

# WIOA

Professional Development



americanjobcenter

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# Doing Things Differently During Covid-19

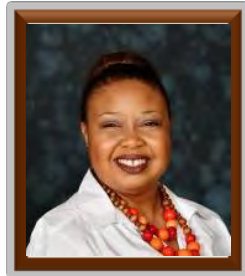
April 27, 2021

## Speakers:



**Charles Townsend**

*Center Director,  
Mid-South American Job Center*



**Amelia Jackson**

*Business Services Representative,  
Mid-South American Job Center*



**Dennis Byrd**

*Associate Career Coach,  
South Suburban Cook County  
American Job Center*

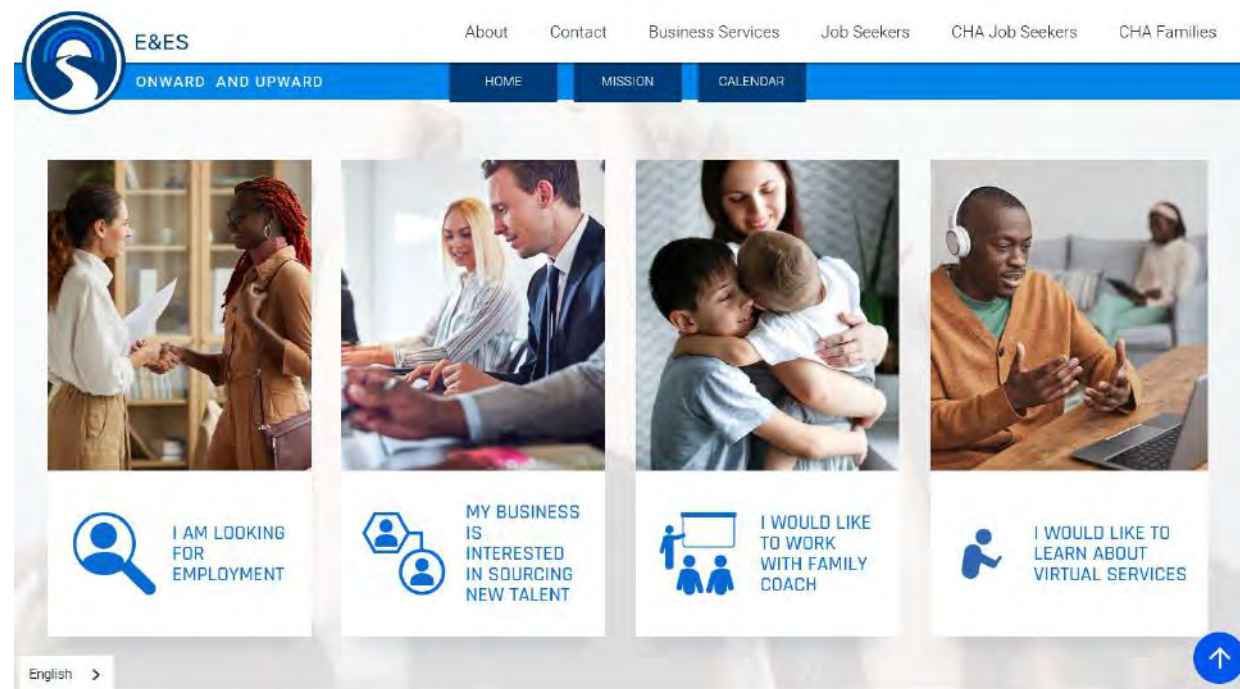
# Objectives:



- ✓ Provide information about how we have transitioned to virtual services
  - Offer insights into our virtual orientation process
  - Discuss how we prepare customers for virtual interviews

# Doing Business Differently During Covid-19

- E&ES transitioned from in-office services to 150+ staff working from home in a matter of days
- Our mantra is ***“Doing Business Differently During Covid-19”***
- Our service delivery model is continually evolving with the demands of the times
- Covid-19 has presented us with opportunities to work more collaboratively



