



Fall Training Program

October - December 2008

Overview.....

Phoenix 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 the new 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 July through September 2008. 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

Fall Schedule

Suitability/Eligibility

The success of WIA- funded programs is primarily determined by the achievement of federal performance measures. To ensure services provided to individuals contribute to the achievement of performance measures and that the individuals being served can benefit from the services, participants are asked initial questions that can assist in assessing their suitability for WIA programs *at that time*. In addition, there are some legal requirements for participating in WIA-funded activities. In this session, you will learn:

- Questions and activities to assess suitability for program participation
- The legal requirements for participation in WIA activities
- To determine income eligibility and document family size for individuals
- To establish the basic case management file for each enrolled individual

Youth Program

Date: Thursday, October 23, 2008
Time: 1:00 pm to 4:00 pm
Location: Arizona Call-A-Teen Youth Resources
649 N. 6th Ave

The What, How, and Where of Renewable Energy Jobs

What is a PV Installer and how do I become one? Are there companies hiring in the Phoenix area for renewable energy jobs? Learn first-hand from industry experts in renewable energy answers to these questions and more. You'll gain a basic knowledge of what the field is, what kind of jobs it offers, and how your clients may begin preparing for and working in this sector.

Adult and Youth Program

Date: Thursday, November 6, 2008
Time: 1:00 pm to 4:00 pm
Location: TBD

Career Pathways for Youth

Stay Tuned—Possibly coming in this quarter—Career Pathways for Youth is a training from Maricopa County Community Colleges that will show you how to help youth choose careers.

Youth Program

Date: TBD
Time: TBD
Location: TBD

Fall 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, November 13, 2008

Time: 1:00 pm to 4:00 pm

Location: Valley of the Sun United Way, 1515 E. Osborn

Blueprint to Success Part II: Adv. Manufacturing Company Tours

These informative tours will encompass a variety of companies related to the advanced manufacturing industry, including medium and large sites conducting various stages of manufacturing. The tours will give you a sense of the work environment, machinery used, and manufacturing processes to help you better assess and guide clients to this field. Please plan to spend the majority of your work day at these worthwhile tours; lunch is included. NOTE: You must wear closed toes shoes for the tour.

Adult and Youth Programs

Date: TBD

Time: TBD

Location: TBD

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.

Stay Tuned—We are in the process of setting up training. An Email will go out with details as soon as they have been confirmed

Youth Programs

Date: TBD

Time: TBD

Location: TBD

Fall Schedule

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.

The real voyage of discovery consists not in seeking new lands, but in seeing with new eyes.

~Marcel Proust



City of Phoenix
Community & Economic Development Department
Workforce Connection Division
200 W. Washington St.
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