecting Data	60 mins
Lesson B – The Exit Clock	45 mins
Lesson C – CalJOBS℠ Service Activity Codes	45 mins
	2.5 HRS TOTAL

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Lesson Descriptions

Module 1: WIOA Overview

The first module is intended to give training participants a solid foundation for understanding the Workforce Innovation and Opportunity Act (WIOA) by providing the most elementary building blocks. Since different aspects of WIOA can get quite complex, this first module aims to ensure that everyone is familiar with the terms, intention, purpose, and functions of the act.

Lesson A – Brief History of Workforce Services

Lesson A provides a brief history of the various acts preceding the WIOA, beginning with the Wagner Peyser Act of 1933 to the present. In addition, the lesson offers a broad overview of WIOA, its purpose and intentions, and the services it provides for job seekers.

Lesson B – The Five Titles and Six Core Programs

Lesson B outlines each of the five Titles that comprise WIOA, reviews the services each title provides to Californians, and identifies the six main purposes of WIOA as stated in the act itself. The lesson then discusses the programs authorized under Titles I and III in greater detail, while also touching on programs that fall under Titles II and IV for the sake of context and completeness.

Lesson C – Guidance and Implementation

Lesson C identifies various federal and state-level policy and guidance documents that determine how WIOA is implemented. The lesson explains what role DOL Regulations and Training and Guidance Letters (TEGL), as well as EDD Workforce Services Branch Directives (WSD) and Information Notices (WSIN) play in the work that workforce services staff do when providing WIOA services. By understanding the principles and terminology involved in WIOA implementation, participants will gain a more solid foundation for subsequent lessons.

Module 2: WIOA Administration, Structure and Funding

The second module offers a general overview of all the administrative entities involved in the process of implementing WIOA. Understanding who is involved in administering WIOA program, how these entities relate to one another, and how funding is allocated is a crucial step towards understanding how WIOA programs work.

Lesson A – Federal and State Structure

Lesson A identifies the various federal and state entities that are involved in administering WIOA. The lesson emphasizes the top down structure of WIOA administration, from the DOL

at the federal level to EDD's Workforce Services Branch, the Labor and Workforce Development Agency, and the California Workforce Development Board at the state level.

Lesson B – Local and AJCC Structure

Lesson B reviews the local entities and their roles in administering WIOA. Building on Lesson A, it provides a detailed account of the structure of the Local Areas and AJCCs, including information on Local Area staff and EDD field division staff and the services they provide under for Titles I and III, respectively.

Lesson C – Title I and Title III Funding

Lesson C explains both Title I and Title III funding streams, illustrates how these funding streams are divided, and explains when funds are allocated.

Module 3: WIOA Reporting and Performance

This module provide participants with an overview of how program performance is measured and reported, explaining the basic principles of program performance and how WIOA performance requirements factor into the general work conducted at AJCCs.

Lesson A – Collecting Data

Lesson A outlines the rationale behind the program reporting system and describes the performance reporting process. The lesson then discusses the relationship between the program performance and reporting requirements and the kinds of services provided at the local level through the AJCCs. The lesson identifies the types of services that are reported to the DOL, differentiating between "reportable-only" and "performance" activities."

Lesson B – The Exit Clock

Lesson B explains how and when participants in WIOA programs exit. The lesson distinguishes between the exit date and the Exit Clock and describes the types of services that restart the exit clock for participants.

Lesson C – CalJOBSˢᴹ Service Activity Codes

Lesson C defines what the CalJOBS service activity codes are and provides information on how to differentiate between participants' active and inactive status. The lesson also identify the service activity code listings related to individuals and employers.

CAREER COACHING

Module Overview

Module 1: The Career Development Model	Time estimate
Lesson A – Historical Perspective on Career Theory	45 mins
Lesson B – The Career Planning Process	60 mins
Lesson C – Interacting with Job Seekers	45 mins
	2.5 HRS TOTAL

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Module 2: Essentials in Job Search	Time estimate
Lesson A – Résumé Makeover	45 mins
Lesson B – Interview for Success	45 mins
Lesson C – Title I & Title III Funding	45 mins
	1.5 HRS TOTAL

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Lesson Descriptions

Module 1: The Career Development Model

This module is intended to give participants an overview and understanding of the Career Development Model and its process. The module explains the five steps emphasizing the interaction with job seekers to better assess a course of action in the job search process.