# A Blended In-Office/Remote Work Model

- Staff at E&ES locations have been working **hybrid in-office/remote schedules**, based on public health guidance
- Our American Job Centers are not open to the public
- At most locations, in-person services are available by appointment on an as-needed basis





# Transitioning to Virtual Orientations

- We had an immediate need to get our orientation online
- Our team worked with The Chicago Cook Workforce Partnership to make the transition to virtual
- We continue to learn and tweak the process
- To-date, **3,344+** job seekers have participated in our virtual orientations

<b>APR 27 TUE</b>  <b>FINANCIAL CAPABILITY</b> Understanding Credit & Your Credit Report 🕒 6:00 PM - 7:00 PM <a href="#">Register</a>	<b>APR 28 WED</b>  <b>WORKFORCE</b> WIOA Program Orientation 🕒 9:00 AM - 10:00 AM <a href="#">Register</a>	<b>APR 28 WED</b>  <b>WORKFORCE</b> Selling Your Strengths & Enhancing Your Brand: A Resume Development Workshop 🕒 10:00 AM - 11:30 AM <a href="#">Register</a>
<b>APR 28 WED</b>  <b>WELLNESS</b> Spirituality and Mindful Practice in Mental Health 🕒 12:00 PM - 1:00 PM <a href="#">Register</a>	<b>APR 28 WED</b>  <b>WELLNESS</b> Spirituality and Mindful Practice in Mental Health 🕒 12:00 PM - 1:30 PM <a href="#">Register</a>	<b>APR 28 WED</b>  <b>FINANCIAL CAPABILITY</b> Making Smart Credit Choices & Managing Debt 🕒 6:00 PM - 7:00 PM <a href="#">Register</a>

# The First Step: Marketing

- We put a lot of effort into marketing our virtual events
- Posts on E&ES social media daily
- **Targeted Facebook ads** to make job seekers aware of our services
- **Weekly emails** to customers and partners about online events & success stories
- Weekly **Hot Jobs report** featuring current openings and tips from one of our BSRs
- Relaunched website with **easier navigation & Spanish translation**



**HOT JOBS Hiring Now!**

	<b>Manufacturing - Franklin Park</b>
	<b>Packers</b> \$15.17/hour
	<b>Extrusion Operators</b> \$18-24/hour
	<b>Electrical Maintenance Technician</b> \$23-34/hour
	<b>Maintenance Parts Room Clerk</b> \$20.38/hour
	<b>Maintenance Tool Team Technician</b> \$20.38/hour
	<b>Inventory Clerk</b> \$20.34/hour

# Virtual Orientation Content & Process

- Virtual orientation content remains mostly the same
- They key changes have come:
  - In the process for customers post orientation
  - Survey link: <https://www.surveymonkey.com/r/WIOAOrientationSurvey>
- Careful attention to helping customers understand the program and new enrollment process
- Our team is always mindful of the stresses job seekers are under right now



# Virtual Orientations To-Date

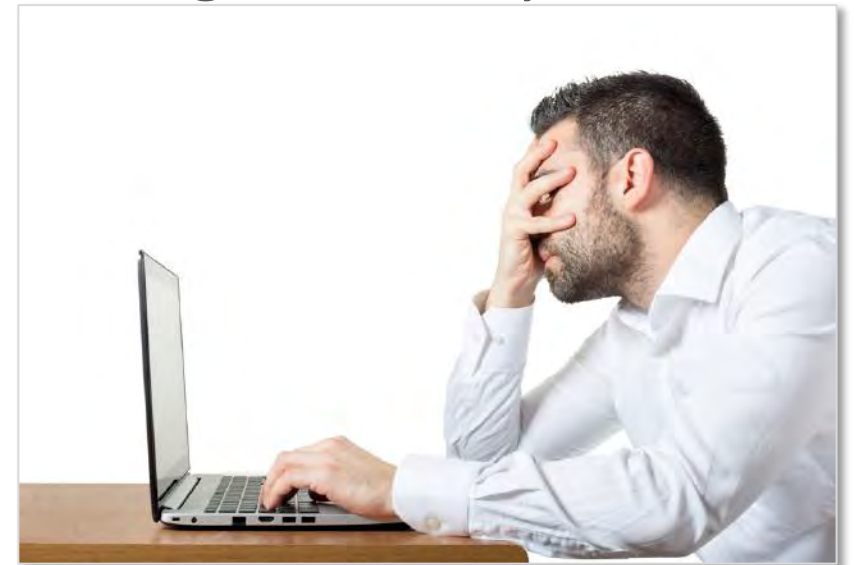
- Virtual orientations offered twice-weekly
- Visit our calendar for dates and registration:  
<https://www.eesforjobs.com/#calendar>
- YTD Rundown:
  - Virtual orientation attendees: **3,334+**
  - Job seekers completing post-orientation survey: **2,736**
  - E&ES AJC enrollments in WIOA: **1,031**

