

access

Sponsored by Access Services
CTSA Extension

20
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LEARNING &
DEVELOPMENT
PROGRAM

LEARNING & DEVELOPMENT PROGRAM

Access Services was established in 1994 and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County. 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 amongst existing social services transportation providers which would lead to cost saving benefits.

Access Services' CTSA Extension Program connects transit professionals and social services 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. Available 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**

Sign up for our mailing list!

To receive updates regarding CTSA trainings and events, complete this [form](#).

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

Diversity, Equity, and Inclusion Audit

Wednesday, February 1, 2023

9:00am - 12:00pm

Thursday, February 2, 2023

9:00am - 12:00pm

Format: Virtual Training

Instructor: Dr. Sacha Joseph-Mathews

Understanding the diversity landscape that currently exists within an organization is critical for planning DEI initiatives. In this course you will learn how to conduct a DEI audit at both a department and organizational level. By the end of the class students will be able to develop a road map that is based on data to help guide a company's DEI initiatives moving forward.

Please note this is a two-day training.

"Thank you for providing us with an excellent instructor who made the training feel like a discussion. I felt comfortable enough to participate in the class."

– Angelica M., Transdev

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De-escalation Techniques for Transit Professionals

Wednesday, March 22, 2023

9:00am - 12:00pm

Wednesday, March 29, 2023

9:00am - 12:00pm

Format: TBD

Instructor: Dr. Sacha Joseph-Mathews

This training introduces employees to conflict-resolution techniques that can be helpful in de-escalating tense situations at work. These skillsets are particularly useful for professionals in the transit sector as there are several circumstances that could lead to potential conflict both in the field and at the office. Students will participate in several role play exercises.

Please note this is a two-day training.

Creating Accessible Presentations

Thursday, April 20, 2023

10:00am - 11:30am

Format: Virtual Training

Facilitator: Earth Kidkul, The Braille Institute

Creating presentations with accessibility in mind ensures that everyone in your audience acquires the same information and enjoys the same learning experiences. This training will provide an overview of best practices for creating accessible PowerPoints and inclusive presentations.

Reasonable Suspicion Testing Determination Training

Wednesday, May 3, 2023

8:30am - 11:30am

Format: Virtual Training

Facilitator: Leila Procopio-Makuh, LPM Consulting, Inc.

This three (3) hour class is focused on the FTA requirements for supervisors and company officials who are authorized to make reasonable suspicion testing referrals.

Attendees who successfully complete the training will receive a certificate.

"All organizers and instructor are professional, courteous, and efficient. This makes lecture interesting and easy to comprehend."

– Henry R., Independent Taxi Owners

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Post-Accident Testing Thresholds Determination

Wednesday, May 3, 2023

1:00pm - 3:00pm

Format: Virtual Training

Facilitator: Leila Procopio-Makuh, LPM Consulting, Inc.

This two-hour class is designed for those who are responsible for making post-accident testing decisions.

Attendees who successfully complete the training will receive a certificate.

Drug & Alcohol Awareness Training

Thursday, May 4, 2023

9:00am - 11:00am

Format: Virtual Training

Facilitator: Leila Procopio-Makuh, LPM Consulting, Inc.

This two-hour class complies with the FTA-mandated training for safety-sensitive employees in Sec. 655.14(b) (1). In addition to drugs, it also includes the effects and consequences and the signs and symptoms of alcohol use, guidelines about use of Rx and OTC medications, the basic components of a compliant policy, and consequences for DOT/FTA violations.

Attendees who successfully complete the training will receive a certificate.

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Mental Health First Aid Certification

Thursday, May 25, 2023

9:00am – 4:00pm

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

Format: TBD

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. Registered participants must complete a 2-hour self-paced training module prior to attending the instructor led session.

Attendees who successfully complete the course will receive a 3-year national Mental Health First Aid Certificate.

“Instructors were knowledgeable, open, and very inclusive.”

– Latisha W., ALTA

Guest Speaker Forum: Leadership Development and Effectiveness

Wednesday, June 14, 2023

9:00am – 12:00pm

Format: TBD

Speaker: Insight Strategies

Leaders are key contributors to the success or failure of an organization, work group or team. This forum will provide participants with an overview of effective leadership skills and competencies. The speaker will highlight important leadership behaviors, qualities, and tools for becoming a great leader.

Business Development Strategies for Small & Diverse Business Success

Thursday, June 29, 2023

10:00am - 12:00pm

Format: Virtual Training

Facilitator: Ed Salcedo, Jr., GCAP Services

This online workshop will cover several key areas that will address what it takes to be a successful subcontractor, including prime/subcontractor relationships and what subcontractors need to do to when attempting to join a prime contractor team. The workshop will also cover strategies to improve your business development process and business networking. Attendees will have an opportunity to learn from prime vendors on what they look for from subcontractors and how to leverage your small, disadvantaged, or diverse business status.

