

STAFF TRAINING COMMITTEE ~ Kick-off Meeting

American Job Center Operations and Partnership Work Group

Columbia Workforce Center
Thursday, May 21, 2015
2-4 pm

- **Opening**

The meeting was called to order at 2:10 pm. Via email and prior to the conference call, Susan had emailed to all members: an agenda, survey results, and a membership listing including contact information.

- **Attendees**

Julie Givens, Barry Hammons, Jeff Trice, Susan Kaliush, Deb Wilburn (phone), Linda Webb (phone), Cynthia Etheridge (phone), Shawna Acker-Ball (phone), Daniel O'Keefe (phone)

- **Other Members**

Hillary Huffer, Liz Williams, Barbara Ebel, Erin Roth, Sara Muempfer, Charles Blake, Tanya Washington, Barbara Martin

- **Welcome and Introductions**

Each participant gave his or her name, title, and agency information. The committee agreed that the onset of WIOA planning allows DWDAL to develop a fresh and innovative framework for staff training.

- **Overview of Agenda**

Julie went over the bullets for the agenda and asked whether anyone had additions. None were suggested.

- **General Goals and Mission**

AJC staff need training and development regardless of the WIOA specifics. Nevertheless, a few points should be kept in mind:

- Be mindful of who – internally and otherwise – can do the training (keeping in mind our total WIOA training budget of 2%)
- Compile contact information for those who can do the training as well as those folks/organizations who could perhaps facilitate the training
- Develop specialized training for supervisors
- Offer standard training for folks new to workforce development

- **April 21 Work Group Re-cap**

Referring to the Staff Training Committee Survey (see the two-page document), attendees discussed each of the nineteen suggestions received—combining a few as well as adding new ones. After much discussion and exchanging of ideas, the participants narrowed the options to seven basic areas upon which to initially focus:

- Customer service training (internal and external) including getting creative, removing barriers, understanding generational differences, and diversity and sensitivity training to work with the hard-to-serve customers
- Effective case management strategies
- Industry and occupational demands – how to effectively use LMI to assist customers
- Principles of continuous improvement (a focus under WIOA)
- Ongoing, evolving staff development (online and classroom), including certification training for staff who have yet to attain credentials (overlaps with Technology Committee)

- Ongoing partner cross training – starting with which partners are currently at the Center broadening to other prospective partners (overlaps with MOU/RSA Committee)
- Ongoing business services and industry sector training (business services staff, front-line staff, etc.) to better educate staff regarding KSAs businesses are seeking; in turn, staff will be able to educate job seekers
- **Discussion and Brainstorming**
 - Where do we at the AJC level fit in the larger picture/system?
 - What will the post-WIOA system look like – regionally and otherwise?
- **Next Steps and Closing Comments**
 - Susan will type up the minutes and distribute to members for feedback. The finalized version will be posted on the WIOA Webpage (<http://www.dllr.maryland.gov/employment/wioaajc.shtml>).
 - Strategic planning – short and long-term
 - Gathering of resources, i.e., types of training and trainers
 - Our ultimate goal is to offer suggestions regarding how staff training in these seven areas can be achieved

The meeting adjourned at 3:27 pm.

Respectfully submitted,



Susan R. Kaliush