Lesson A – Historical Perspective on Career Theory

Lesson A covers the history of career coaching and its development. The lesson describes the terminology and several theories are used in the field to the present day.

Lesson B – The Career Planning Process

Lesson B describes a career development model called the Career Planning Process and delineates its five step sequence. The lesson then explains how to asses where job seekers are in the career planning process.

Lesson C – Interacting with Job Seekers

Lesson C addresses how to effectively communicate with job seekers while also describing basic career counseling and customer service skills.

Module 2: Essentials in Job Search

Module 2 addresses two important aspects of the job search: creating a résumé and preparing for the job interview.

Lesson A – Résumé Make Over

Lesson A identifies the different types of résumés that are commonly used, as well as how to provide constructive and effective feedback to job seekers.

Lesson B – Interview for Success

Lesson B covers vital interview techniques and tips for before, during, and after a job interview. The lesson then reviews professional etiquette, dress codes, expectations, and how to negotiate a job offer.

ELEMENTS OF PERFORMANCE

Module Overview

Module 1: Performance Basics	Time estimate
Welcome and Overview of Modules	15 mins
Lesson A – What Do We Mean by "Performance"?	45 mins
Lesson B – Who's in Performance and When Do They Exit?	45 mins
Lesson C – Performance Indicators	45 mins
	2.5 HRS TOTAL

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Module 2: Essentials in Job Search	Time estimate
Lesson A – Credential Attainment	45 mins
Lesson B – Measurable Skill Gains	60 mins
Lesson C – Activity Codes and Performance Goals	45 mins
	2.5 HRS TOTAL

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Lesson Descriptions

Module 1: Performance Basics

The first module provides participants with the context and rationale for the performance accountability measures mandated by WIOA and outlines key concepts and vocabulary used in calculating the six common performance indicators, and offers examples of how the performance indicators are calculated.

Lesson A – What Do We Mean by "Performance"?

Lesson A provides the context and rationale for performance accountability measures, identifies what data is collected and who uses it, and discusses how data is collected and reported.

Lesson B – Who's in Performance and When Do They Exit?

Lesson B distinguishes "reportable only" services and activities from "performance" services and activities, distinguishes "reportable individuals" and "participants," and provides examples of reportable individuals and participants.

Lesson C – Performance Indicators

Lesson C provides an overview of the six performance indicators mandated by WIOA, explains the employment and wages indicators in detail, and offers examples of how the performance indicators are calculated.

Module 2: Advanced Performance

The second module focuses on the two performance indicators relevant to programs that enroll participants in education and training: Credential Attainment and Measurable Skill Gains. The training explains how the indicators work and provide examples of positive results in both. The module also addresses best practices in using CalJOBS activity codes and reviews state and local area performance goals.

Lesson A – Credential Attainment

Lesson A defines Credential Attainment, explains how the indicator works, and provides examples of positive results in the indicator.

Lesson B – Measurable Skill Gains

Lesson B defines Measurable Skill Gains (MSG), explains how the indicator works, and provides examples of positive results in the indicator.

Lesson C – Activity Codes and Performance Goals

Lesson C explains why we use activity codes, describes where to find activity codes, discusses how activity codes affect the Exit Clock, and concludes with a brief overview of statewide performance goals.

CALJOBS^{SM} SYSTEM TRAINING

CalJOBS system training is developed to suit the particular needs of the training requestor. Therefore, this overview does not provide a detailed description of course content. All CalJOBS webinars and in-person training classes are tailored to address particular aspects of the CalJOBS system based on the requestors' needs, objectives, and experience with the system.

CalJOBS system training covers five general areas, each addressing a broad topic:

1. Case Management

This two-day, interactive training provides a foundational understanding of the CalJOBS system, with the aim of increasing staff competence in a variety of CalJOBS system functions. The training covers a wide range of topics that will enable staff to navigate the CalJOBS site, manage their caseloads, and report services under the Workforce Innovation and Opportunity Act (WIOA) and State grant programs.

Requestors can select to have either all or a selected group of lessons from the list below.

- CalJOBS Navigation
- Managing Staff Dashboard
- Individual Registration
- WIOA Application
- Participation and Activity Codes
- Individual Employment Plan
- Exits & Follow-Up
- Case Management Tools
- Commonly Used Reports

The training also includes a hands-on demonstration session in the CalJOBS training site environment for practical experience in the use of CalJOBS system.

