

WEBVTT

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00:00:00.690 --> 00:00:02.040

Maya Cox: Let's get that set up.

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00:00:04.080 --> 00:00:04.799

Maya Cox: Okay.

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00:00:05.910 --> 00:00:23.970

Maya Cox: So good morning everybody and thank you so much for joining us today. This is webinar, one of the four part series beyond basics virtual service delivery. Today's session is planning for possibilities and developing a contingency plan.

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00:00:26.070 --> 00:00:38.970

Maya Cox: I am Maya Cox with level of Indiana. The Employment Specialist initiative and public consulting group and I have the pleasure of presenting to you today and I'm joined by my colleague, we have been sent to will also be presenting in this series.

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00:00:39.360 --> 00:00:40.290

Lea Vincent: Morning everyone

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00:00:41.730 --> 00:00:42.480

Lea Vincent: Thanks, Leah.

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00:00:44.250 --> 00:00:53.010

Maya Cox: Before we get started, I just wanted to cover a few housekeeping items. Because of the size of our audience today your microphones are muted.

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00:00:53.430 --> 00:01:06.570

Maya Cox: If you have any questions throughout today's session or if you're having trouble with sound or connectivity, please use the chat box to ask you can access the chat by clicking on the navigation bar and there's a little chat icon.

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00:01:07.920 --> 00:01:16.680

Maya Cox: Also through the navigation bar, you can access the Closed Captioning by clicking on the button that says CC and then I think it says Show subtitles.

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00:01:21.750 --> 00:01:27.060

Maya Cox: We also want to take a moment to introduce you to the level of Indiana implement specialist initiative.

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Maya Cox: This new project is funded in part by India VR to support skill development and network opportunities to employment specialist with the key goal of expanding capacity.

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00:01:37.860 --> 00:01:45.480

Maya Cox: Opportunities through this project allowed climate specials to learn grow and collaborate and to learn more about the project and upcoming opportunities.

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Maya Cox: Please visit our website, which is listed on the bottom. We've just released our registration for the foundational training for employment specialist and we also have our coaching application online and ready to go.

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00:01:58.680 --> 00:02:03.120

Maya Cox: So we hope you'll visit our website to learn more and collaborate more with us.

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00:02:05.460 --> 00:02:15.210

Maya Cox: So, as you mentioned today is a part of a four part series helps us prepare and plan for virtual service delivery is of course helpful now.

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00:02:15.660 --> 00:02:31.050

Maya Cox: In the midst of Kobe 19 but we're excited about what virtual services delivery can do for employment services on a long term basis to and today we're talking about planning for possibilities and the following sessions will give specifics and resources to kind of tool up your plan.

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00:02:33.060 --> 00:02:47.250

Maya Cox: And if you are joining us today you registered for the series, most likely, but we just wanted to remind you all that this is a four part series, we're going to be doing this on Fridays at 10am Eastern

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00:02:47.820 --> 00:02:56.700

Maya Cox: 9am central for the next three weeks after this, and if you have any colleagues who would like to join us. Please share the information. We'd love to have them.

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00:02:58.980 --> 00:03:17.490

Maya Cox: So here are the objectives for today's session you will learn to identify considerations and tools for building contingency plan, you will consider what may need to be done when preparing participants thinking about expectations supports and skills.

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00:03:18.750 --> 00:03:34.200

Maya Cox: We also will walk through what you might need to consider when preparing staff thinking about managing needs and supports case loads and workflows and will also be thinking more about resources for further exploration, because we were only together for a little while this morning.

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00:03:36.570 --> 00:03:47.850

Maya Cox: And then a quick note as we get started today. The goal of this webinar is to think about how to plan ahead for changes in service delivery that may occur with coven 19 and the changing landscape.

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00:03:48.960 --> 00:03:52.380

Maya Cox: But when the webinars, not to provide guidance on the mitigation of

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00:03:53.700 --> 00:03:55.620

Maya Cox: We do provide some resources.

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00:03:56.940 --> 00:04:04.740

Maya Cox: From health experts on where you know you can seek additional information, but today we're talking about planning for service delivery.

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Maya Cox: So as we get started, we want to do a poll with you guys.

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00:04:13.620 --> 00:04:15.090

Maya Cox: So let's see here.

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00:04:17.280 --> 00:04:27.450

Maya Cox: You guys should see a poll pop up on your screen and it says, are you in Beijing and virtual service delivery. So take a moment and select your answer.

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00:04:33.720 --> 00:04:35.730

Maya Cox: We've got lots of people responding

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00:04:41.670 --> 00:04:43.350

Maya Cox: I'll give you just another moment.

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00:04:51.390 --> 00:04:52.230

Maya Cox: Okay.

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00:04:53.880 --> 00:04:56.100

Maya Cox: So I'm going to share the results.

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00:04:59.670 --> 00:05:11.460

Maya Cox: And 11 folks said yes virtual service delivery is going well. We've got about 50 people are almost 8% saying yes we're doing virtual service delivery, but there's room to grow.

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00:05:13.350 --> 00:05:19.830

Maya Cox: And then just a few folks a handful of folks aren't doing it yet. And, well, we're so glad you're here with us today. I think that

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00:05:20.520 --> 00:05:31.410

Maya Cox: Hopefully this is a good start to start thinking about how to do it and also how to expand services and maybe get some new ideas, too. Alright, so I'm going to stop sharing these results.

