Question #1
How are you delivering your virtual/remote skills training for your participants? (e.g. online learning, pen & paper)?

- ✓ [Grantee] We are pushing out different training opportunities: Office 365 cell phones computer and internet. We are trying, Associates for Workforce and Development (A4TD) Workbook. New Mexico and Arizona are opening up for training. Navajo nation is setting up hotspots in some areas. Hoping to get everybody back to training ASAP.

  Zoom is very heavily used with participants that don't have Wi-Fi or computers. We learned early on that having a Zoom session incorporated everybody. Having discussions sharing information did not really work. Trying to offer training on a regular basis, that's been very good. Remote Community Service Assignments (CSA); training placements [like] having a participant doing administrative support and helping with Zoom with Chicago residents. Looking into different types of programs. AT&T offers 10 month programs at the state level that provide low cost cell phones. As long as they can get Wi-Fi access, we have some sites in the east coast [that are open] New York and Boston are back at their training sites. Remote training is moving forward shifting around which participants are ready to return, [to their CSA] have they got vaccinated, etc. social isolation has been hard for folks.

- ✓ [Grantee] We are doing one-on-one coaching with participants; internet and broadband is a big issue. We received 200 million dollars in broadband update from the Governor [Wisconsin] that was just rolled out. We have started exploring virtual computer training, computer basics like Windows, willing to do some soft skills training with them. Exploring work book option.

  - o [Grantee's question] Workbooks, internet and access use of the workbooks are made for pen and paper correct? Do they provide you with all the trainings they have accomplished? Is there homework they are required to do?
  - o [Grantee's answer] Yes, it can be mailed or gone over verbally on the phone.
  - o [Grantee's answer] I will send you the workbook I have. We have a 10 week workbook; we are sending the workbook to each person and getting on the phone with them every week to make sure they are doing the workbook and going over each piece with them.
  - o [Grantee's question] Access to phones, have you had any issues with [participants] them using their cell phone data? Are we supporting them by trying to ease that burden on them?
  - o [Grantee's answer] We are trying to work it out with their [participant's phone] provider: There is an application called Link Up for phones that is $38 dollars. You have to be living in Indian country, or on a reservation in Oklahoma or a Pueblo.

Question #2

How have you assessed the participants' abilities and comfortability to engage effectively in a virtual learning environment? Specifically the following:

   a. **Use of computer equipment**
   b. **Internet connectivity**
   c. **Access to and familiarity with virtual meeting platforms (Google Meets, MS Teams, Zoom)**

   ✓ [Grantee] We've done Prove-It Assessments where you 'prove' if you have the skills. We added a step to do initial assessments of computer skills; circle your level; rank one to ten and level of comfort and a written self-assessment. It's mostly based on your ability to use technology, the environment where you live and to see if you have the capability for remote training. If they don't have a computer we need to know that right away, [this is] new since the pandemic. That is valuable intel.

Question #3

For those who do not have the necessary equipment to train virtually, how have you mitigated these deficiencies?

   ✓ [Grantee] The biggest limitation is materials. Unless you are able to secure a donation of material it has a big impact. We've been able to purchase materials, and laptops using Star to Star. The application has been successful for the participants to do at their CSA. Some sites have secured donations. One site in California, got 50 laptops, for a formal training process. [California has] different learning curves like having Wi-Fi access, they are looking at a local foundation to get money for Wi-Fi devices. The devices are really expensive and have monthly charges that are steep so that's been a bit of a challenge. It can be done if you have the resources, time and additional training opportunities which have been very helpful. The Star-to-Star [application] you put it on your computer and it allows you to make phone calls. It has common applications if you have Wi-Fi, it creates a phone application, and it's been good for participants. They don't have to use their cell phones and helps them cut down on administrative stuff, like making sure they have their time cards, etc.

Question #4

What types of training are you providing to your participants? (e.g., soft skills, job readiness, or other skills training related to the participant's goals and objectives)

   ✓ [Grantee] We are focused on other training needs soft skills and job readiness approved training activities, technology based virtual applications such as Ed2Go and Coursera. They fall into categories that are approved soft skills and personal growth it's relevant for job seekers, communication, and writing effectively via

email professional eligibility. Participant's works with case manager to pick and choose remote training. Their Individual Employment Plan (IEP) goals are used to - select the activities he's going to do and on which week. It incorporates the soft skills to working one step at a time, doing soft skills while we are waiting on host agencies to open is very effective. They are all free, including Coursera that is offering pandemic specials and free access to courses they would normally charge a small fee for.

- ✓ [Grantee] West Virginia has a six month on boarding period. Prior to the pandemic, Title V, the first six months, utilized IT perfecting soft skills. They are free, if they have a computer and a smart phone, they are able to participate. Old fashion snail mail, we send a package and follow up on a weekly basis for wellness checks as well.

