AGENDA
(As of November 12, 2019 • Information and Schedule Subject to Change)

TUESDAY, NOVEMBER 19

8:15 a.m.–4:30 p.m.  Registration

8:15–9:00 a.m.  Breakfast

9:00 a.m.–Noon  CONCURRENT PROFESSIONAL DEVELOPMENT SEMINARS

Enhancing Confidence in the Age of Automation: A Motivational Interviewing Approach
Presented by: Sarah Suzuki, AM, LCSW, ACSW, CADC, Director, Chicago Compass Counseling
Room: Joshua Tree

Job seekers face increasing technology challenges—from navigating digital job boards to following through on integrated technology in daily work. Case managers, coaches, and instructors are tasked with simultaneously helping job seekers overcome their (understandable) ambivalence about workplace automation, while also encouraging job seekers to learn and practice new digital skills. In this hands-on workshop, participants will become familiar with Motivational Interviewing approaches to enhance job seekers confidence and commitment to practice new digital skills. Specific attention will be given to the importance of the MI Evoking Process and how it can boost participant’s confidence. Through role-play, small group activities, and large group discussion, participants will practice MI techniques to strengthen digital self-efficacy among ambivalent job seekers.

Take Your Leadership Skills to the Next Level
Room: Big Sur

Upleveling is the process of raising the bar on your presence as a leader. Join this dynamic session to learn specific processes and strategies used by high performers worldwide to be intentional and strategic about your thoughts, behaviors, and decisions. You will learn how upleveling in a professional setting leads to upleveling in other areas of life, contributing to a more inspired life. The session will conclude with strategies to combat common challenges that can prevent you from showing up authentically as high performing leaders. You will leave with tips and tools that you can implement immediately to become the leader that others are inspired to work with.
TUESDAY, NOVEMBER 19

9:00 a.m.–Noon  CONCURRENT PROFESSIONAL DEVELOPMENT SEMINARS
(CONTINUED)

Turning Conflict into Opportunity
Presented by: Larissa Hachinski, J.D., L.L.M., Training Associate, Center for Conflict Resolution
Room: Tahoe

Conflict is an inevitable part of life; but, knowing how to manage conflict appropriately can diffuse even the most challenging situations. During this dynamic session, you will learn how to resolve conflict in the workplace in a professional way that strengthens relationships and boosts morale. Topics covered will include: the impact of unresolved conflict, framing difficult conversations, identifying individual conflict styles and asking effective questions. This session will be highly interactive, giving you a chance to practice new skills and roleplay scenarios tailored to typical workplace disputes.

Creating a Student-Centered Experience for Job Seekers in Your Program
Presented by: Melanie Sampson, Content Director of Clear Language Lab, and Keighty Ward, Community Literacy Program Manager, Literacy Works
Room: Mojave

Do you want to better engage and empower the job seekers in your program? Join us for this session to learn how you can apply a student-centered approach to enrich your adult education classroom or job readiness workshop. We will explore activities that encourage meaningful interaction, lift up students’ voices and experiences; and overturn the power dynamic in the classroom. This session will cover strategies for supporting adults who may have literacy barriers and activities that build job seeker motivation and confidence. You will receive practical tools to help learners identify their skills, build résumés, and more. Reinvigorate your practice so you can better prepare your participants for the jobs of today and tomorrow.

Latinidad @ Work: An Inclusive Leadership Approach
Presented by: Bernardo M. Ferdman, Ph.D., Founder and Principal, Ferdman Consulting
Room: Catalina

How can you bring out the best in your team? How can you leverage their unique perspectives to create more impactful programs? Join this session to learn how the power of inclusion brings out the best in you, your team, and your clients. In this highly interactive learning session, you will engage in self-reflection, small group dialogue, analysis of mini-cases, action planning, and more. You will leave the session with a deeper understanding of the complexities of Latinx identities and their intersections with other identities, as well as specific strategies for how you can foster inclusion in your organization and generate strong results for your communities.
TUESDAY, NOVEMBER 19

Noon–1:30 p.m. **Lunch Plenary**

**The Future of Work: What Does the Research Tell Us?**

*Moderator: Jhumpa Bhattacharya, Vice President of Programs and Strategy, Insight Center for Community Economic Development*

*Panelists: Matthew S. Rutledge, Associate Professor, Boston College Department of Economics; Ariane Hegewisch, M.Phil., Program Director, Institute for Women’s Policy Research; Megan Garcia, Senior Fellow & Director of Growth, New America National Network; Maria Samaniego, Program Manager, Aspen Institute*

*Room: Yosemite Hall*

Low-skilled workers may be disproportionately impacted by automation and corresponding job loss. While automation may take some jobs away, the reality is that new and different jobs will also be created. It is imperative to reskill and upskill the workforce so that they can fully participate and thrive in our ever-evolving economy. This panel will share research, strategies, and perspectives of what automation, upskilling, and the future of workforce will be. Panelists will look at the future of economy and workforce from a racial equity lens.

