



# Winter Training Program

January - March 2009

# Overview.....

**P**hoenix Workforce Connection (PWC) has implemented the comprehensive Workforce Investment Act (WIA) Training Program for adult and youth program providers for the past four years. The intent of the training program is to meet the needs of program staff to effectively serve businesses and WIA participants. The evaluation outcomes for all the past training sessions indicates we are meeting your needs!

As we continue into Program Year 2008, the training program is focusing on one theme: **Participation Parallels Performance**. We are committed to developing tailored topics to meet the needs of program staff to effectively serve WIA participants in order to meet and exceed performance outcomes. During WIA participation, program staff must keep performance on the forefront as the participant is navigating throughout the One-stop System.

The PWC training program has four main components: Introduction to PWC/WIA; Program and Policy Training; Staff Development; On-Demand Training; and the Brown Bag Series. These components were developed to meet needs identified by program staff.

The first component, **Introduction to PWC/WIA**, is designed to provide staff with an introductory overview and foundational understanding of key concepts within WIA and Phoenix Workforce Connection. This training will be offered bi-annually for new and existing staff.

**Program and Policy Training** is designed to expand and enhance current levels of understanding of key concepts within WIA and PWC. The trainings will focus on specific programmatic topics and policy issues that have been identified by staff. The goal is to provide this training once a month to continue building foundational knowledge with staff.

**Staff Development Training** is designed to improve programming levels by offering ongoing opportunities for staff to update and enhance their knowledge and skills to ensure high quality performance. The goal is to provide training to teach staff basic and advanced skills to be successful with the demands of the job.

**On-Demand Training** provides opportunities for program staff to request services on specific training needs within the "system." This training component is an alternative to "regular" training because it is designed to address immediate needs identified by providers that, if left unmet, could jeopardize program performance and outcomes.

This brochure contains several courses from January through March 2009. We are committed to providing opportunities to develop and enhance your skills in order to become more efficient and effective in delivering WIA services.

If you have any questions regarding this brochure, please call 602-534-1660

# Winter Schedule

## FAFSA

Federal Student Aid plays a central and essential role in supporting postsecondary education by providing money for college to eligible students and families. FAFSA partners with postsecondary schools, financial institutions and other participants in the Title IV student financial assistance programs to deliver services that help students and families who are paying for college.

### *Youth Programs*

**Date:** Monday, January 5, 2009  
**Time:** 9:30 am to 10:30 am  
**Location:** Travis L. Williams Family Service Center  
4732 S. Central

## Moving Forward: Adult and Dislocated Worker Policy Refresher

Our local economy and labor markets are undergoing changes of historic proportion. Globalization has forced change in every region of the country. To just maintain requires a workforce with post-secondary education credentials, a capacity to work in a high-technology environment, and the opportunity to engage in lifelong learning to keep pace with change. The workforce system must operate as a talent development system; it is no longer defined only as a job training program. This supports the U.S. Department of Labor's goal of an educated and prepared workforce.

This session will focus on current and evolving Phoenix Workforce Connection strategies to more intentionally involve WIA participants in career and life decision-making. Critical to the effective utilization of these strategies are clear, concise, and understood policies and procedures. In this session, you will:

- Discuss the enhancements required to ensure that the SOAR service delivery model continues to build WIA participant talent and skills and results in growth jobs that pay more than \$25,000 per year.
- Participate in exercises to reinvent how case notes must document how the use of WIA funds benefited each WIA participant.
- Discuss and establish goals for increasing the number of returning servicemen who enroll into WIA as dislocated workers.
- Determine your Center's plan of action to co-enroll Trade Adjustment Assistance-eligible individuals into WIA as dislocated workers
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### *Adult Programs*

**Date:** Wednesday, January 7, 2009  
**Time:** 8:30 am to noon  
**Location:** Travis L. Williams Family Service Center  
4732 S. Central

# Winter Schedule

## Equal Opportunity-Employees Rights

Today all employers must verify the eligibility of employees to work in the United States legally. During this informative session, city of Phoenix, Equal Opportunity Department staff will provide information regarding pitfalls involving the I-9 process, e-Verify, the Americans with Disabilities Act (ADA), and other employment discrimination laws.

