

Regional Training Coordinator Summary
Regional Planning Unit (RPU): Southern Border
LWDBs within RPU: San Diego Workforce Partnership and Imperial County

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

Initially, Imperial County was serving as the lead on this work, working closely with CWA leader, Nick Loret de Mola, as the primary implementation leader for the region. After transition of staff in both San Diego and Imperial, it was determined that it is critical to have a Regional Organizer/Regional Training Coordinator who is located in the region and well versed with regional needs. As a result, San Diego and Imperial county agreed to a) create a service agreement between the two boards, and b) hire a manager to focus on Regional Organizing and Regional Training who sits in San Diego but reports up through San Diego's Vice President of Strategy and Imperial's Interim Director of the Imperial Workforce Development Board. The Region formed a committee that consisted of Employment Development Department (EDD), San Diego Workforce Partnership (SDWP), and Imperial County program staff. The committee members reviewed the California Workforce Association California Training Initiative (CTI) list and ranked their top 12 CTI trainings. RTC looked at cost and timing, identified top needed training from each representative and the RTC brought the top 3 trainings to Region. Additionally, the RTC identified the top Regional strategies and innovative training that supported them. They included topics:

- Reentry Motivational Interviewing
- Business engagement
- Understanding WIOA
- DOR

The region identified there are several benefits of having an RTC:

- The coordination and logistics for a single training take a great deal of time and organizing
- Departments within boards don't necessarily know what is being scheduled in other departments and boards. The RTC can coordinate serving several purposes:
 - 1) decrease redundancy;
 - 2) increase opportunities with limited training funds;
 - 3) support partner staff and make sure all pertinent parties are included in training opportunities;
 - 4) training funds are used to support strategy; and,
 - 5) update the training plan as new training needs are identified throughout the course of the RTC grant terms

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

Some Innovative Trainings Provided to the Region:

- WIOA 14 Elements
- Talk Like Business
- General Motivational Interviewing – Techniques for reaching populations with barriers to better support job retention.
- Scott McClure Motivational Interviewing for Re-Entry – Increased understanding of supporting re-entry population in workforce.
- “Bridges Out of Poverty” and Reentry Employment Retention with Scott McClure.
- Business Collaborative (PCG building/Work ethics) – Built common language, views, methods, greater collaboration and connections. Approximately 124 attendees
- DOR training provided in Imperial County
- Soft skills via LinkedIn Learning
- Sector-focused training to enable staff to best support advisory committees (e.g. region-specific LMI)
- Windmills
- Hidden Disabilities
- Business Engagement PCG

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.

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- Planning to create and standardize a process for the workforce staff and partners to request training
- Creating a webpage calendar to track training local/departmental and regional and receive training requests
- Developed a 3-yr training plan to capture local and regional needs that includes type of training, subject area, audience, provider, frequency, fund source and appropriate timing
- Training made available on the SBR web page which was launched (workforce.org/sbr)
- SBR rolled out LinkedIn Learning as a mechanism for staff to upskill “on demand” in a self-paced fashion through an online platform
- Scott McClure’s MI training for justice involved providers brought a cutting-edge information to case management for this population
- PCG provided insightful training to better engage the business community and coordinate amongst multiple partners to reduce employer fatigue
- DoR training was brought to Imperial County to ensure the maximum staff were able to receive the training without having to travel to San Diego

- # trainings held in the region for board staff and/or partner staff - 49
- Regional trainings from the CTI list – 3 for a total of \$36,000
- Regional trainings paid for by 1087 – 3
- Regional trainings paid for by mini grant – 4
- Total spent for regional trainings from 1087 and mini grant - \$56,000
- Partner organizations attending at least one training – 71
- Total attendees for all trainings - 1,567

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

- The RTC had a challenge understanding the process especially when it came to the hours it would take to set up training logistics
 - Took an average of up to 60 hours per training
 - Logistics ranged from: procurement, set-up, administration, location scout, contracting, travel requirements, budgeting, support requirements such as ASL/microphones, etc.
- Had trainers cancel at last minute (after much coordination), long delays in contracting and lack of guidance on which trainings can be provided by which organization
- Distance/Geography is difficult and challenging
- Communication processes were a bit challenging in the past but there has been progress made with the launch an email box and cross training of CWA staff
- The trainings brought by the RTC are in addition to the departmental and subrecipient trainings required by the respective Boards and grants, so there is a great deal of consideration and coordination for timing and location of trainings
- Once the regional training process was developed out and the online calendar and request form are completed, the process will become more streamlined and efficient
- There were initial issues with process and procedures with the CTI contracts and CWA funding. Some agencies lost instructors that further delayed the scheduling and provision of training. It caused difficulties with spending at an even pace. In the end, these issues were resolved with CWA and training was accomplished
- Bigger job than what was anticipated, logistics to set up and understand a lot of moving parts, because not working with only one board

Request Received from Staff and Partners

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- All attendees provided enthusiastic responses. "Training was superb" Evaluation after each training usually reflected 3's or 4's. The RTC was requested to bring training back for a second time. "Can we have it for my people" was stated because the training could be delivered for a different population
- Hold mandatory trainings such as DOR in predetermined locations that all boards go to instead of trying to schedule them in local Regions – too difficult to arrange and if set schedules at the beginning of the year, less problem with attendance
- Some training programs on the CTI list are on-going and long-term certifications that would be undertaken by an individual with the local board or region's approval
- SBR would like to see the CTI trainings connected to a career pathway for workforce development so that progress against individual training courses could be tracked to capacity building efforts in the industry
- Mini grants provided flexibility to use trainers not on the CTI list. The state plan is evolving rapidly and training for the populations such as reentry and non-custodial parents are emerging. If there was some flexibility, funds could be spent out on the most valuable training first and the state could then see if the training should be added to the CTI list. While the 1087 grant is available to supplement the mini grant and allow for these opportunities, it becomes necessary to schedule training that is the best fit from the CTI list, not always the best fit overall.