- ✓ [Grantee] We have remote participant network meetings that are mandatory on Zoom. They can call in and it's getting better every month. Participants are engaging on the phone, it's been positive. We have been bringing in guest speakers to discuss job openings and job topics of the day and it has been really well received. Trying to keep people a part of a group; people are lonely.

- ✓ [Grantee] We are providing a call center training help line, it can be accessed remotely and we are also looking into call center training. The challenge is the industry isn't recognized as "industry approved." It is not Workforce Innovation Opportunity Act (WIOA) approved, it is local data driven.   I would like it to be augmented with more formal training, call centers school is a popular training resource used by for profit and nonprofit. We are still looking at that community service training to provide a little bit more structure. Maybe offer a certificate of completion that can go on your resume, where it would be transferable into other call center work with other employers.

Question #5
How can the AJCs be more involved in helping you and your participants with training? (e.g., virtual, in-person)?

- ✓ [Grantee] Virtual job fairs, sharing intel about businesses that are hiring, virtual job shadows, it's not very sophisticated. They [AJC] do a video tour; they walk through the facility; chat with a few people; Zoom a call and then circulate it to people who couldn't go. AJC levels of restriction are hard to keep track of whose doing in person in-takes, what resource centers are open right now and what days and how to schedule an appointment. We figure it out region by region, it's generally hard and there are logistic changes all the time. It's a challenge; there has to be a better way to communicate. A live calendar would alleviate a lot of time from our staff.

- ✓ [Grantee] West Virginia's, AJC relationship is good. We do virtual job fairs with participants with virtual one stops, statewide to promote that on all platforms.

That's been pretty good as far as participation mandates and we do referrals. AJC's are closed to the public, enrollees would go to the computer lab and utilize computers on site, the idea of virtual job shadowing is something I am going to bring up to implement,   They need to do better in West Virginia database that they utilize to put across the state. Due to the bylaws, we are unable to access the database. It would be so much easier to go to the database, filter it out 55 and older, but we are unable to utilize that. The residents in West Virginia may not know about Title V. AJC's need a liaison, they need to speak with someone to filter 55 and older in this location looking for work.

✓ [Grantee] We are paying them money they should be doing more. Getting referral systems up and running would be very helpful, stay on top of what's being offered and getting our people to them. They are all registered it's a frustration.

Question #6
How can you integrate your virtual/remote training delivery strategy into a sustainable program model?

✓ [Grantee] Remote training needs to stay, accessible to people who cannot travel consistently. We are beginning to absorb training and staff support. Virtual training isn't all bad, especially for people in rural areas. They are pleased that this was developed. It's something they can access, there are other things we won't keep. Recertification of eligibility; US mail is a disaster, mail is so slow, as soon as we can, we will meet in person for recertification. Everything we do remote has a policy written and we follow a process for everything. The ones that are working we will keep the ones that are not we will modify or toss.

✓ [Grantee] Set Aside in general as limited English speaking participants that speak multiple languages. Previously we developed training language in person at different sites. That model was too much of a heavy lift. I'm a big advocate for breaking down silos. Without organization, collaboration and streamlining our training services to participant staff that speak different languages [it's a heavy lift]. The AJC's can't provide in-language training to participants. Finding ways to streamline training services, language capacity and meeting the needs of participants. Very few AJC's offer languages. How can we leverage our resources better, post COVID-19 making it easier for everyone?

✓ [Grantee] We are using workbooks and virtual supplements and returning participants to host agency sites. If someone can't work the maximum number of hours, the host agency can send them home and use the training workbook to complete the training.

Question #7
What else is happening that you would like to share? (challenges, successes, and promising practices)

- ✓ [Grantee] Every other month hosting agency reorientation general and recurring. The second part of our strategies is on remote supervision of a participant; "Effectively Supervising Remotely:"
  - ○ Am I equipped to supervise remotely?
  - ○ Where is my skill level with technology?

  Tools that the site can use are still being developed,

- ✓ [Grantee] In New York and Boston [sub-grantee participants] are on site now. In New York, everything is onsite. Host agencies are doing virtual training and opening up and collaborating on disability access and advocating to meet broader ranges.

- ✓ [Grantee] Finding different partnerships now that we have different policies in place; implementing new opportunities to meet the need of other diverse workers.

Shared through TEAMS Chat:
- ✓ Grantee comment - SNAP has a great training available in various states
- ✓ Grantee comment - Resource: A4TD Remote Non-CSA Training 10-Week Workbook
- ✓ Grantee comment - There are some Goodwill's across the country that have CSR specific training at their sites
- ✓ Grantee comment – we work with AJC's in the areas that have them. They are a critical partner.
- ✓ Grantee comment - AJC's in some areas are doing virtual courses - soft skills - for those that can access them.
- ✓ Federal Project Office (FPO) comment- Have you used your MOU/IFA as leverage to get that information?
- ✓ Grantee comment - thank you, I'm here to learn what other grantees have been doing.
- ✓ Grantee comment – I appreciate the opportunity to be in this group. I've learned a lot from you all.