### *Youth Program*

**Date:** Wednesday, January 14, 2009  
**Time:** 1:00 pm to 4:00 pm  
**Location:** Travis L. Williams Family Service Center  
4732 S. Central

## Career Pathways: Train-the-Trainer

This session will train new workshop facilitators in the Career Pathways workshop, which is designed to:

- Give customers information on high demand, high skill & high wage industry cluster areas in the Greater Phoenix region
- Assist customers in making informed career decisions
- Identify the customers transferable skills

*Class is limited to 25 participants*

### *Adult and Youth Programs*

**Date:** Friday, January 23, 2009  
**Time:** 9:00 to noon  
**Location:** Maricopa Community Colleges District Office - Employee Lounge  
2411 W. 14th Street  
Tempe, AZ 85281

# Winter Schedule

## Improving Performance Outcomes

The purpose of policies and procedures is to provide the framework for effective and compliant program operations. A by-product of the effective implementation of them are positive performance outcomes that result in incentive funding and added recognition for the Phoenix Workforce Connection adult, dislocated worker, and youth programs. A clear and basic understanding of the ingredients that enable positive outcomes, in addition to program operations, assists in any necessary problem resolution or troubleshooting. In this session, you will learn:

- Data review tips that could mean the difference between exceeding or failing a measure
- Data fields in Virtual OneStop (VOS) that trigger inclusion in performance measures
- The effective use of the numerator and denominator files for review and performance improvement in a timely manner

### *Youth Program*

**Date:** Thursday, January 29, 2009

**Time:** 1:00 to 4:30 pm

**Location:** Travis L. Williams  
4732 S. Central Ave.  
Phoenix, AZ

## IT Career Trends

What are current trends in IT related to education and employment? What are the skills needed to break into the industry or to update an individual's skills to meet current demands? Get first-hand information from industry experts and educators and gain their insights as they relate what current and future trends are in IT.

### *Adult and Youth Programs*

**Date:** Friday, February 20, 2009

**Time:** 9:30 am to 11:30 am

**Location:** Lecture Room,  
Burton Barr Library  
1221 S. Central

# Winter Schedule

## Implementing the ACT WorkKeys<sup>®</sup> Certificate Program

In January 2008, ACT WorkKeys<sup>®</sup> was implemented as the primary assessment tool to measure the critical foundational skills required by employers and used daily by workers. To date, the outcomes of the assessments are used to gauge an individual's readiness for training and work. WorkKeys<sup>®</sup> is also a solution for employers. To expand use of WorkKeys<sup>®</sup> to benefits employers, PWC will be implementing a career readiness certificate program. The certificate can be presented during the application or interviewing process to prospective employers as validation of skill sets. In this session, you will:

- Learn more about the use of the career readiness certification
- Learn and discuss how to coach WIA participants to use the certificate as part of their job search
- Receive information on how other workforce programs recruited employers who would accept or require the readiness certificate as a part of the application process.

### *Adult and Youth Programs*

**Date:** Thursday, March 5, 2009  
**Time:** 3:00 to 5:00 pm  
**Location:** Travis L. Williams  
4732 S. Central Ave.

## TABE Training

In this workshop participants will understand best practices with the Tests of Adult Basic Education (TABE) in the following areas:

- Understanding and using TABE appropriately
- Maintaining the security and integrity of TABE
- Using TABE with special needs students
- Interpreting and using TABE results to improve student instruction and achievement and to meet federal and state reporting requirements

### *Adult and Youth Programs*

**Date:** Wednesday, March 11, 2009  
**Time:** 9:00 am to 10:30 am  
**Location:** Travis L. Williams  
4732 S. Central Ave.

# Winter Schedule

## Case Management for Successful Outcomes

More information to come

### *Youth Program*

Date: Thursday, March 26, 2009  
Time: TBD  
Location: TBD  
TBD

## On Demand Training

What do you do when you have identified WIA training needs within your organization? Call us immediately! On-Demand Training provides opportunities for program staff to request services on specific training needs within the "system." Staff will work closely to determine the topic, goals, and objectives for the training. The training can be conducted during regular staff meetings already determined by your organizations. Please allow two to three weeks for development.

# Winter Schedule

We learn more by looking for the answer to a question and not finding it than we do from learning the answer itself.

~Lloyd Alexander



City of Phoenix  
Community & Economic Development Department  
Workforce Connection Division  
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19th floor  
Phoenix, Arizona 85003-1611

*Equal Opportunity Employer/Program  
Auxiliary Aids and services are available upon request to  
individuals with disabilities*



**City of Phoenix**