

Regional Training Coordinator Summary
Regional Planning Unit (RPU): Orange County
LWDBs within RPU: Orange County, Santa Ana, Anaheim

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

The Orange County (OC) Regional Planning Unit (RPU) consists of three Local Workforce Development Boards (LWDBs) - Anaheim, Santa Ana, and Orange County. The regions had experienced quite a bit of transitions throughout the implementation of their Regional Plan Implementation (RPI) and Regional Training Coordinator (RTC) initiatives. The regions training plan had already been determined through a brainstorming session with the former Directors. The new RTC revisited the training plan and quickly approached staff to assist with revisiting the training efforts to ensure that training was based on staff needs. Applicable modifications were made to the training plan and the region made efforts to utilize trainings already available to the region at no cost. The RTC organized various training events for the Local Workforce Development staff and regional partners in the area which highlighted strategies to focus on building service deliveries.

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

The RTC contacted Social Security Administration, CalFresh, Probation and Parole departments to research free trainings that were offered and solicit the opportunity for the partners to train workforce staff. The following trainings were provided to the RPU and workforce partners:

- **Offender Workforce Development Specialist Training** was provided by Kathie Harris with the U.S. Department of Education. The training focus was to equip these practitioners with skills that can be used to assist offenders in the transition from prison, jails, and probation to careers that can provide productive employment and income for establishing a new life.

Topics covered:

- Roadblocks
- Career Matching
- Breaking Through the Barriers
- Nailing the Job
- Job Retention
- Next-Gen Sector Partnerships – John Melville
- Trauma Informed Care
- Burn Out Prevention
- From Corrections to Careers - Employment Success with Adults and Youth in Reentry
- Are You Working in the WIOA Way?
- Apprenticeship 101
- Performance Issues to Consider During the Lifecycle of WIOA Adult & DW
- Managing Emotions & Resolving Conflict
- Job Readiness Training for Workforce Development Staff
- Mental Health Issues in Client Services
- Meeting of the Minds
- All Board Strategic Planning Session
- Performance Indicators and Reporting - Meeting Performance
- Business Services and Workforce Development Training Services
- How to utilize business services to support local businesses in the OC RPU and how to be proactive instead of reactive to participant needs
- The breakdown of WIA vs. WIOA was beneficial for the purpose and importance of performance common measures. Quality over quantity is always a focus in every agency
- Thorough explanation of OC Regional Plan, OC Local Plans, and the focus of OC RPU.

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<ul style="list-style-type: none"> • Participants collaborated at the training(s) to identify key issues of the various organizations represented and discussed solutions with partners
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"> • Trainings were useful and explained how the various regional partners can work together to better serve the OC RPU as a team. • 363 staff and OC regional partners were trained, however final numbers are still being compiled. • There were a total of 20 training(s) provided to the OC RPU from May 2018 through March 2019. • More than 100 practitioners were trained in the new business engagement methodology through roundtable launches focused on the four priority sectors within OC by the Regional Organizer.
Lessons Learned regarding coordinating regional training in coordinator (RTC) role; Significant challenges encountered.
<ul style="list-style-type: none"> • There were delays due to the OC LWDB new procured provider contracts. • It was very difficult to coordinate due to scheduling conflicts between trainers and staff availability. • RTC identified that time is of the essence – RTC had to strategic plan trainings throughout the region. • RTC realized it's okay to ask for help – asking others for help helped out tremendously. • Free is not free – Takes time to coordinate, getting approval (5 different levels to obtain approval.) • LWBD required RTC to volunteer and participate in public speaking events more frequently. • Differences between webinar based trainings versus in-person trainings. Staff prefer in-person trainings. • Organizations struggled with staff coverage to allow participants to attend the various training(s). Attendance was staggered based on topics of interest and direct connection with daily assignments. • Additional Training Needs: <ul style="list-style-type: none"> ○ Stress management ○ Crisis intervention, and; ○ Life coaching techniques. <p style="margin-left: 40px;">These training sessions will better assist America's Job Centers of California staff with working with reentry and other hard to serve populations.</p>
Request Received from Staff and Partners
<ul style="list-style-type: none"> • Several regional partners requesting continuous quarterly staff development training(s) • Requests were made to keep regional partners included on future training events.