1:45–3:00 p.m. **WORKSHOP SESSION ONE**

**Brokering Industry, CBO & WIB Partnerships**

*Presented by: Grace Garcia, Executive Vice-President, Calumet Area Industrial Commission; Theodore Stalnos, President/CEO, Calumet Area Industrial Commission*

*Room: Big Sur*

A successful large-scale customized training requires a high level of collaboration between industry, community, and the workforce system. This workshop will share best practices from a project involving an automotive parts manufacturer with a new facility start-up requiring more than 300 new hires. The Calumet Area Industrial Commission (CAIC) served as the project broker, and brought in Building Self-Determination Industries, a community/faith-based training provider, and WIOA funding through the Chicago Cook Workforce Partnership.

**Got Skills?: A Practitioner’s Guide to Employment and Credentials**

*Presented by: Andrea Stiles-Pullas, Director, Strategic Initiatives, Mi Casa Resource Center*

*Room: Catalina*

Community-based organizations have a powerful role to play in the post-secondary education marketplace. We can help adult learners recognized and validate their skills for credit. In this workshop, Mi Casa Resource Center will share key learnings and insights from the transformation of an industry focused workforce training program in Colorado into an on-ramp to both employment and post-secondary education. You’ll leave feeling inspired and with a road map for replication. Join us!
TUESDAY, NOVEMBER 19

1:45–3:00 p.m.  WORKSHOP SESSION ONE (CONTINUED)

Hospitality is Booming: Here’s How Our Community Can Cash In
Presented by: Adine Forman, Executive Director, Hospitality Training Academy; David Shinder, National Workforce Consultant; Gregory Irish, Executive Director, City of Los Angeles Workforce Development Board; Ada Briceno, Co-President, UNITE HERE Local 11
Room: Mojave
The Hospitality Training Academy (HTA) has received innovative grants from the California Workforce Development Board to confront issues such as underemployment and the lack of workforce services received by marginalized communities, including the ‘second chance/reentry’ community and monolingual communities in need of both Vocational ESL and work. HTA will share best practices in serving those who have historically been left behind by the workforce system.

Elevate Community Voices in the WFD System
Presented by: Sasha Feldstein, Economic Justice Policy Analyst, California Immigrant Policy Center
Room: Tahoe
Learn how to create a more inclusive workforce development system that builds on the assets of all people, including immigrants and refugees, by organizing for policy changes at the local and state level. Hear about some of the innovative solutions and strategies being implemented in California and discuss how we can work together to create a more equitable, inclusive system. This will be a participatory workshop, so bring your ideas and prepare to take action!

3:00–3:15 p.m.  Networking Break

3:15–4:30 p.m.  WORKSHOP SESSION TWO

Working Hand in Hand with Corporate Partners
Room: Big Sur
Over the past two years, the Ohio Pharmacy Board has implemented regulatory changes that heightened the eligibility requirements for becoming a Pharmacy Technician and an accredited training program. To ensure that El Barrio’s training program complied with these changes, our team collaborated with CVS Health and turned a four-week classroom program into a three to six-month blended model. The result is a robust curriculum that is compliant and prepares candidates to become nationally certified (CPhT). Attend this workshop to learn about best practices for collaborating with employer partners to deliver trainings that create career opportunities for Latinx community members.
TUESDAY, NOVEMBER 19

3:15–4:30 p.m.  WORKSHOP SESSION TWO (CONTINUED)

Leveraging Workforce Gains for Wealth and Asset Building

Presented by: Miguel Velasco, Workforce Development Department Manager, Mission Economic Development Agency; Pedro Diaz, Financial Capability Program Manager, UnidosUS; Jose Mariscal, Workforce Technology Coordinator, Mission Economic Development Agency

Room: Catalina

Latino families face multiple barriers to finding stable employment, which can lead to financial uncertainties. Holistic and innovative approaches such as integrated services programs—and providing services under one roof—become increasingly important to address these barriers. This workshop will showcase two proven models of financial capability integration which facilitate clients’ access to different services such as early childhood education, financial coaching, and workforce services; creating a long-term plan for generational wealth and political power.

Immigrants Make it Work: Tools for Success

Presented by: Dan Kosten, Policy and Advocacy Assistant Director for Skills and Workforce Development, The National Immigration Forum; Silja Kallenbach, Vice President, U.S. Division of World Education, World Education Services; Debra Means-West, Director of Knowledge Management and Network Development, World Education Services Global Talent Bridge, NY

Room: Mojave

This workshop will explore how immigrants help U.S. businesses in addressing growing job shortages, while also presenting interactive tools and examples of state and local program models designed to help immigrants enter a fulfilling career pathway. Speakers will introduce their organizations’ practical and interactive tools which are designed to assist immigrants in the U.S. workforce to identify job opportunities and career pathways—supporting them to reach their full potential.