2. Employer Services

This hands-on training demonstrates how employers and workforce staff can use a full range of CalJOBS labor exchange features, including how to post job orders and search and contact qualified job candidates.

The training shows staff how to differentiate between types of employer accounts, post and manage job orders, search for résumés, view labor market information, and manage communication between employers, job seekers and workforce staff.

In addition, workforce staff also learn how to register employers, assist and/or manage an employer already registered in the system, enter employer activity codes and case notes, and run employer reports.

3. Customer Relationship Management (CRM) Module

This training provides business services and employer outreach staff with an overview of the Customer Relationship Management (CRM) module in the CalJOBS system. The aim of this training is to demonstrate how workforce staff can use the CRM module to manage their employer outreach efforts.

Staff learn how to identify the two types of employer accounts, create a Marketing Lead employer account, convert a Marketing Lead into a Recruiting Employer account, and record services using employer activity codes and case notes.

4. Cash Requests and Expenditure Reporting

Presented in collaboration with the Financial Management Unit, this specialized training focuses on the financial management features in CalJOBS, including reporting functions. The training covers financial management for WIOA Title I programs and special grant projects, including how to request WIOA funds, submit and review monthly and quarterly expenditure reports, and complete the closeout report process.

5. CalJOBS System Upgrade

This webinar focuses on CalJOBS system changes or new module(s) that are specific to the State of California. The webinar is offered whenever a CalJOBS system update occurs and provides participants with a review of the changes and enhancements to the system.

TRADE ADJUSTMENT ASSISTANCE PROGRAM

The purpose of this presentation is to provide EDD staff with a broad overview of the Trade Adjustment Assistance (TAA) program. The presentation explains how greater knowledge of TAA will aid EDD Staff in assisting job seekers displaced by foreign trade.

These Trade Act programs – Trade Adjustment Assistance (TAA), Alternative Trade Adjustment Assistance (ATAA), and Reemployment Adjustment Assistance (RTAA) – assist individuals who have become unemployed as a result of increased imports from, or shifts in production to, foreign countries. The goal of these Trade Act programs is to help trade-affected workers return to suitable employment as quickly as possible.

To facilitate program understanding, the presentation has five objectives:

1. **History and Administration** – Provides an overview of the history of Trade Act programs and looks at how these programs are administered from the federal to the local level.

2. **Petition Process** – Outlines the general petition process for program participants and reviews how petitions are certified by the Department of Labor.

3. **Explain Program Eligibility** – Reviews the various programs under TAA based on eligibility criteria and circumstances.

4. **Identify Benefits and Services** – Identifies the specific services and benefits individuals and groups can receive under TAA upon eligibility.

5. **Examine Roles and Responsibilities** – Examines the roles and responsibilities of EDD WSB coordinators and field specialists as well as UI Special Claims Office staff in charge of providing benefits and services to TAA participants.

EMOTIONAL INTELLIGENCE

The purpose of this presentation is to provide EDD staff with a foundational understanding of the concept of emotional intelligence (EI). The presentation begins with an overview of the history and definition of EI, explains why EI is important in the workplace, and shows how EI helps to create a positive and productive work environment. By understanding how to identify and develop high levels of emotional intelligence, EDD staff can improve relationships, increase productivity, and facilitate self-growth.

Emotional intelligence is the ability to identify, understand, and manage one's own emotions, as well as to recognize and understand what others experience emotionally. This recognition and understanding is, for the most part, a nonverbal process that influences how one connects with others. Using high Emotional Intelligence allows one to manage one's own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflicts.

This presentation is divided into five sections:

1. **Definition** – Explains what emotional intelligence means.

2. **Historical Context** – Discusses how emotional intelligence developed as a psychological concept, linking it to the theory of multiple intelligences.

3. **The Five Components of Emotional Intelligence** – Defines self-awareness, self-regulation, motivation, empathy, and social skills in relation to EI.

4. **Emotional Intelligence in the Workplace** – Explains how low emotional intelligence can have a negative impact on health and performance in the workplace.

5. **Emotional Intelligence and Productivity** – Explains how high emotional intelligence can have a positive effect on health and productivity in the workplace.