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00:05:36.090 --> 00:05:38.340

And then let me get back to my screen.

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00:05:39.840 --> 00:05:40.830

Maya Cox: OK.

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00:05:42.210 --> 00:05:50.820

Maya Cox: So now, where are we now, everybody is let's get to our conversation about virtual service delivery and building a contingency plan.

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00:05:52.710 --> 00:06:00.570

Maya Cox: While each organization may have strategies and supports that look different implement service providers, most likely have very similar goals.

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00:06:01.140 --> 00:06:07.170

Maya Cox: We all need to be flexible through a changing landscape, we're all working to promote seamless service delivery.

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00:06:08.160 --> 00:06:12.540

Maya Cox: Definitely want to make sure we continue revenue generation to keep our business going

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Maya Cox: And everybody I think wants to provide innovative service delivery that reduces barriers and increases access. And I think all of these work hand in hand.

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Maya Cox: To getting there. And that innovative service delivery, and I think we can all agree that these things are important.

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Maya Cox: Not only for supporting quality outcomes for clients but also supporting your organization in continuing to work and stay in business and

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00:06:36.900 --> 00:06:46.410

Maya Cox: Innovative piece I think is so exciting and figuring out how we can do things more efficiently. How we can do things better. So I think it's really exciting.

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Maya Cox: So planning ahead can reduce stress for everyone involved. And it also can support strong service delivery on the long terms. There are a lot of areas to consider when we think about

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Maya Cox: Contingency planning and planning ahead we would want to think about the goals strategies staff that need to be involved.

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00:07:10.140 --> 00:07:25.650

Maya Cox: Resources and partners a communication plan and figuring out how you'll know if your plan works and regardless of the specifics of your plan. We know that each of these components will be important to having like a complete plan.

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Maya Cox: So to help you plan. We've got a tool or a template for you. And the purpose of this tool is to be flexible changeable. It's meant to be edited for your organizations need

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00:07:38.430 --> 00:07:54.060

Maya Cox: And this tool goes through all the important components that we just talked about. And Leah just dropped in the chat box a file, so you guys can download this tool. And I'm also going to bring it up on my screen.

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00:07:55.680 --> 00:07:57.120

Maya Cox: I can figure out how to do that.



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Maya Cox: Can you guys see the word document.

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Maya Cox: If somebody could stick it in the chat if you can see it.

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00:08:10.740 --> 00:08:18.630

Maya Cox: Great, thank you guys so here is the tool, but we will make it a little bit bigger. And hopefully you guys are also downloading it

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00:08:19.620 --> 00:08:34.170

Maya Cox: And this is the tool at the top of the plan and there is a table to just fill out you know who the plan is for and the date which might be important, since then times are changing our plans change and it's good to know which one is the most recent right

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Maya Cox: The next section is the contingency plan.

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Maya Cox: People and we're going to walk through each one of these components through today's webinar.

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Maya Cox: We're also going to be walking through strategies and goals that your colleagues in Indiana, as well as across the country are engaging in

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Maya Cox: Throughout the series so that you know this is definitely an ongoing learning opportunity and will be building throughout and I hope you guys will build and continue and add to your plan low the contingency plan is a communication plan. We'll talk about this later to

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00:09:12.810 --> 00:09:21.750

Maya Cox: As you listen and think through your goals and strategies. It's important to consider who needs to know what the plan is. And when the plan is in place.

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Maya Cox: What messages need to be communicated to who. How are you going to do it and all those things. So we always want to make sure that we've got that communication plan.

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Maya Cox: In place again this plan is meant to be modified and change. It's just a word document to get you started. You could add columns, you know, combine cells, all those things just meant to get you started.

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Maya Cox: Okay, so let's get back to our PowerPoint now.

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Maya Cox: Let's start with goals and addressing potential candidates.

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Maya Cox: So each organization does have different needs and areas to plan for. Here are some examples of common challenges currently faced

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Maya Cox: And we can think about if a staff member is unable to work, what happens to their caseload. What happens if a significant number of employees can't come to work. How can you and your organization. Keep services moving

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00:10:23.490 --> 00:10:33.210

Maya Cox: And what about if a participant can't meet in person. How can services be delivered if they don't have the internet or what if they don't know how to use a video conferencing application.

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Maya Cox: And again, thinking proactively about the needs and potential gaps that you might experience will help identify what to do, how to plan and hopefully mitigate any issues before they begin

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Maya Cox: So once you've got a goal in mind, you can think about the strategies to get there, it's helpful to consider multiple strategies or layers.

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Maya Cox: Here, in this example, I'm sure everybody's thinking about this one. These days, if your goal is to maintain employment services and supports there might be several different approaches that you take to get there.

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Maya Cox: One strategy would be having employment specialist buddy up caseload so that there is information and background already established that folks can easily fill in for one another insight into each other's place.

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Maya Cox: Another approach would be the social level. And this is pretty cool. It's a concept that's becoming more and more into the conversation, not just in disability services, but broadly across the country.

