



CareerSource
CAPITAL REGION

Regional Training Plan

ADM-PN-0138

July 2021 – June 2022

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1. OVERVIEW

The purpose of this plan is to outline the training and development needs for the current program year. The QPT Department department, in collaboration with ROPC, develops a training plan annually based on an assessment of regional training needs.

2. TRAINING DEVELOPMENT AND DELIVERY

During the monthly meetings between ROPC and QPT Department, a determination will be made on how training will be delivered to staff. Staff will consider, based on the subject matter:

- a. Facilitation of training – In some instances it is more appropriate for the Board staff to facilitate. An example is training on newly created guidance. Other times, it may be more appropriate for Board staff to provide technical assistance support. Lastly, whether to outsource the training to an external subject matter expert.

3. ALL STAFF TRAININGS

The goal is for the staff meetings below to be scheduled at the beginning of each plan year, allowing the remainder of the calendar to be utilized for Training/Information Sessions that are identified by the Service Provider or Board, ensuring that programmatic, personal development and continuity of services needs are met.

| MONTHLY TOPICS | FREQUENCY |
|--|-------------|
| CEO Straight Talk | Quarterly |
| Contract Performance Update | Quarterly |
| Industry Sector-BES or other external source | Quarterly |
| Dynamic Corner Stones | Monthly |
| Veterans Priority of Service/Veterans Services | Semi-annual |
| Customer Service | Semi-annual |
| CSCR Emergency Preparedness/COOP | Annual |
| Assessment/Work Readiness | Annual |
| Mental Health/Suicide Prevention | Annual |
| Workplace Safety | Annual |
| Domestic Violence and Safety Plans | Annual |
| Disability Awareness/Equal Opportunity | Annual |
| Program Year Wrap-up | Annual |
| Professional Development* | as needed |

***Professional Development** is defined as skills or knowledge-based training that is identified as key components of continuous development (e.g. team building, DISC, workplace issues, time management, communication skills, etc.)

****Other topics** may be requested by Board staff depending on emerging topics that have not been defined at the beginning of the program year.

4. STAFF TRAINING AND DEVELOPMENT

Professional development of the provider leadership team is paramount to the continued growth of the organizational body. Training will be facilitated from internal and external sources, covering relevant areas for continuous development.

| MONTHLY TOPICS | FREQUENCY |
|--|---------------|
| Strength Finders-Teamwork-Trainings | Annually |
| Leadership Team Retreat | Annually |
| DWFS Compliance – Ethics, Preventing Sexual Harassment, Diversity and Extreme Customer Service | Annually |
| Programmatic Bootcamp – annually | Annually |
| Case Management Training | Semi-annually |
| ROPC Technical Training | Semi-annually |
| QPT Express | Bi-weekly |
| Programmatic Refresher Training | As needed |
| Dynamic Works Professional Development Courseware | As needed |