

Regional Training Coordinator Summary
Regional Planning Unit (RPU): East Bay
LWDBs within RPU: Contra Costa, Alameda, Richmond and Oakland

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

The East Bay region re-evaluated their original training plan developed through the training assessment conducted by the California Workforce Association (CWA). The region's new approach was based on how to maximize the needs of the local efforts and the regional strategies with local flexibility. The Regional Training Coordinator (RTC) is the regional conduit for disseminating training opportunities for Local Workforce Development Board (LWDB) staff and partner staff. Opportunities were shared electronically as they become available with the East Bay Works Coordination Team comprised of America's Job Centers of California (AJCC) network managers and business services managers from each local partner.

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

The region used some of the training funds for professional development and capacity building by sending workforce board staff to:

- CWA WorkCon
- Meeting of the Minds
- Youth@Work
- NAWDP - focusing on building capacity of board staff
- Next Gen Sector Partnerships: Advanced Practitioners Invitational -took place in Chicago and was funded through SlingShot.
- CWA Executive Bootcamp - focus on investing in future leaders.
- Advanced Manufacturer Bay Area Summit 2018 - manufacturing summit focus on workforce strategies on industry supply and demand.
- Creating Talent for Change – Corporation for Skilled Workforce
- Facilitating Career Development Training - Pathway Consultants
- Writing at Work
- Teamwork
- AJCC accessibility for customers with disabilities
- System monitoring
- Project & Time management
- Understanding the context of criminal justice supervision (Center for Employment Opportunities)
- Facilitating Career Development Institute (Pathway Partners): Highly effective format. Extremely informative. Very-well received.
- Virginia Hamilton and Samia Amin from American Institutes for Research (AIR) assisted the region build capacity with customer-center design training.

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 is working collaboratively with CEO to build staff capacity to serve justice involved individuals.
- RTC engaged the CA Director of the Center for Employment Opportunities to encourage them to submit an RFQ to become a vendor on CWA's CTI list so the region could leverage regional funds to procure trainings.
- Front line staff, board management staff and employers increased their understanding of this target population. It shifted expectations for when working with or employing people on parole and probation. The training by CEO was presented in a highly effective format, extremely informative and very-well received.
- Front line staff from the regional America's Job Centers of California (AJCC) network increased knowledge of best practices in the field in alignment with the

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Facilitating Career Development professional certificate to facilitate staff career pathway mobility. Facilitating Career Development Institute (Pathway Partners). Presented in a highly effective format, extremely informative, and very-well received.

- RPU collaborated with The Roberts Enterprise Development Fund (REDF) to leverage their social enterprise network, technical assistance and employer network to provide paid work experience and employment opportunities. The region invested in a *Leadership for change training* for social enterprise employers from REDF's Bay Area (San Francisco/East Bay) network. The training addressed staff turn-over disrupting vulnerable client relationships and in turn employment performance outcomes. REDF is a national convener, technical assistance provider and funder of approximately 168 social enterprises, nationally with strong local networks in northern and southern California.
- After trainings, the RPU received a lot of positive feedback from field.
- Regional Legal team meetings to develop a standardized contract template to streamline administrative burdens that hamper contracting and movement of funds between RPU partners.
- The Region continues to work closely with partners that are already involved and working with the justice involved population and are helping the region learn how to assist this population.
- Staff and partners participated in: Trainings + Conferences: 25
- Total Participants: 180

Lessons Learned regarding coordinating regional training in coordinator (RTC) role; Significant challenges encountered.

- The process to collect potential training topics from the field came too early and there wasn't as strong of an appreciation as there could have been to identify potential training opportunities that could support the regional systems change envisioned by the State Board.
- Challenges have included administrative barriers to contracting and the movement of funds between workforce board partners; The contracting processes between LWDBs bureaucracies takes a long time; Tracking of RPU training funds allocated to each local board for locally-specified training; Staffing and leadership changes can often bring unpredictable impediments; The effects impact partners and vendors who often wait long periods to be paid or reimbursed.
- Lessons learned include, a better process design should reflect an understanding of regional administration challenges; Need to determine a more equitable, inclusive, efficient and flexible regional process. Plan early, especially enlisting key stakeholders in developing training options and early leadership support; Start small with intentionality around educating the field about the regional training effort and setting decision makers up to be decisive.
- A regional MOU addressing administrative barriers is promising but does not address the local administrative barriers to contracting and the movement of funds that prevent the region from being more nimble or noticeably more responsive, fiscally.
- Having regional staff capacity is essential to managing the delivery of regional professional development and capacity building programs.
- A shared Regional Training Coordinator ensures training addresses common regional needs.

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Request Received from Staff and Partners

- RTC TA calls are helpful for new info and updates.
- Reaching out to state and CWA staff has been more helpful.
- Institute a clear process timeline that holds both local areas and our state staff accountable.
- Regions should receive immediate notice of receipt for submitted requests and within 72 hours a detailed reply including pertinent clarifications or questions, required next steps and who is responsible for the latter.
- Regions should receive notification of receipts for submitted training evaluations.
- The contacts listed on the CTI list may not be the contact regions engage to procure services and regions should be allowed to interface with their existing contacts for the sake of efficiency.
- Perhaps the CWA can issue a requirement that in addition to whoever regions engage in the development of training for other professional services they include the contact included on the CTI list so that all accountable parties are on the same communications thread.
- Leadership, partners and providers identified the need for additional professional development capacity building training to more effectively serve justice impacted individuals.
- Region request more system capacity-building training funds, please.
- Need Fiscal flexibility to improve the speed of business with LWDBs, cities, counties working with to conduct business.