

Regional Training Coordinator Summary

Regional Planning Unit (RPU): Capital

LWDB within RPU: Golden Sierra, North Central Counties (NCCC), SETA, Yolo

Regional Training Plan approach (why and how trainings were selected).

The Capital Regional Planning Unit (RPU) Regional Training Coordinator (RTC) consists of a team of volunteer workforce staff representatives originating from each county within the Capital region - Yolo County, North Central Counties Consortium, Golden Sierra, SETA, and DHA. This workgroup of representatives calls itself the Capital Area Regional Training (CART) Team. The benefits of the team include the ability to be quickly informed and gain feedback about the training needs of the region. Also, the team can share the responsibilities of coordinating training events. Having a well-informed RTC Team that has shared responsibilities has allowed our region to hold more effective training events. The CART team provided input that was used to assist with the development of a training survey that was sent out to all staff. Input was also accepted from other partnering agencies like EDD. Once the training plan was completed, it was then shared with staff and a training request form was created and placed on the SETA website for the staff to access in the event they would like to register for a training.

Innovative trainings provided and successes as a result of capacity building effort.

- Integrated Resource Team
- Monitoring/Quality Assurance
- Disability Etiquette
- CalJOBS Employer Services CRM
- Workplace Safety and Awareness– Active Shooter
- Introduction to Google Docs
- Helping the Hard to Serve (Special Populations): Homeless, Refugee, English as a Second Language
- Eligibility Training
- CalJOBS Tools
- Outlook I and II Tips and Tricks
- Excel
- Linked-In
- Dynamic Dialogue –Interdependence
- Case Management Strategies
- 7 Baby Steps to Get Out of Debt
- Job Search with Facebook/Twitter
- MS Word 101
- Presentation Skills
- PowerPoint 101
- Coaching and Mentoring
- Cloud Storage Webinar
- Communicating Through Email
- There was strong desire to have Business Services training for the region. The Certified Business Services Consultant (BSC) Training was provided in a two (2) day training that focused on how to develop a relationship with an employer, address the needs of business including recruiting, onboarding and referrals preparing a job seeker for employment and matching them with the right job. The BSC certification training required work to be done during workshop and fieldwork. The training had 31 attendees.
- Workforce Development Professional Apprenticeship program was provided to 50 AJCC staff in partnership with AFSCME, California State University, Sacramento, California Workforce Association, and Butte County Office of Education
- Job Development Training that focused on developing a relationship with an employer, preparing a job seeker for employment and matching them with the right job.
- Leadership training was provided titled, How to Get Others to Willingly to Do What Needs to Be Done by Silver Rose. This training focused on how to better communicate with individual staff.
- Ascend Program: Working with targeted populations (ex-offenders)
- Understanding and Implementing Trauma-Informed Care Principles in Your Programs
- Meeting Facilitation 101

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Regional Training Plan approach (why and how trainings were selected).
<ul style="list-style-type: none">• Using Facilitation Methods That Enhance Partnership Building and Successful Convening• Customer Service Excellence Model
What has happened as a result of these trainings? ie. Collaboration, stronger partnerships, staff has greater mastery of a subject, career pathways for workforce staff have been developed, etc.
<ul style="list-style-type: none">• Continue to enhance and build upon collaboration with the various WDBs with the monthly CART meetings and training event coordination.• Creation of the CART Website, a tool that shows upcoming workshops provides centralized registration capability and evaluation reports. Shows who's attending and from what agency.• Increased knowledge and communication between supervisors and managers who attended leadership training.• Better educated staff and partners.• CTI trainings have been great – working with ex-offenders training (CIM).• Better educated workforce system.• Stronger connections built between staff in various agencies.• Total Trained Staff and Partners: 639 staff, 22 distinct partners/agencies• Total Training Events: 29• CART Team is planning a regional training event on January 31, 2020, for all WDB and partner staff.
Lessons Learned regarding coordinating regional training in coordinator (RTC) role; Significant challenges encountered.
<ul style="list-style-type: none">• Regular regional meetings with partners are critical for communication and coordination.• Grow Your Business Using LinkedIn, Filling Your Pipeline with Prospects was too advanced for most staff. Workshop is designed more for Job Developers, Business Services, and Employer Services. Most of workforce staff were not familiar enough with the LinkedIn application and didn't fully understand the benefits. The region was very enthusiastic about technology, but some staff were not quite ready. Pre-requisites were possibly overlooked regarding level of technology experience needed.
Feedback or Requests Received from Staff and Partners
<ul style="list-style-type: none">• Great feedback from the supervisors and managers who attended.• Appreciate the State consolidating multiple small regional planning awards which increases efficiency and reduces duplication of effort.