The screenshot displays the 'E&ES Calendar' interface. At the top, there are navigation tabs for 'All', 'Workforce', 'Wellness', 'Financial Capability', and 'Emotional Intelligence'. The calendar shows events for April 19, 20, and 21. Each event card includes a date, a category, a title, a time slot, and a 'Register' button.

Date	Category	Event Title	Time	Action
APR 19 MON	WORKFORCE	Will County DJT Job Club	11:00 AM -	Register
APR 20 TUE	WORKFORCE	The Inside Track to Interviewing with Confidence	10:00 AM - 11:30 AM	Register
APR 20 TUE	WORKFORCE	WIOA Program Orientation	12:00 PM - 1:00 PM	Register
APR 20 TUE	FINANCIAL CAPABILITY	Managing Student Loan Debt	3:00 PM - 4:00 PM	
APR 21 WED	WELLNESS	A Guide to Understanding Depression and Anxiety	12:00 PM - 1:00 PM	
APR 21 WED	FINANCIAL CAPABILITY	You Can Bank On It!	6:00 PM - 7:00 PM	

# Lessons Learned Along the Way

- A large number of customers are interested in training through an ITA
- Uploading enrollment documentation is a challenge for many
- Social media and online recruitment efforts are critical
- There are a lot of job seekers & businesses who are not yet aware of our service
- We must continually learn and evolve our service delivery



## Shifting to Virtual JRT

- We began offering virtual JRT in late March
- We currently use the Zoom platform
- All sessions are open to the public
- We offer 2-4 live JRT sessions each week
- We also offer financial literacy & wellness workshops





# Preparing for Virtual Interviews

- Our goal is for customers to go into interviews confident & prepared
- With virtual interviews we have to overcome:
  - Technology barriers
  - Getting comfortable with virtual interview platforms
  - New expectations





# Coaching through Uncertainty

- We are in a time of great uncertainty
- Customers are reflecting “What do I want to do?”
- Many customers need to pivot to a new career
- We encourage intelligent risks
- We are teaching customers how to identify industries and occupations that are viable right now in their job market

**WHAT  
DO  
YOU  
WANT  
TO DO?**

# Differences: In-Person and Virtual

## Virtual Interview:

- Electronic Device Needed
- Remote
- One Way Interview
- Appearance: You & your background



## Face-to-Face Interview:

- No Electronic Device Needed
- Travel to meet with business
- One-on-One Interview
- Appearance: You

# Overcoming Tech Challenges & Fears

- We encourage customers to download the software platform ahead of time
- Customers **must** take virtual interviews as seriously as in-person
- It is still important to fully research companies and jobs
- We discuss the do's and don'ts of appearance, camera use, backgrounds, etc.
- Coaching on how to read cues from employers in a virtual setting

# Tracking Progress & Continually Evaluating

- Job seekers must map out a plan
- They should track progress on a daily/weekly basis
- If results are not there, they must recalibrate





# Virtual Assessment Tips

- IllinoisworkNet.com
- Khan Academy
  - Free [www.khanacademy.org](http://www.khanacademy.org)
- AZTEC
  - [www.aztecsoftware.com](http://www.aztecsoftware.com)
- Prove-It! (Kenexa) Skills Assessments



thank you