LEVEL UP Indiana
Employment Specialist Initiative

Beyond Basics: Virtual Service Delivery Webinar Series
Compiled Participant Feedback

During the Beyond Basics: Virtual Service Delivery webinar series, providers across the state gave feedback on practices they found to be successful. Below, these tips are organized by category.

Tips on Helping with Workflows and Caseloads

- Use flexible scheduling and schedule appointments based on geographic location of the employment specialist and client
- Supervisor filled our staff ESRP's monthly for them to lessen staff paperwork
- Fill in for the staff so that they can continue to have time off
- Hold weekly and bi-weekly meetings
- Communicate with everyone even more frequently
- Continue to perform follow-along with individuals who have maintained their employment
- Buddy up on case loads
- Allow flexible work schedules

Successful Practices for Service Delivery

- Utilize YouTube for virtual job shadows and to share virtual information
- Utilize online programming and testing components that are accessible
- Continue face-to-face meetings when approved and safety recommendations are followed
- Use technology when meeting face-to-face to increase knowledge
- Use Facebook Messenger
- Meet clients where they are according to their technology skill level
- Text using smart phone
- Use shared screen technology (Zoom/MS Teams)
- Use Skills to Succeed Academy
- Show through example/model tasks and behaviors
- Use recorded mock interviews

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- Set up informational interviews with businesses via Zoom/MS Teams
- Hold parking lot meetings
- Use career one-stop for virtual tours
- Apps like Cozi, LifeSherpa or for Uberlike services
- Walkie Talkies
- Watches that buzz to keep someone on task

Ways to Identify or Obtain Resources and Technology

Organizations	Resource Description
VR	- Accessibility evaluations - obtain resources - provide hours for training for participant & Employment Consultant
INDATA	Accessibility evaluations and obtain resources like laptops
Adaptive Enterprises	Assistive technology evaluation and training
Local Library	Access to technology
Indiana DWD	Offering Chromebooks to help people get training: Qualify for a FREE Chrome Book.
Hope Training Academy	Support qualifying the individuals for various IT Certifications. Interested individuals must provide their Social Security # amongst other questions.
Bosma	Resources and supports for individuals with visual impairments
Xfinity	Low cost internet access (free for first 2 months)
AT&T	Phone service for SNAP recipients
Relayindiana.com	VRI and VRS, video phones for people who are deaf/hard of hearing and provides interpreters.