

AGENDA

(As of September 19, 2019 • Information and Schedule Subject to Change)

TUESDAY, NOVEMBER 19

8:15 a.m.-4:30 p.m.

Registration

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

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

Presented by: Liz A. Garcia, EdM, Executive Performance Expert, Stay Limitless

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.

Turning Conflict into Opportunity

Presented by: Larissa Hachinski, J.D., L.L.M., Training Associate, Center for Conflict Resolution

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.

9:00 a.m.-Noon**CONCURRENT PROFESSIONAL DEVELOPMENT SEMINARS**
(Continued)**Creating a Student-Centered Experience for Job Seekers in Your Program**

Presented by: Melanie Sampson, Content Director of Clear Language Lab, and Becky DeForest, Director of Community Literacy, Literacy Works

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

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.

Noon-1:30 p.m.**Lunch Plenary****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

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.

1:45-3:00 p.m.**WORKSHOP SESSION ONE (Continued)****Got Skills?: A Practitioner's Guide to Employment and Credentials**

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

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!

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

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

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!

The Gig Economy and the Latinx Workforce

Presented by: UnidosUS Economic Policy Team

Description upcoming.

3:00-3:15 p.m.**Networking Break**

3:15-4:30 p.m.**WORKSHOP SESSION TWO****Working Hand in Hand with Corporate Partners**

Presented by: Lisa Drake, Career Coach, Pharmacy Technician Track, The Centers for Families and Children – El Barrio; Sely Mojica, Staff and Curriculum Professional Development Specialist, The Centers for Families and Children – El Barrio; Heather Mauk, Workforce Innovation & Talent Center Manager, Workforce Initiatives CVS Health

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.

Leveraging Workforce Gains for Wealth and Asset Building

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

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

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.

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

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.

4:30-6:00 p.m. **Reception and Gallery Walk**

WEDNESDAY, SEPTEMBER 20

8:30-11:45 a.m. **Registration**

8:30-9:00 a.m. **Networking Breakfast**

9:00-10:15 a.m. **Morning Plenary**

10:30-11:45 a.m. **WORKSHOP SESSION THREE**

Opening Doors to Tech in LA

Presented by: Sherry Shojaei, Program Manager, Career Ladders Project

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.

Latinx Communities Leading the Transition to the Green Economy

Presented by: Thomas Showalter, Executive Director, National Youth Employment Coalition; Jessica Fuentes-Diaz, Program Associate, Institute for Educational Leadership; Gabriela Manriquez, Program Associate, Institute for Educational Leadership

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

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.

10:30-11:45 a.m.**WORKSHOP SESSION THREE (Continued)****Upskilling the Immigrant Workforce Through Local Workforce Systems**

Presented by: Christin Durham, Senior Policy Associate, Urban Institute; Carolyn Vilter, Research Assistant, Urban Institute

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

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.

11:45 a.m.-1:00 p.m.**Lunch Plenary****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

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.

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 Barrera Vázquez, Case Manager, One Stop Career Center of Puerto Rico

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.

1:15-2:30 p.m.**WORKSHOP SESSION FOUR (Continued)****Expanding Opportunities: Increasing Access to Quality Non-Degree Credentials for Adults***Presented by: Amy Ellen Duke-Benfield, Senior Fellow, National Skills Coalition*

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.

2:45-4:00 p.m.**Best Practices Café**