

Regional Training Coordinator Summary
Regional Planning Unit (RPU): Ventura
LWDBs within RPU: Ventura

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

The Regional Training Coordinator (RTC) was not the original RTC and came into the RTC role after original needs assessment was completed with the California Workforce Association (CWA). Input was gathered from the Local Workforce Development Board (LWDB), Workforce Innovation Opportunity Act (WIOA) Title staff, Employment Development Department (EDD), CalWORKs, other America's Job Centers of California (AJCC) on site partners. New RTC came on board March 2018 and the training plan was re-evaluated to become a living document. The RTC established a process for tracking referrals and services amongst AJCC partners and developed and delivered training for measuring outcomes of the services offered through the system by key partners. In addition, the RTC tailored staff and partner training sessions based on the AJCC system needs, coordinated AJCC Partners monthly meetings to keep them engaged and in the AJCC services and provided them with the necessary training in CalJOBS and on new tools, processes or workflows. The plan was periodically modified to fit the staff and partners current need. Region determined roles and responsibilities and point of contacts for staff.

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

Highlights of the RTC training efforts:

- Resource Room Baseline Training
- Barrier Buster Training, Eliminating Barriers to Employment
- Effective Communication Skills
- Utilizing Stratus Interpretation Software via use of IPAD
- New Typing Test training
- Labor Market Information
- Case Management and Job Retention
- Unemployment Insurance 101 - Lessons from our resident UI Navigator
- WIOA Pre-Application Implementation Training
- WIOA Eligibility Training
- WIOA Case Management Training:
 - Program Interview,
 - IEP,
 - Assessment,
 - CalJOBS - Version 19.0 Enhancements (Webinar)
- One System for All and All for One: Serving People with Disabilities - All of Us Can, but Do We?
- Career Advising Certification Training – via UC San Diego (8 staff)
- Co-Enrollment pilot
- CalJOBS- Customer Relationship Management (CRM) module
- CalJOBS webinar training with EDD regarding Participant Enrollment & Tracking
- Coordinated web-based training for leadership team (WIOA Title I) on Future Works – CA Performs
- Web based training on Common Measures in the RPU; a DOL – WIOA Integrating, Partners Programs in your comprehensive American Job Centers.
- AJCC Hallmarks of Excellence certification meetings and included joint discussion with all AJCC leadership staff.
- Effective Communication Skills
- EconoVue training
- Human Centered Program Design training
- Performance Issues to Consider During the Lifecycle of a WIOA Youth.
- Local CalJOBS Splash Page (<https://www.venturacountyajcc.org/>) that was created in collaboration with County IT and GeoSolutions, this splash page is utilized as the 'Go to place to find JOBS, Information and Resources' by Job Seekers, Employers, as well as staff.
- Trained staff on facilitation/implementation of an AJCC customer engagement strategy and process to quickly assess the needs of target populations accessing services in the AJCC.

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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.

- Increased ownership by all AJCC staff, enhance service delivery in the Resource Room and assist with directing services in a streamlined process. Resource room training also included training on use of local resource/reference guides.
- Enhanced ideas and techniques on how to best serve customers that come in with many barriers.
- Enhanced communication techniques to engage customers throughout their program participation.
- Provided on-line interpretation/translation services, interpreters on demand, thus improving customer service to limited English speaking and hearing impaired customers. Software via IPAD translates in multiple languages for participants, including ASL. Interpreter's should be used if meeting will be longer than an hour, but the Stratus software is cheaper and effective if assisting a participant for a shorter period of time.
- Assisted Title I Employment Specialists to be best suited to provide Career Guidance to enrolled customers.
- The region integrated CalWORKs and other WIOA partners to us CalJOBS in a mini pilot to increase and track the CalWORKs referrals to WIOA Title I for services. Goal is to incorporate process to all other partners soon after.
- Training enhanced staffs ability to review and evaluate the regions PIRL
- Region has created a YouTube video to inform the public of their AJCC and the services provided. [Ventura Region AJCC Services YouTube Video](#)
- Regional Training Coordinator will provide the necessary training, since most of the training is tied to local business flow some training sessions were provided through collaboration with partners and were provided free of charge.

Total staff trained: 145

Total Partner staff trained: 90

Total Trainings provided during period: 53

Partners:

- Salvation Army, Department of Rehabilitation (DOR), Ventura County Office of Education (VCOE), Oxnard Adult School, Owens Valley Tribal TANF, Ventura Adult and Continuing Education (VACE), Local EDD staff, CalWORKs, Ventura County Community College District, Salvation Army-Haven, Center of Employment Training, SER Jobs for Progress, Community Action, Boys & Girls Club, Path Point

Feedback received from staff:

- Useful information
- Staff developed some helpful hints.
- Best training ever had
- Glad that I attended.
- Sharing of ideas
- Request received to please keep inviting us to these trainings, thank you.
- Larry Robbins training was really good (multiple partners participated in this training).
- Partners excited to learn more about improving referral system. Increased referral tracking.
- Increased knowledge of services provided by partners.
- Increase knowledge of procedures
- Increased partner collaboration
- Many staff and partners expressed that they were glad they made time to participate.

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Lessons Learned regarding coordinating regional training in coordinator (RTC) role; Significant challenges encountered.
<ul style="list-style-type: none"> • When utilizing CTI vendors, the region surpassed their local policy limit for contract amount allowed per vendor. Since all contracts were done directly through CWA and not directly with each vendor, the RTC had to work with their County to increase amount allowed per vendor. • Staff time limitations, increased work demands, deadlines. Many staff express difficulty making training a priority. • The regions local procurement process is required to follow federal, state and county procurement policies. The CWA process was thought to be a way to reduce the time and streamline access to consultants. However, the region still encountered other challenges with the process that were outside the realm of CWA's sphere of influence. • Difficulty with splash page posting jobs and creating the required filters. Glitch is still being worked on to provide more than only California jobs. • Time study problems that the regions Fiscal Department experienced. • Increase buy in by all, that we are all One Big Team, here to benefit of the customers we serve!
Request Received from Staff and Partners
<ul style="list-style-type: none"> • Training that leads to Certification in Business Services, training should provide staff with the necessary competencies to become proficient with working on the employer side of the WIOA system. • Make available short term fully online Career Advising Certification Training. • To have online information necessary to justify contract with CTI providers to allow the bid waiver approval. This information will improve local process with meeting fiscal/contracting policies. • Main benefits of having a Regional Training Coordinator is flexibility of creating training and partner support that let led to an outcome of well-trained staff, including partners to facilitate the service delivery to the customers we serve.