

# REPORT

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A major service component of the Agency is programmatic and system training provided to Regional Workforce Boards (RWBs), RWB providers and special project providers who are located across the State. During the 2008-2009 PY, training focused on both programmatic requirements and issues uncovered by the quality assurance reviews. Training and technical assistance were delivered in a variety of manners. The web-based training continued to be an effective training method when on-site training was not feasible. The annual training was conducted on-site in various locations depending on the needs of the program. Approximately 4800 individuals were provided technical assistance, on-site program training and web based training sessions. One hundred forty seven web training sessions were conducted with a total of 3147 computers logged onto the training sessions. There is no way to capture the number of individuals attending the web training sessions because many RWBs have staff attending in a conference room with one computer logged into a session.

During 2008-2009, the Guidance and Training section of the One-Stop and Program Support continued to use all staff in its trainings, rather than specific staff identified as “trainers” as was previously in place. Benefits continued to be:

- Staff members shared the results of monitoring reports and provided training specific to issues identified;
- Staff members engaged the regions to share local procedures and establish best practices; as well as
- Staff members listened to regional representatives and front line staff regarding programmatic concerns and support needs. This exchange of information has impacted guidance content and the data entry system.

The Guidance and Training section conducted the majority of AWI's programmatic training. The programs included: Welfare Transition (WT), Food Stamp Employment and Training (FSET), Optional Workfare Program, Migrant and Seasonal Farm Worker (MSFW), Trade Adjustment Act (TAA), Wagner-Peyser (WP), Workforce Investment Act (WIA) and Displaced Homemaker (DHP). The on-site training was scheduled by AWI and agenda's were provided for attendees. This was also the case for the training conducted via the Internet, however, there were many sessions requested and conducted specifically for regions based on their individual needs.. A training catalog with descriptions of training modules currently available is posted on the AWI training web site located at [http://www.floridajobs.org/workforce/training\\_info.html](http://www.floridajobs.org/workforce/training_info.html) . The RWB may request training regarding subjects that are not specified in the training catalog. These unique modules are designed specific to the needs of the RWB or RWB provider. The most common requests, for such web-based training modules, are for special projects and Employ Florida Marketplace.

All scheduled web based training is listed on the AWI Training Calendar ([http://www.floridajobs.org/workforce/training\\_info.html](http://www.floridajobs.org/workforce/training_info.html) ). The calendar provides the dates of training and the title of the class. Training may be requested by completing a Training Request form, located on the training page, and forwarding it by e-mail, or by phone.

Each training attendee, whether the training was provided on-site or through the Internet was provided with an evaluation form. The evaluation forms received provided the unit and trainers with critical information:

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- Trainers received feedback on strengths and weaknesses of presentation methods;
- The unit is able to use the feedback to determine what programmatic and system information is needed based on input from training participants;
- The unit could determine training elements (location, hours, materials) that were most effective or needed to be modified to be more effective.

To ensure that training attendees felt comfortable completing the evaluation, it was completed electronically and sent to a third party within the agency. Prior to completing the evaluations, the attendees were provided with information regarding the confidentiality processes. The attendee's name was removed from the evaluation prior to the comments being sent to the trainer and related unit members. The AWI strongly promotes the use of evaluations for each training session, and all responses are compiled and provided to management, as well as staff. Select the following link: <http://www.floridajobs.org/PDG/training/TrainerEvaluation.rtf> to view an electronic copy of the evaluation.

The AWI develops PowerPoint presentations for each training session and posts them on the AWI Training Presentation website. The presenters are able to modify the training presentations to ensure the content is specific to the region being trained, if necessary. To review training presentations currently posted on the AWI website, select the following web address: [http://www.floridajobs.org/workforce/training\\_pres.html](http://www.floridajobs.org/workforce/training_pres.html).

The AWI created and maintains an extensive website which includes information on each of the aforementioned programs. Each program has an individual page that describes the legislative process that established the respective program. Each webpage provides hyperlinks to federal legislation, State laws, policies, guidance, and other web pages that provide related information to help connect RWBs, RWB providers, special project providers, partner agencies and other viewers with important and current information.

AWI staff are a direct link to the RWB staff, RWB providers, partner agencies and program participants. Training not only provides information to RWBs, program providers and other interested parties, it serves as a form of direct diplomacy. Trainers and program staff serve as diplomats to the regions of Florida. Providing services to support and encourage those who serve the citizens of Florida is imperative.

Each program has established a list of frequently asked questions. The FAQ is distributed and maintained for each program on the AWI web site. Please see the following web site for an example of FAQs:

<http://www.floridajobs.org/workforce/wia.html>