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Maya Cox: And it's the idea that we can reduce the risk of coven spreading by limiting who we interact with. So it's not that we're all necessarily an isolation but it might be that you are

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Maya Cox: Seeing your family and you guys as a family decide that you're not, you know, seeing other people physically

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Maya Cox: Or it might be your group of neighbors, perhaps families that your children play sports with or a select group of friends.

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Maya Cox: But to apply this to employment services because consider pairing. He sees a job seekers who live close to them.

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Maya Cox: Physically or geographically and that might help reduce the risk of exposure or spread

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Maya Cox: And there's a lot that goes into it. And certainly we don't have a lot of time today. One of the resources that were referencing and referring to today is a guide, developed by nasties and you can read a lot more about it there.

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Maya Cox: We've got that resource available for you guys. And finally, we can also consider a technology for support.

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Maya Cox: That approach that would limit personal contact to when you truly need it. So first, we'd rely on technology and then we'd supplement with face to face as it's needed.

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Maya Cox: And this again is just an opportunity to reduce exposure and it also helps to save time and create more efficiencies.

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Maya Cox: And so these might be three strategies that are employed together until the agency really think about ways to protect service delivery and increase the coverage that

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Maya Cox: Employment Specialist can provide to one another. It's creating that safety net and lots of different layers.

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Maya Cox: And I think it's also important to consider how acknowledges that there are different ways to get to the same goal.

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Maya Cox: And there are different things that might work better or worse for different people and having a varied approach can help us figure those things out.

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Maya Cox: And I think, you know, an easy example of that would be the technology first support approach. Of course, there are going to be some participants and some employment specialists who are

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Maya Cox: super comfortable using technology, whether we're talking about FaceTime or online platform or an app.

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00:13:42.150 --> 00:13:52.080

Maya Cox: They're already using it every day. And it's something that they can translate very easily into their work and there may also be folks who are in the middle of the spectrum or folks who

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00:13:52.680 --> 00:13:58.380

Maya Cox: may not use the internet or have the internet at all. They don't have access, and we have to think about alternative forms.

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00:13:58.740 --> 00:14:12.570

Maya Cox: Like phone calls booklets and different approaches as well as identifying additional resources if technology is something that they want to explore. But we got to think about those varied approaches and so that technology first approach, maybe

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00:14:13.620 --> 00:14:26.130

Maya Cox: First you know line of defense for some folks and it might be not the best solution for others. And that's why it's also great to have those multiple strategies in place, um, to make sure that we

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Maya Cox: Protect ourselves as much as possible.

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Maya Cox: So let's talk about resources staff and partners.

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Maya Cox: All of us have resources and strengths, but none of us have it. All right.

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00:14:46.500 --> 00:14:55.230

Maya Cox: It's kind of like the saying I can do anything, but I can't do everything right and that's the same for ourselves when we're talking about work and organizations.

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00:14:55.920 --> 00:15:02.190

Maya Cox: We have to use our resources wisely. Right. We can we all can only go so far with what we have.

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00:15:02.970 --> 00:15:13.740

Maya Cox: And so when we consider contingency planning, it can be helpful to consider what resources you have what resources you need and who might have a similar goal or the same goal.

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Maya Cox: We may also need to consider that the one size doesn't fit all. Just like we were talking about that technology first approach. We may need a variation of that for different people.

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Maya Cox: Or that technology platforms may not work for some at all.

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00:15:29.130 --> 00:15:46.650

Maya Cox: So just as we're thinking about discovery. And when we talk about discovery. We're looking to capitalize on people's strengths and skills to find a good job. We can take the same approach here and we should we can consider how we could also repurpose or pool resources with our partners.



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Maya Cox: And get to those similar goals that that we need to get to

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Maya Cox: So when we're thinking about all the resources that are available to us and what we should prioritize or think about

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Maya Cox: It's helpful to do that resource planning component to help kind of be strategic about things.

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Maya Cox: And to do resource planning, it can help to start with thinking through all the different resources and relationships that are available to you.

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Maya Cox: And so one tool that I found really helpful and something that we already use in Indiana through the life course framework is the integrated support star.

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Maya Cox: And some of you guys may be familiar with this, we have introduced the life course framework to create services.

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Maya Cox: Life course is also used widely across waiver services in Indiana. And in general, it is a framework and a group of tools in a way of thinking that sets high expectations for folks.

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Maya Cox: regardless of disability or ability and something that I really like about these tools is that they're not disability specific

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Maya Cox: So yes, there are definitely used to help people who are receiving way we're services plan for what they want their life to look like, and then they can

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00:17:08.880 --> 00:17:16.950

Maya Cox: You know, figure out what resources and services they need to get there, but we can also use this personally, we can use it.

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Maya Cox: For our organizations. We can even consider it on a statewide level. I've used it personally in my own life. When the code first happened, and I've got young children who were in daycare and daycare was no longer an option. And so we had to figure out some different child care options.

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00:17:37.140 --> 00:17:40.920

Maya Cox: To fill that gap, while my husband and I were working from home.

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00:17:41.790 --> 00:17:52.470

Maya Cox: And so with any given situation challenge or when you're trying to identify a solution and you're looking at the resources available to you. There are different areas that we can look

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Maya Cox: To determine what might be the best fit right now and what might be Plan B, C, D, and so forth. So the areas are

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Maya Cox: Outlined in the different quadrants of the STAR, THE AREAS INCLUDE technology personal strengths and assets relationships.