Unlocking your Potential through EQ and Critical Thinking

Presented by: Jodi Davidson, Vice President, Diversity & Inclusion, Sodexo

Room: Tahoe

During this session, participants will gain an understanding of the key skills that will help them thrive, including critical thinking and emotional intelligence. Through a self-assessment, participants will identify their strengths and areas of growth opportunities. Practical tips will be provided throughout the session that can be put into action for participants themselves and for the jobseekers served in workforce development programming.

Expanding Opportunities: Increasing Access to Quality Non-Degree Credentials for Adults

Presented by: Amy Ellen Duke-Benfield, Senior Fellow, National Skills Coalition and Luis Sandoval, Chief Development Officer, Building Skills Partnership

Room: Joshua Tree

In this workshop, we will provide an overview of non-degree credentials and why they are important for Latinx adults, describe state efforts to ensure the quality of such credentials, and how programs and state policies can help more adults achieve non-degree credentials that pay off in the labor market. We will feature two innovative training programs that have connected Latinx adults to better jobs.
TUESDAY, NOVEMBER 19

4:30–6:00 p.m. Networking Reception
Room: Courtyard

WEDNESDAY, NOVEMBER 20

8:30–11:45 a.m. Registration

8:30–9:00 a.m. Networking Breakfast
Room: Yosemite Hall

9:00–10:15 a.m. Morning Plenary

Voices from the Field: An Inside Look at What Works
Moderator: Natalie Vesga, Independent Consultant
Panelists: Héctor Castro, San Ysidro, CA (Casa Familiar); Rosario Vargas, Chicago, IL (PODER); Kevin Aceituno, Oakland, CA (Building Skills Partnership); Anthony Díaz Nazario, Puerto Rico (One Stop Career Center of Puerto Rico)
Room: Yosemite Hall

Service providers continuously explore ways to improve their programming to better serve job-seeking community members. It is important that the discussion of what makes programming successful also includes individuals who have experienced these programs firsthand. At this interactive session, program participants and alumni will share their perspectives and experiences with UnidosUS Affiliates from around the country. As subject matter experts, panelists will discuss their program and training experience, employment services rendered, and what made their relationship with their organizations successful. Graduates will also share what they found helpful, challenges, and recommendations for service providers to take this work to the next level.

10:30–11:45 a.m. WORKSHOP SESSION THREE

Opening Doors to Tech in LA
Presented by: Sherry Shojaei, Program Manager, Career Ladders Project
Room: Tahoe

Even when equipped with technical skills, it can be challenging for students to enter spaces where they are underrepresented. How do we build students’ confidence to pursue these lucrative positions? This workshop explores the partnership between Snap Inc., high schools, and community colleges that provided underrepresented students with the opportunity to create products for one of the most innovative tech companies. As the partnership scaled, more students of color forged relationships with tech employees, honed their skills, and built social and cultural capital.
WEDNESDAY, NOVEMBER 20

10:30–11:45 a.m.  WORKSHOP SESSION THREE (CONTINUED)

Latinx Communities Leading the Transition to the Green Economy
Presented by: Thomas Showalter, Executive Director, National Youth Employment Coalition
Room: Joshua Tree

The green economy—that which aims for sustainable development without degrading the environment—is booming. Green-collar work is the future of work, but not all communities are benefiting—and these communities are often those that are being hit hardest by climate change. Participants will learn where the transition to the green economy is taking off, discuss what’s needed for more Latinx communities to benefit from this transition, and develop policy principles for Latinx leadership in this generational transformation.

People, Places, and Partnerships: Creating Access to Careers
Presented by: Sasha Ongtengco, Director, Cara Connects; Mariel Corona, Staffing Account Manager, Cara Connects; Carmen Landecho, Financial Opportunity Center Team Lead, Northwest Side Housing Center; Neyreda Carmona, Women Forward Program Graduate, Lurie Children’s Memorial Hospital
Room: Mojave

In sprawling urban economies where disinvestment and distance from commercial centers can create “job deserts,” hyper-local workforce development initiatives are needed to serve job seekers that already confront systemic and situational barriers to employment. Learn how two leading organizations in Chicago leverage a place-based, holistic approach and strong employer engagement strategies to move Latinx job seekers towards self-sufficiency.