Disability Program Manager

Wednesday, July 26, 2023

8:30am - 5:00pm

Thursday, July 27, 2023

8:30am - 5:00pm

Facilitator: Equal Employment Opportunity Commission

This training will equip participants with knowledge on how to meet agency affirmative employment responsibilities to ensure employment opportunities for persons with disabilities. This training is ideal for HR professionals, EEO managers, and affirmative employment professionals.

Participants will learn about the sections 501 and 508 of the Rehabilitation Act and why it's necessary to collect disability data. The training will address the roles and responsibilities of the (effective) Disability Program Manager, share information on support organizations for Disability Program Managers, emergency preparedness, and more. Attendees who attend both full days of training will receive a certificate.

Wheelchair Securement

Thursday, August 24, 2023

10:00am - 1:00pm

Instructor: Darren Reaume, Q'STRAIT Training Academy

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.

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PRESENTED BY THE UNIVERSITY OF THE PACIFIC, EBERHARDT SCHOOL OF BUSINESS

Transit & Paratransit Management Certificate Program

August - December 2023

Course dates can be found [here](#).

Access Services, in partnership with the University of the Pacific, Eberhardt School of Business, hosts a 7-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 2023.

For Information on the series of classes or registration please contact: **209.946.2956**, westgate@pacific.edu or visit [2023 Transit & Paratransit Certificate Program](#).

Presented by the University of the Pacific, Eberhardt School of Business

Transit Diversity, Equity, and Inclusion Certificate Program

Course dates can be found [here](#).

This certificate program is for individuals and teams who have the initiative and influence to advance diversity and inclusion efforts.

Overview

Transit is one of the most diverse industries in America. Both the employees and their customers are diverse and the role unconscious bias plays in day-to-day encounters is a big concern. The ability to implement an effective DEI program in an agency can reduce turnover, increase productivity and morale, and lower associated costs.

Title 6 requires policies and practices that are free from discrimination. This program is designed to deliver the essential curriculum, collaboration, and connections needed to help you understand the challenges and opportunities with making this important strategic change in your organization.

For Information on the series of classes or registration please contact: **209.946.2956**, westgate@pacific.edu or visit [UOP's Transit DEI Certificate Program](#).

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OPERATED BY KEOLIS TRANSIT SERVICES, LLC
DBA DIVERSIFIED TRANSPORTATION, LLC
USDOT 2171199
CA 332536





CPR First Aid AED Certification Training

Wednesday, September 20, 2023

Morning Class: 8:00am - 11:30am

Afternoon Class: 12:30pm - 4:00pm

Participants will receive a 2-year CPR certification card. Participants only need to attend one class session to receive certification.

Instructor: Giovanni Garbutt, American First Responder

This training is geared towards response to workplace injuries, illnesses, and includes Occupational Safety and Health Administration (OSHA) required blood borne pathogens training for employees with potential exposure to blood or body fluids.

Guest Speaker Forum: Facilitation and Team Development

Thursday, October 26, 2023

9:30am - 12:30pm

Speaker: Brianna Freiheit, RB Consulting

This event is for individuals whose daily work includes developing and leading meetings; participants will learn key principles and practices to help them lead productive meetings with ease. We will use questioning and curiosity to involve everyone in problem-solving, explore strategies to manage group dynamics and conflict, and learn key practices to improve comfort speaking in front of groups.

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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 2023**.

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 [here](#).

Questions? Contact ctsa@accessla.org.

Submission Deadline: July 7, 2023

2022 JOE KING MEMORIAL SCHOLARSHIP RECIPIENT



In 2022 Access Services recognized **Allen Suarez** as the Joe King Scholarship recipient. Mr. Suarez started his career in the paratransit industry as an Eligibility Assistant at Medical Transportation Management (MTM). Not expecting to find a profession in the ADA field, he quickly discovered he had a

passion for working with people with disabilities. Allen aspires to grow professionally within MTM and is preparing to become a Mobility Assessment Evaluator (MAE).

Mr. Suarez attended the UOP Transit Paratransit Management Certificate Program in the fall of 2022. The most valuable aspect of the program was the connections he made with other students. His acceptance into the program was instrumental in landing him a job as an on-call MAE at MTM. He assists with reviewing ADA paratransit applications, conducts in-person interviews for applicants, and performs functional assessments with customers to determine eligibility for ADA paratransit service.

After receiving his transit management certificate Allen is planning on pursuing a full-time position as an MAE.

**Congratulations Allen on being the
2022 Joe King Memorial Scholarship
Award recipient!**