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Maya Cox: Eligibility specific supports and community supports. So I think if you can consider the

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00:18:22.470 --> 00:18:39.870

Maya Cox: Example, with daycare and child care. There's lots of different things that fit very easily and well within here and my kids are five and three. So technology like an iPad can definitely help fill some time, but they definitely need a person physically there to

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00:18:41.160 --> 00:18:48.690

Maya Cox: Support them and provide care, you know, my husband and I first tried having schedules that were

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Maya Cox: Like opposite. So I was working really early in the morning and then he was working into the evening so that we would have as much coverage during the day.

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Maya Cox: And that was relying on our personal strengths and assets and the fact that we can make our jobs, a little more flexible and shift that time.

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Maya Cox: Once we realized that that was not going to work for us. We look to our relationships to figure out who might be available and

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00:19:10.560 --> 00:19:24.360

Maya Cox: Able to step in and help us out. And we were very, very lucky that my younger brother who was supposed to be in college, but was no longer able to be on campus and

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00:19:25.140 --> 00:19:36.150

Maya Cox: Was taking all his classes online. And so then we shifted from using technology and personal strengths to I'm using one of the relationships that was important to us and he definitely

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00:19:37.170 --> 00:19:41.100

Maya Cox: Save the day we were really lucky that he could come in. When does the hand.

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00:19:41.820 --> 00:19:53.940

Maya Cox: Um, so, you know, I use that example in my personal life, because I think it helps when we apply tools to our personal life to consider what are the different applications and the different ways that we can be flexible.

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Maya Cox: And I think this very easily translates to the example that we were just walking through where we have to figure out different ways to support

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Maya Cox: Participants receiving services and the idea that we know at some point implement specialist may not be available and we can think about how all these five areas might be helpful and filling in gaps.

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Maya Cox: Given you know that technology first idea i think that you know I wouldn't really explore and write down all the different options that might be available.

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Maya Cox: And we can consider what people's personal strengths and assets are. Are they good at leveraging technology. Do they have some flexibility in their schedule.

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Maya Cox: Are they really creative and thoughtful about different ways to provide support that makes sense for the person and then of course the relationships. That's

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00:20:45.600 --> 00:20:56.640

Maya Cox: You know, I think what I've seen, personally, is that somebody providers in Indiana have great relationships and really strong teams and folks who rely on one another to

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00:20:56.910 --> 00:21:05.400

Maya Cox: You know, both for their expertise for troubleshooting and things like that and to get the job done. And I think that that's so valuable and trying to help each other out.

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Maya Cox: So, you know, I think that we just need to really think through what all the resources available to us. I think this tool really helps.

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00:21:14.340 --> 00:21:24.960

Maya Cox: Get there because it helps, at least for me, visualize and map out what are all the different things that are available. And I think it's also helpful when we're doing that contingency planning.

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00:21:25.290 --> 00:21:35.850

Maya Cox: To map out what are several different solutions for a problem and what might be our best solution today may be different tomorrow because things keep changing so quickly.

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00:21:37.530 --> 00:21:45.960

Maya Cox: So that is the integrated support star. And again, we've got resources and information available at the end of the PowerPoint.

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00:21:47.370 --> 00:21:50.040

Maya Cox: So now we're going to do another poll

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Maya Cox: See if I can bring on the second poll. Okay.

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Maya Cox: So in response to the pandemic, are you using technology more to do your job.

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00:22:07.020 --> 00:22:14.580

Maya Cox: This is, of course, acknowledging that we were using technology I'm beforehand. So it's the more versus less

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00:22:19.500 --> 00:22:20.130

Maya Cox: Or the thing

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00:22:23.760 --> 00:22:27.900

Maya Cox: So I see lots of folks entering in their responses. So we'll give it another moment.

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Maya Cox: Okay, I'm gonna go ahead and end the poll

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00:22:49.980 --> 00:22:55.620

Maya Cox: So, the vast majority of folks say yes we are using technology more

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Maya Cox: To do our jobs. Some folks are saying no. And then some say it's hard to tell. And I think that that speaks to we were already most likely using technology a considerable amount

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00:23:07.740 --> 00:23:18.090

Maya Cox: In our day to day lives. And it's cool to see that technology has helped to fill a gap and hopefully mitigate some risk for everybody. And hopefully, everybody's also finding that

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00:23:19.140 --> 00:23:32.040

Maya Cox: It makes lives easier. We were recently all smiling about how commute times have dropped considerably. Um, and just time in the car and I know when I was implanted specialist. I spent a whole lot of time driving

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00:23:32.730 --> 00:23:42.600

Maya Cox: So I think that that's definitely a silver lining and also a nice result of using technology when providing services.

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Maya Cox: Okay.

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Maya Cox: So now we're going to move on from the contingency plan component of that worksheet that we showed earlier today. And now we're going to go to that second table, which is the communication plan.



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Maya Cox: So strategies and plans only work if people know what to do. And this makes communication of our plans and strategies critical to success.

