



2021

Learning & Development Program

Sponsored by Access Services CTSA Extension

access

Consolidated Transportation
Service Agency



Learning & Development Program

Access Services was established in 1994, and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County. Statewide, CTSA's were created in 1979, when the State legislature passed Assembly Bill 120, the Social Services Transportation Improvement Act. The vision behind creating the CTSA model was to foster coordination among existing social service transportation providers which would lead to cost saving benefits.

Access Services CTSA Extension Program strives to connect transit professionals and social service representatives to bridge Los Angeles County's transit needs. The Learning and Development Program is available to public and non-profit agencies providing specialized transportation in L.A. County and their contractors. The training classes are subsidized by Access Services.

To register for classes, please click [here](#).

All training classes are held at Access Services administrative office unless noted otherwise.

3449 Santa Anita Ave | El Monte, CA 91731

COVID-19 Notice: In accordance with COVID-19 state and local health guidelines, CTSA Extension in-person workshops and events are postponed until further notice. Select trainings will be offered via a virtual platform. Training dates and times are subject to change.



Program Calendar

Public Transit Marketing

Thursday, February 18, 2021

9:30am - 3:00pm

Format: Live Online Training

Instructor: Selena Barlow, Transit Marketing, LLC.

Description of Training: This course includes an overview of marketing concepts and strategies, marketing in the new millennium, building positive customer service interactions, and development around public speaking engagements.

ADA Eligibility

Thursday, March 4, 2021

9:00am - 12:00pm

Friday, March 5, 2021

9:00am - 12:00pm

Format: Live Online Training

Instructor: Monica Simon, Simon and Simon Resources, Inc.

Training Description: This two-day training is designed to provide participants with an overview of ADA Paratransit criteria, including ADA Paratransit Eligibility requirements.



Program Calendar

Project Management

Thursday, March 25, 2021

9:00am - 12:00pm

Friday, March 26, 2021

9:00am - 12:00pm

Format: Live Online Training

Instructor: Brianna Freiheit

Description of Training: This two-day workshop lays the foundation for managing and facilitating successful projects. Participants will learn to design action plans that integrate team building principles and communication techniques for optimal outcomes.

Unconscious Bias Training

Thursday, April 15, 2021

9:00am - 12:00pm

Friday, April 16, 2021

9:00am - 12:00pm

Format: Live Online Training

Instructor: Dr. Sacha Joseph-Mathews

Description of Training: This is a two-day training designed to educate employees on the various dynamics at play in the workplace as it pertains to unconscious or implicit bias. Participants will be exposed to fundamental knowledge, tools and resources to identify, address and minimize unconscious bias in their various departments.



Program Calendar

Mental Health First Aid

Wednesday, April 28, 2021

9:00am - 3:00pm

Format: Live Online Training

Instructor: Gary White, Gary White Training & Consulting, LLC.

Description of Training: Attendees who successfully complete the course will receive a 3 year national Mental Health First Aid Certificate. Registered participants must complete a 2-hour self paced training module prior to attending the instructor led session. This training will equip participants with sufficient knowledge to identify, understand, and respond to signs and symptoms of mental health illness; including crisis management and substance abuse behaviors.

Succession Planning

Date: TBA

Format: Live Online Training

Instructor: TBA

Description of Training: This training will address the principles of succession planning and talent development programs. Participants will be equipped with the necessary knowledge, tools and resources to develop and implement succession planning practices in their organizations.



Program Calendar

Emotional Intelligence

Thursday, June 24, 2021

9:00am - 12:00pm

Friday, June 25, 2021

9:00am - 12:00pm

Format: Live Online Training

Instructor: Insight Strategies

Description of Training: This training will equip participants with sufficient knowledge to understand the link between emotional intelligence and effectiveness in the workplace. The course will highlight the importance of utilizing emotional intelligence to manage work relationships and productivity.

