

**Regional Training Coordinator Summary**  
**Regional Planning Unit (RPU): San Joaquin Valley**  
**LWDBs within RPU: Merced, Fresno, Kings, Madera, Tulare, San Joaquin, Stanislaus,**  
**Kern/Inyo/Mono**

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

The San Joaquin Valley consist of eight (8) Workforce Development Boards that consist of ten (10) Counties. The region went through multiple transitions during the implementation of the first two rounds of funding. The initiative regional training plan was reassessed and resulted in the region taking a new training approach to:

- Analyze the Hallmarks of Excellence reports from all eight Workforce Boards.
- Cross-reference common identified needs in Hallmarks of Excellence to trainings offered on California Training Initiative (CTI) list.
- Meet with region to identify trainings that we identified as both essential to the region as well as high-quality.
- Finalized calendar to the region's desires (after Regional/Local Plan process was over).

Merced as the fiscal agent, houses all training opportunities for the LWDBs in the RPU. Local areas make requests for trainings based on the approved list provided by CWA. The logistics of securing room set-up with internet access, marketing sessions, registering participants via a web-based platform, communication with trainers and participants, reminders, follow up with evaluations, responding to requests for information, and reporting were centrally managed and coordinated by the RTC.

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

The Region offered the following professional development and capacity building opportunities:

- Managing Program Holistically: Performance and LMI
- Access for All (Leadership Series): Building Partner Collaboration for Integrated Service Delivery
- Becoming a Customer Service Star
- Career Development Theory and Application, presented by Pathways Consultants. Career Development focused on both the theory and practical applications of career advising through games, group discussions, case examples, and role play. Participants performed a gap analysis to evaluate available partner services in the Access for All session. An outreach plan was discussed with strategies to overcome each potential barrier.
- Strategic Development
- Performance Indicators, Measuring, Tracking, and Reporting
- Virtual Service Delivery
- Innovators by Design Conference
- Executive boot camp has been helpful; using leadership to transfer knowledge to staff
- AJCC Hallmarks of Excellence
- Workforce Development Board Training
- Re-entry Client Services
- NAJA
- DOR Disability Resource Coordinator Training
- Fiscal Services Information Exchange
- Special Communication and Empathy Training
- Bench Strength for Executive Leaders

**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 utilized RTC funding to invest in the regions Innovators by Design Conference, which brought top level presenters to the region.
  - The conference was for education, workforce, industry and more to connect over common goals, ideas and collaborative inspiration. The goal of the conference was to help strengthen partnerships throughout the region.
  - Rapid Response teams were encouraged to attend a special Communication and Empathy Training that focused on increasing awareness of interpersonal relationships, understanding the emotional modes of a job seeker, and improve services for recently dislocated workers.

**Regional Training Coordinator Summary**  
**Regional Planning Unit (RPU): San Joaquin Valley**  
**LWDBs within RPU: Merced, Fresno, Kings, Madera, Tulare, San Joaquin, Stanislaus,**  
**Kern/Inyo/Mono**

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

- Mini grant funds were used to focus on the concept of “Bench Strength” for management and executive positions has been discussed and identified as a problem needing a solution.
- Future trainings are going to be geared to toward leaders leading training efforts and transferring knowledge to future workforce leaders.
- Managing performance and building up leadership to train staff
- Every 6 weeks the region meets with the CCWC to discuss training efforts and calendar.
- several other trainings were conducted under coordination on a sub-regional basis
- More than 400 workforce and partner staff have received training in the RPU.
- An aggressive training schedule was planned under the next RTC grant.
- Best practices include detailed debriefs with trainers, which consisted of taking a trainer’s established curriculum and discussing it piece by piece with different audiences in mind.
- More focused curriculums that lead to more fruitful training for participants.
- Directed training to the Program Manager level staff on Strategic Development, which fused case manager performance management with LMI data analysis.
- Implemented training components identified in the Regional Plan by convening sessions by the RTC in locations throughout the region that provided for clusters of WDB staff to reasonably travel and collaborate together on a variety of topics is core to increasing the depth of collaboration and leverage of resources designed to achieve growth in our regional priority areas of focus.
- The RTC role ensures that the leadership, management, and tasks associated with implementing comprehensive training in the region is completed efficiently and without duplication of effort by each of the eight WDBs.
- Participants performed a gap analysis to evaluate available partner services in the Access for All session.
- An outreach plan was discussed with strategies to overcome each LWDB’s potential barriers.
- Developed a training event schedule and delivery of sessions was accomplished.
- Implemented training components identified in the Regional Plan by convening sessions by the RTC in locations throughout the region that provided for clusters of WDB staff to reasonably travel and collaborate together on a variety of topics is core to increasing the depth of collaboration and leverage of resources designed to achieve growth in our regional priority areas of focus.
- Trainings were very well received across the SJVAC Region.
- Twelve sessions were provided to the SJVAC RPU between February and March 2019.
- A total of 135 staff were trained during the grant period including two partners and one adult student.

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

- The region experienced challenges establishing training logistics due to geographical challenges.
- RTC needs to be politically savvy.
- If the RTC/RO aren’t the same person they need to be joined at the hip.
- In larger regions, define need to consensus.
- The RTC grant alone was insufficient to accomplish these goals, leveraging this grant with subsequent grant funding have allowed for the above listed trainings.
- Turnover in staffing has resulted in a slight delay in execution.
- A challenge that was not anticipated was providing access to network services including the internet at training sites to our presenters. The security protocols were not friendly to connecting a device that was not a member of the network and we had to develop work-arounds so presenters could connect to online resources.

**Request Received from Staff and Partners**

**Regional Training Coordinator Summary**  
**Regional Planning Unit (RPU): San Joaquin Valley**  
**LWDBs within RPU: Merced, Fresno, Kings, Madera, Tulare, San Joaquin, Stanislaus,**  
**Kern/Inyo/Mono**

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

- Innovators by Design was worthwhile for the staff that attended the training.
- If the trainer is on the CTI list and would like to use mini-grant funds or RTC funds, then state's contracted agency will take care of the contracting process. If the trainer is not on the CTI, then only RTC funds can be used and the fiscal agent has to contract through their process.
- Update the screenshots for the CalJOBS fiscal training.
- Provide continued funding for the RTC and for training will be critical support from the State Board needed to continuously develop staff and partners, and to improve in every avenue of service.