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00:24:15.030 --> 00:24:23.880

Maya Cox: When thinking about a communication plan, it should be tied directly to a strategy and you should consider what messaging is important and to which audience.

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00:24:24.210 --> 00:24:33.630

Maya Cox: By laying down these methods and advanced, you can make communication more efficient and be confident that you are going to get that communication to people who need it.

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00:24:34.110 --> 00:24:39.450

Maya Cox: And certainly, I don't need to tell you guys that stressful times it can be hard to get that part right

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00:24:40.440 --> 00:24:45.900

Maya Cox: Beyond completing the table thoughtfully based on strategies and thinking through what makes sense for your organization.

155

00:24:46.380 --> 00:24:52.920

Maya Cox: Consider that just like the multiple strategies that are are to get to the same goal, you may need multiple formats of communication.

156

00:24:53.880 --> 00:25:08.400

Maya Cox: Multiple messages and communication to get to get there and think about that communication is a two way street. We can facilitate engagement where participants VR businesses leadership and he sees are communicating in both directions.

157

00:25:09.510 --> 00:25:17.970

Maya Cox: And this can help figure out, you know what, in your plan is working or what's not working right, and how can you pivot to change and meet everybody's needs.

158

00:25:21.510 --> 00:25:29.670

Maya Cox: So now that we have talked about communication, let's jump back to the contingency plan of the tape part of the table, which is the

159

00:25:30.840 --> 00:25:41.340

Maya Cox: Table above and the last column says, does it work and we've all learned that we need to be creative, flexible and adaptive to changing the landscape and

160

00:25:42.210 --> 00:25:52.770

Maya Cox: You know, things just seem to change so quickly. And it's important to evaluate and pivot to make things work. And so we can use this Plan, Do, Study, Act.

161

00:25:53.730 --> 00:26:03.090

Maya Cox: Model, which I think a lot of you guys already employ at your organization's to have that continuous change that continuous improvement.

162

00:26:03.570 --> 00:26:17.700

Maya Cox: And we just have to keep evaluating our approach on a regular basis to make sure that all the effort that we're putting forth into implementing whatever plan or strategy that it works or else we're just spinning our wheels. Right.

163

00:26:18.960 --> 00:26:27.960

Maya Cox: So I think it's a part of being efficient and effective and doing our due diligence and providing the best service as possible. So I, I know that people

164

00:26:28.560 --> 00:26:36.180

Maya Cox: Often shy away from what data, data collection. But I think that it really is an important part of contingency plan. And if we have to

165

00:26:36.840 --> 00:26:49.680

Maya Cox: You know, implement different components of the plan, having that debrief and figuring out, did it work yet if yes, then that's fabulous. Let's use it next time. And if it didn't work. What are the lessons learned and how can we change to improve next time.

166

00:26:54.210 --> 00:27:07.590

Maya Cox: Okay, so now that we've walked through the basics of the contingency plan. Now we are going to talk about setting expectations planning and implementing supports and skills for participants.

167

00:27:08.190 --> 00:27:13.770

Maya Cox: Next week, Leah is going to do a deep dive into facilitating virtual service delivery for participants.

168

00:27:14.190 --> 00:27:23.820

Maya Cox: And today, we're just thinking on a high level we're thinking on that like planning and preparatory aspect of things, but we're going to be thinking about expectations supports and skills.

169

00:27:27.210 --> 00:27:37.350

Maya Cox: So just like everyone else experiencing the pandemic folks that you're supporting are experiencing a lot of loss change confusing confusion and stress.

170

00:27:37.890 --> 00:27:52.800

Maya Cox: And just like the rest of us. Some folks are more plugged in and staying on top of the news and implications and some people may be less so. But something people maybe have less access to information and maybe the

171

00:27:53.940 --> 00:28:04.980

Maya Cox: Maybe they experienced additional anxiety with everything going on, which I certainly understand and experience. Maybe they try to reduce their access to news and information.

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00:28:06.120 --> 00:28:13.680

Maya Cox: You know it to try and maintain composure and all that good stuff. So I think it's important to call out that

173

00:28:14.250 --> 00:28:27.810

Maya Cox: The people we support need may need additional support themselves and understanding how COBRA is changing the way the world works. Not everyone is processing information in the same way. And we want to make sure that we have

174

00:28:29.820 --> 00:28:43.830

Maya Cox: Thought through what we need to do to make sure that the participant is successful and that may mean additional like information delivery. It may mean talking very explicitly about expectations.

175

00:28:44.760 --> 00:28:53.460

Maya Cox: We want to make sure that we consider expectations from both the service delivery perspective as well as ultimately employment.

176

00:28:54.420 --> 00:29:00.540

Maya Cox: You know, we can talk about what jobs are available. How jobs have changed. What do you precautions look like

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00:29:00.990 --> 00:29:06.960

Maya Cox: And how do they, how does the person need to consider these precautions for themselves and their family members.

178

00:29:07.470 --> 00:29:12.360

Maya Cox: And it you know just impacts the way work is done and how they might be getting support that they need.

179

00:29:13.020 --> 00:29:25.140

Maya Cox: So setting up front expectations are helpful so that if and when things do change. Everyone is is prepared it understands. I think that that's a part of, you know, doing our job well.