COVID-19 Scheduling Notice: Due to COVID-19 health restrictions the delivery format and dates for the following events have yet to be determined. Training details will be published as they become available and are subject to change.



Program Calendar

Bidding on Federal Contracts

Date: TBA

Format: TBA

Instructor: TBA

Description of Training: This training will include a technical overview of government contracting, basic requirements, types of contracts, and the general process for submitting a proposal.

Transit & Paratransit Management Certificate Program

September - December 2021

**Course dates to be announced*

Presented by: the University of the Pacific, Eberhardt School of Business, Westgate Center for Leadership and Management

Access, in partnership with the University of the Pacific, Eberhardt School of Business, hosts an 8-course series transit and paratransit management program. Each class provides participants with essential management and industry knowledge for becoming a successful leader in the transportation field. Participants who complete the program receive a Transit and Paratransit Management Certificate issued by the University of the Pacific.

Registration is expected to open in Summer 2021.

For Information on the series of classes or registration please contact: **209.946.2956**, westgate@pacific.edu or visit **2021Transit&ParatransitCertificateProgram**.



Program Calendar

Guest Speaker Forum

Supporting People with Service Animals

Date: TBA

Format: TBA

Guest Speaker: Lorri M. Bernson, Guide Dogs of America

Description of Training: This event is intentionally designed to provide professionals with general guidelines and best practices for properly interacting with service animals.

Guest Speaker Forum

Wheel Chair Securement

Thursday, October 28, 2021

10:00am - 2:00pm

Format: TBA

Instructor: Darren Reaume, Q'STRAIT Training Academy

Training Description: This interactive workshop is designed as a comprehensive, advanced training on the best practices for securing passengers with special needs and their wheelchairs. Participants will master the essential principles needed for proper securement, receive ample supervised hands-on securement practice, and learn trouble shooting practices for safely transporting difficult to secure mobility devices. This course is ideal for safety trainers, transportation managers, and drivers.

Joe King Memorial Scholarship

Joe King was an extraordinary person whose character and leadership made him one of Access Services most valued and respected employees. His contributions to Access Services were instrumental in the departments of eligibility, complaint resolution, and provider relationships His dedication to improve the overall experience resulted in higher service quality and a greater focus on the needs of the customer and community.



Scholarship Award

Paid tuition to participate in the University of the Pacific, Transit and Paratransit Management Certificate Program. The program is scheduled to start in Fall 2021.

Eligibility

Access Services contractors, including member agencies that work in paratransit or Dial A-Ride services and have been an employee with their respective agency for at least one year.

Application Requirements

1. One page letter of interest. The letter should provide reasons for wanting to participate in the Transit and Paratransit Management Certificate Program. Explain how the Management Certificate Program will benefit your professional goals in transit and/or paratransit.
2. One letter of recommendation and support from a direct manager and/or supervisor.

Submission

Please submit your application packet including your contact information to: CTSA Analyst, ctsa@accessla.org.

Submission Deadline: July 6, 2021

2020 Joe King Memorial Scholarship Recipient

In 2020 Access Services selected Joanne Ceballos as the Joe King Scholarship recipient. Ms. Ceballos has dedicated the last five years of her professional career to working with the elderly and disabled population. She is currently an Administrative Assistant with Access' eligibility contractor, Medical Transportation Management (MTM).



In her current position Joanne strives to provide superior customer service, and proudly represents MTM as the first point of contact with prospective Access riders. She goes above and beyond in her interactions with applicants and is committed to treating each and every one of them with equality and respect. She has assisted over 2,000 applicants at the Eligibility Center in the city of Commerce and has processed nearly 2,500 applications in the span of under a year.

Ms. Ceballos attended the UOP Transit Paratransit Management Certificate Program in the fall of 2020. She is interested in pursuing a leadership position that will provide her with meaningful opportunities to continue to advocate for and support the ADA community.

Congratulations Joanne on being the
2020 Joe King Memorial Scholarship Award recipient!