

## Regional Training Coordinator Summary

### Regional Planning Unit (RPU): Coastal

LWDBs within RPU: Santa Barbara, Santa Cruz, San Luis Obispo, and Monterey

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

The regions approach taken for trainings was to use a blend of traditional and on-line learning to ensure the maximum flexibility for their staff and their trainers. Region relied on the vast experience of their trainers that have over a decade of experience in workforce development. Upon completion of the original CWA surveys, the region took the data and developed the regional training plan based on the top priorities for each group of stake-holders America's Job Centers of California (AJCC) Staff, AJCC Management, Workforce Development Board (WDB) Support Staff, and Workforce Development Board members and Leadership.

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

Region launched Dynamic Works Workforce Development Professional Certification training.

- The **Foundations of Workforce Development Professional Certification** contains nine (9) courses, 66 hours, module-based performance-based training and a Final Certification Exam. These professional competency courses are developed around the National Association for Workforce Development Professionals (NAWDP) core competency defined areas.
  - Career Development Principles,
  - Customer Service Methodology,
  - Collaboration,
  - Problem Solving and Teamwork,
  - Principles of Communication,
  - Diversity in Workforce Development,
  - Labor Market Information and Intelligence,
  - Program Implementation Principles and Strategies,
  - Workforce Development Structure,
  - Policies and Programs,
  - Business and Economic Development Intelligence and;
  - Final Certification Exam.
- A letter from each applicant must be submitted to Dynamic Works and be accompanied by letter of reference from the Executive Director for participants to receive their certifications.

Additional training highlights:

- WIOA 101
- AJCC Certification and Workforce Professional Development
- WIOA Youth Program Training and Case Management for At-Risk Youth.
- Understanding ABC's of WIOA Common Measures for youth programs
- Customer Service training
- Case Management training
- Labor Market Information Division partners delivered a labor market workshop
- CalJOBS trainings
- Windmills Training
- Business U Boot Camp Workshop 2 Locations
- Human Centered Design
- Virtual Continual Medical Education Webinar- Community Health Worker

#### 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.

- The region had 55 staff trained through Dynamic Works by the end of the RTC second grant term; 10 staff completed the course and received their certification, 18 staff were working on their final exam and plan to complete training by the end of April 2019.
- Dynamic Works training made staff and partners more aware of what WIOA is and what the laws require. Staff enjoyed trainings and evaluations showed good outcomes and feedback from partners and staff. Most common feedback has been how much they appreciate the trainings and how timely they have been.

## Regional Training Coordinator Summary

### Regional Planning Unit (RPU): Coastal

#### LWDBs within RPU: Santa Barbara, Santa Cruz, San Luis Obispo, and Monterey

<b>Regional Training Plan approach (why and how trainings were selected).</b>
<ul style="list-style-type: none"><li>• WIOA Performance Training was conducted by Social Policy Research in Monterey and Santa Maria for 44 WDB Staff and Partners.</li><li>• Delivered a webinar on Community Health Worker Implementation for key stakeholders in health care for our region with over 125 participants.</li><li>• RTC plan and involvement with four boards was an awesome experience.</li><li>• Directors were involved with determining training needs.</li><li>• 65-70% engaged in training modules however in-person training was preferred.</li><li>• Identified “free” Customer Service training for staff which we have completed two trainings and offering an additional round for those who could not attend the first trainings</li><li>• Developed a Coastal Region Website which will house the catalogs and other training resources that are available.</li><li>• A single point of contact for all the trainings was highly beneficial along with being able to execute the plan with the support of the WDB’s.</li><li>• Offered some great training topics at no cost, with DOR, EDD Capacity Building Unit and with AJCC partners.</li><li>• Trained 391 staff, partners and stakeholders with 16 training</li></ul>
<b>Lessons Learned regarding coordinating regional training in coordinator (RTC) role; Significant challenges encountered.</b>
<ul style="list-style-type: none"><li>• The region was faced with some geographical challenges because the region is large.</li><li>• RTC stated that obtaining buy-in on the training early and often was very important.</li><li>• There were some challenges determining which trainings were important to each Local Workforce Development board.</li><li>• In-person trainings required two (2) trainings to be conducted throughout the region.</li><li>• Having everyone participate in learning design and development makes the learning solution not only more effective, but usually leads to having more resources available and fewer roadblocks in development.</li><li>• Make sure that when trainings are planned, fundamentals are not ignored by reviewing the curriculum with the trainers and planning the logistics early.</li><li>• Training plan was hindered by EDD training provider staff transition.</li><li>• RTC does not feel comfortable with negotiating training cost.</li><li>• Had to be very careful in the use of the available funds due to cost of doubling up on our trainings.</li></ul>
<b>Request Received from Staff and Partners</b>
<ul style="list-style-type: none"><li>• CTI training cost is high and it would be helpful to lower the cost.</li><li>• Some CTI cost did not include travel for in-person training.</li><li>• Webinars are not preferred.</li><li>• Additional workforce professional development needed. Will like the state into allocating more funds toward training or provide lower cost training.</li><li>• Beneficial to share, learn and discuss training opportunities with other RTC’s.</li></ul>