180

00:29:25.830 --> 00:29:34.410

Maya Cox: And I think it also goes to making sure that, you know, if we do have a plan for staffing backup that we're talking

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00:29:34.830 --> 00:29:46.680

Maya Cox: To participants about it and that we're doing a good job. Introducing folks so that they know the other person and that they can feel confident and the services that they're delivering and I think that, you know,

182

00:29:47.700 --> 00:29:56.430

Maya Cox: A lot of this stuff already happened. And I think it's just an opportunity to make it more standard perhaps or be more explicit with it.

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00:29:57.360 --> 00:30:07.560

Maya Cox: And I think some of the expectations we can, we don't we don't have to you know spend it as a negative all the time. I think there's lots of opportunities to say that it's positive, right.

184

00:30:08.340 --> 00:30:17.760

Maya Cox: You may have more access to your employment specialist, because we can meet virtually instead of trying to arrange for transportation. Similarly, we can talk about

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00:30:18.480 --> 00:30:34.500

Maya Cox: Emerging job markets or talk about how working from home is becoming more widely accessible across different kinds of jobs where folks before businesses before me had been more hesitant. Now that might be more available and there are certain fields that are just

186

00:30:35.520 --> 00:30:49.620

Maya Cox: Experiencing big labor gaps and are ready to hire folks who want to work and are ready to work. So there are lots of positives that come with where we are with virtual service delivery and I think being thoughtful about our approach can get us really far.

187

00:30:54.570 --> 00:31:02.760

Maya Cox: So next week, we're going to talk a whole lot about those. But I want to build the the building blocks and talk through some things to get your brain thinking

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00:31:03.720 --> 00:31:15.720

Maya Cox: As we consider contingency planning, we can consider all the things a person needs in order to be successful and engage in the employment process or maintain their employment if they already have a job.

189

00:31:16.830 --> 00:31:21.450

Maya Cox: And a lot of these things build on one another. And that's what, that's why I like this graphic where we have

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00:31:21.780 --> 00:31:30.540

Maya Cox: Health basic needs and security at the bottom and on top of meeting basic needs. We want to make sure that folks have the support and skills they need to be successful.

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00:31:30.900 --> 00:31:38.280

Maya Cox: And that includes transportation and access to services. It's getting the direct support that you need and having the resources that you need.

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00:31:39.570 --> 00:31:45.120

Maya Cox: A person needs to have communication skills to identify what they need when they need it and so forth.

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00:31:45.600 --> 00:31:53.430

Maya Cox: And I think I think adapting work skills and environment is a skill itself, right, being able to pivot and understand that there are different ways to do things.

194

00:31:53.970 --> 00:32:13.980

Maya Cox: And I want to make sure that we talked through and think about that, you know, as a person is either trying to seek employment or maintain employment that yes transportation is absolutely a huge problem, but that speaks to many other things as well. And also, on the flip side, if a person

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00:32:15.210 --> 00:32:18.570

Maya Cox: Experiences employment loss. They are going to

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00:32:20.040 --> 00:32:36.420

Maya Cox: It's possible that they may have their basic needs not met, and then the entire structure crumbles. Right. And so I think that it's just important to think holistically about what a person needs. And while as employment specialist, we are most likely supporting a person

197

00:32:37.800 --> 00:32:45.150

Maya Cox: From an employment perspective, a lot of stuff is going on in their life. Just like a lot of stuff is going on in all of our lives.

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00:32:45.600 --> 00:32:55.890

Maya Cox: Of me you everybody we're experiencing stress and changes, both personally and professionally and the whole purpose of this is to think about how to reduce that

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00:32:56.310 --> 00:33:06.120

Maya Cox: And reduce the risk and how can we use virtual service delivery as a solution. So just things to think about and chew on in your week ahead.

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00:33:08.070 --> 00:33:08.760

Maya Cox: So,

201

00:33:10.380 --> 00:33:25.080

Maya Cox: We can proactively prepare participants to operate and our contingency plans and all participants may be in different places and the employment process, they'll need the skills to change the way that they operate and respond through

202

00:33:27.060 --> 00:33:37.260

Maya Cox: We, you know, just talked about ensuring the health, safety and financial security participants and of course we can't ourselves as employment specialist do that. But we can think about these things. I'm planning.

203

00:33:38.010 --> 00:33:50.310

Maya Cox: We can think about that, participating in the employment process differently that the job market is going to look different, and that the support mechanism is going to look different and we can think through does each person have the skills that they need.

204

00:33:51.630 --> 00:34:00.150

Maya Cox: To make sure that they're healthy to make sure that they can participate in the employment process to where pp on site.

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00:34:00.930 --> 00:34:07.650

Maya Cox: Or that they can receive job coaching virtually that they know how to text or call if they need some additional support.

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00:34:08.610 --> 00:34:23.310

Maya Cox: Next week, Leah is going to walk through this a lot more. And, you know, we can. We'll talk a lot about you know what already works for participants, how can we leverage those strengths, what level of technology. Are they comfortable with. How can we fill any resource gaps and so forth.

207

00:34:28.740 --> 00:34:45.000

Maya Cox: So next we're going to talk about preparing staff in the lens of contingency planning and just like participants, there will be a future webinar on this component, and we'll talk through it strategically and today we're talking through and thinking through contingency planning.