Upskilling the Immigrant Workforce Through Local Workforce Systems
Presented by: Christin Durham, Senior Policy Associate, Urban Institute; Carolyn Vilter, Research Assistant, Urban Institute
Room: Catalina

This workshop will cover key research findings from Urban’s research related to using workforce development services to help immigrant workers upskill and earn higher wages to support themselves and their families. Participants will then have the opportunity to use Urban’s Local Workforce System Guide as a tool for thinking about opportunities and challenges related to upskilling Latinx immigrants in local communities.

The Vimenti Project: A Two Generation Approach in Puerto Rico
Presented by: Felix J. Garcia-Hiraldo, Lead Coordinator of the Employability and Careers Program, Vimenti by Boys & Girls Clubs of Puerto Rico
Room: Cabrillo

Vimenti is a one-stop shop based in a two-generation approach (parents and children) with the mission of eradicating child poverty. This approach allows parents and their children to receive services, support and opportunities to achieve economic mobility. Workshop attendees will be introduced to the Vimenti Project, our workforce program, and the early learnings that create better opportunities for youth and adults to acquire desirable skills and obtain a job.
WEDNESDAY, NOVEMBER 20

11:45 a.m.–1:00 p.m.  Lunch Plenary

The Future of Work: Practitioners Share Best Practices
Moderator: Aida Cardenas, Deputy Director, Equity, Climate and Jobs, California Workforce Development Board

Panelists: Katrin Sirje Kärk, Senior Program Officer, Local Initiatives Support Corporation; Lili Gangas, Chief Technology Community Officer, Kapor Center; Monique Perez, Director of Business Development, Year Up; Traci Scott, Interim Vice President of Workforce, National Urban League

Room: Yosemite Hall

Research has shown that the economy is changing rapidly, and the current workforce is struggling to keep pace. These changes have and will continue to have a big impact on low-skilled workers and the Latinx workforce. This panel of intermediary practitioners will speak from both a national and local lens to share strategies and tools that they are using to keep pace with the changes in an increasingly automated and digitized economy. Panelists will share information about innovative programs and partnerships, best practices for direct service organizations, and how to ensure that equity stays at the forefront of the conversation in preparing our workforce for the jobs of today and tomorrow.

1:15–2:30 p.m.  WORKSHOP SESSION FOUR

Building Latina Self-Sufficiency: Home Child Care Business Training Program
Presented by: Nancy Maldonado, President/CEO, Chicano Federation of San Diego County; Roberto Alcantar, Senior Director, Chicano Federation of San Diego County
Room: Cabrillo

Latinas are the fastest-growing female group in the U.S. workforce, but are also the most under-employed, generally earning less than other women. To address this divide, the Chicano Federation of San Diego County developed a family child care training program that has enable Latinas to become economically self-sufficient as the owners and operators of high-quality and profitable licensed family child care home businesses. More than 5,000 women have been trained since the program’s inception.

Compelling Curiosity: A Practitioner’s Intro to Program Evaluation
Presented by: Rachel Johns, Senior Program Specialist, Center on Research and Evaluation (CORE), Southern Methodist University
Room: Mojave

Have you ever wondered how well participants in your program fare after they graduate, or why some participants seem to benefit more than others? Maybe you’ve wondered which components of your program have the greatest impact? In this workshop, attendees will learn the basics of program evaluation, how evaluation can help answer questions like these, and how staff at any level of an organization can contribute to an effective evaluation.
WEDNESDAY, NOVEMBER 20

1:15–2:30 p.m.  WORKSHOP SESSION FOUR (CONTINUED)
Re-Entry Programming in Puerto Rico: A Second Chance at Success
Presented by: Jessica M. Milanés Romero, Project Manager, One Stop Career Center of Puerto Rico; Natalie Barriera Vázquez, Case Manager, One Stop Career Center of Puerto Rico
Room: Catalina

The One Stop Career Center of Puerto Rico (OSCC) has successfully garnered local, municipal, and state engagement for its Re-Entry Initiative. As one of the first comprehensive-service provider for justice-involved individuals in Puerto Rico, OSCC has a reputation for building strong partnerships, implementing innovative programs, and reducing recidivism rates. Hurricane Maria and its aftermath forced OSCC to develop new models and strategies to re-engage the community, be responsive to their immediate and long-term needs, and help them successfully re-integrate into the society. OSCC will share stories, strategies, model, ideas that you can take and replicate in your cities.

Invite Only Focus Group
Hosted by: Caesars Foundation
Room: Joshua Tree

Invite only: A focus group discussion with Caesar Foundation’s team and consultants to better understand how members of the Latino workforce can be employed in supervisory positions across different aspects of the casino and entertainment sector.

2:45–4:00 p.m.  Best Practices Café
Room: Yosemite Hall

Subject matter experts will present in small-group settings at the Best Practices Café. Attendees will have the opportunity to learn from multiple experts during this session.