208

00:34:46.020 --> 00:34:50.880

Maya Cox: And how we can plan and manage needs ports case loads and workflows.

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00:34:56.790 --> 00:35:05.100

Maya Cox: So I recently had the pleasure of listening and to an assay webinar that featured some state leaders from other states.

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00:35:06.060 --> 00:35:16.140

Maya Cox: Talking through strategies for providing remote employment supports and Leah just dropped in the link to the webinar if anybody wants to listen in later it's fabulous. I'm

211

00:35:16.620 --> 00:35:24.420

Maya Cox: Judy woerth who is an Employment Training Specialist at the Center for disabilities and development at University of Iowa healthcare.

212

00:35:25.170 --> 00:35:29.220

Maya Cox: Said that people who are struggling are not lazy. They are tired and overwhelmed.

213

00:35:30.060 --> 00:35:42.720

Maya Cox: And that just spoke to me in an incredible way. And certainly, I think we can all relate to it. I know that I can certainly our all balancing so much and I know that you know it was an acute.

214

00:35:43.140 --> 00:35:48.000

Maya Cox: Change in the spring, but I think we all continue to feel the effects.

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00:35:48.450 --> 00:35:57.420

Maya Cox: And already balancing work and personal life or difficult, especially for employment specialist to have schedules that constantly shift and change based on the needs of job seekers.

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00:35:57.900 --> 00:36:07.170

Maya Cox: And now folks are also balancing e learning. They're balancing the health of their family, the stress of the world, potentially lost income and as organizations.

217

00:36:07.740 --> 00:36:28.470

Maya Cox: Many folks are experiencing literally the same thing where they're trying to shift and, you know, adapt services so that they can provide supports to the folks that they serve in a different way. Incorporate P. P. Try to support staff and thinking through all the staffing logistics.

218

00:36:29.880 --> 00:36:47.040

Maya Cox: With all the changes and so participants are also going through difficult times. And that also increases the complexity and job demands that there might be experiencing, which also can impact, you know, the Employment Specialist workflow to and so

219

00:36:48.300 --> 00:37:01.140

Maya Cox: Long story short, things are complicated, we can't brush it under the rug. It's, I think, unrealistic to expect that employment specialists can just operate in the same way that they did before.

220

00:37:02.640 --> 00:37:11.220

Maya Cox: And we can think for supports resources and skills staff need to do their job well with virtual service delivery as a lens and thinking

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00:37:11.700 --> 00:37:21.930

Maya Cox: Very much about how we can use technology as a solution to help balance all of the other things that are going on in life and to make things more efficient.

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00:37:28.890 --> 00:37:33.270

Maya Cox: So we can think through several overarching questions.

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00:37:34.980 --> 00:37:39.960

Maya Cox: To staff have the mental health and supports and social supports that they need to cope

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00:37:40.620 --> 00:37:47.190

Maya Cox: Does the structural work allow for people to take care of themselves support their families and get their job done.

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00:37:47.820 --> 00:37:53.580

Maya Cox: Do staff have the technology and the skills to use the technology to do their work in different ways.

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00:37:54.360 --> 00:38:10.200

Maya Cox: I think that staff who have adequate resources support and skills are more likely to be successful. And so I think from time to time. It's great to take an inventory of where people are to address means and identify where additional support and training are needed.

227

00:38:12.180 --> 00:38:15.180

Maya Cox: So we see these different areas to the right.

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00:38:16.020 --> 00:38:22.500

Maya Cox: You know, thinking through the implements specialist. What kinds of leadership support are going to be most effective to them and how can we

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00:38:22.740 --> 00:38:30.540

Maya Cox: Support that flexibility and making sure that we give them decisions when they need and supports when they need and making sure that we provide that oversight.

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00:38:31.290 --> 00:38:39.000

Maya Cox: Mental health, social supports flexible schedule. These are all things that we all need right now to operate successfully in our work and in our personal life.

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00:38:40.140 --> 00:38:46.860

Maya Cox: And you know that if we're talking about technology. We have to have the equipment and the knowledge and skills to do a well

232

00:38:47.460 --> 00:38:56.970

Maya Cox: So I think that it's important to just consider all all these different components and making sure that we support staff really effectively and think things through.

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00:38:58.140 --> 00:39:05.850

Maya Cox: You know, not everybody has all the answers, but with me. I think the when we're cognizant and thoughtful about these supports.

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00:39:06.300 --> 00:39:13.980

Maya Cox: It helps make sure that we are cognizant and thoughtful about staff as well. And I think each one of us can do this on a personal basis to

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00:39:14.220 --> 00:39:24.240

Maya Cox: To kind of take a an inventory of where we are and consider if we need to use that integrated support star to figure out some solutions for social supports if we're feeling

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00:39:24.660 --> 00:39:33.930

Maya Cox: Isolated, do we need to increase those phone calls or FaceTime calls with friends or family to, you know, stay connected and reduce that stress level. I think we have to

237

00:39:34.860 --> 00:39:46.410

Maya Cox: Make sure that we ourselves take care of ourselves. And if you're a manager or a leader, making sure that your staff feel supported and they have the resources and support they need to be successful.

238

00:39:47.730 --> 00:39:53.910

Maya Cox: It's a you know we're all resources and we're all trying to do our best, but I think we can be thoughtful about how we get there.

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00:39:56.640 --> 00:40:07.200

Maya Cox: So we can also talk about caseload and workflows and employment services. And certainly when we're talking about employment services. This is

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00:40:08.400 --> 00:40:17.940

Maya Cox: A perennial challenge. I won't say it's a problem, but something that everybody continues to try and address regardless of coven 19 but I think that given

241

00:40:19.530 --> 00:40:35.250

Maya Cox: The complexity has increased and we've talked through different solutions on that people have been using. We've talked through technology buddying up social bubbles flexible work schedules and so I'd like to try this. I'd like to try out

242

00:40:36.360 --> 00:40:45.960

Maya Cox: breakout rooms so that in small groups, you can think through what are some helpful things

243

00:40:47.310 --> 00:40:56.100

Maya Cox: At your organization that you're employing that might help with a caseload or a workflow. What helps what hurts. What can we do better.

244

00:40:56.940 --> 00:41:09.630

Maya Cox: So what I'd really like to do is that each group would have. It's just going to automatically. I'm going to press a button and it's going to break people out into different rooms. And what I'd like folks to do is identify a note taker.

245

00:41:10.770 --> 00:41:22.170

Maya Cox: And someone who's going to report out. And when we come back from our breakout sessions we I'm going to try to figure out how we can do this for the best.

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00:41:22.680 --> 00:41:40.980

Maya Cox: But I think what we're going to do is try to come up with a nice list of, like, you know, successful practices and helping to plan for case blogs and workflows. So give me just a moment. And I'm going to make try to do this as easily as possible.



247

00:41:47.550 --> 00:41:48.270

Maya Cox: Okay.

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00:41:50.040 --> 00:42:03.330

Maya Cox: So we're going to have like eight to 10 people I think eight people in a room and we're going to have the room open for let's do

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00:42:04.110 --> 00:42:09.150

Maya Cox: We have time to do 12 minutes okay and everybody's going to get broken out and then

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00:42:10.110 --> 00:42:26.730

Maya Cox: You're going to talk in small groups about case loads of workflow. What works well and then you're going to get a countdown when your time is up. And you'll come back to the room and we'll get together and I think maybe put things in chat.

251

00:42:28.290 --> 00:42:38.730

Maya Cox: To go forward and someone just made a note that everyone is muted. And that is true. So I'm going to see if I can unmute everyone

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00:42:39.780 --> 00:42:41.370

Maya Cox: In your small groups.

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00:42:43.380 --> 00:42:51.690

Maya Cox: I see if I can fix this. Okay, so now I think that everybody should be able to unmute themselves to somebody want to give it a try.

254

00:43:00.600 --> 00:43:01.110

Tressie Kaufman: Hello.

255

00:43:01.620 --> 00:43:12.780

Maya Cox: Okay, it works. We're figuring it out together. Okay. So I think that everybody's might work. So I'm going to go ahead and open the rooms and you guys can do your small group discussion.

256

00:43:30.270 --> 00:43:31.500

Maya Cox: Have to accept.

257

00:43:32.940 --> 00:43:33.780

Maya Cox: You're in the room.

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00:43:36.150 --> 00:43:37.290

Maya Cox: To go. You can move in there.

259

00:50:09.660 --> 00:50:10.110

Homer Wallace-Jacobi: Hello.

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00:50:17.670 --> 00:50:22.650

Lea Vincent: This is Leah. I just clicked on your button and said, asked to unmute and look like it worked.

261

00:50:22.980 --> 00:50:23.370

Homer Wallace-Jacobi: Okay.

262

00:50:23.880 --> 00:50:30.180

Lea Vincent: If others can hear me. But in the chat if you need me to click on the ask to unmute and I'd be happy to do so.

263

00:55:29.940 --> 00:55:31.590

Maya Cox: Welcome back guys

264

00:55:33.330 --> 00:55:34.080

Pat Wokoun: Thank you.

265

00:55:36.390 --> 00:55:41.550

Maya Cox: Alright guys, so as you come back, if you don't mind muting yourself.

266

00:55:41.910 --> 00:55:42.960

Amy avona: We're going to try and

267

00:55:42.960 --> 00:55:43.380

Maya Cox: Have

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00:55:43.830 --> 00:55:47.250

Maya Cox: A discussion, but it'll be important that everybody

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00:55:47.700 --> 00:55:53.970

Maya Cox: Stays needed. And if it's their turn to talk. Because there's just so many folks in the room today, which is exciting and wonderful too.

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00:55:54.960 --> 00:56:02.460

Maya Cox: So we'll just wait it the notification is telling me there's about 15 seconds left before everybody gets kicked out of their room and joins our room again.

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00:56:15.450 --> 00:56:33.990

Maya Cox: Okay, so people are coming back into the room right now and I just shared that, um, everybody now has the ability to mute and unmute themselves, since there's so many folks in the room will ask that and keep yourself muted unless

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00:56:34.410 --> 00:56:44.310

Maya Cox: You're speaking on behalf of your group. So what I'm going to do is I'm going to share my screen and what I'd love to do is have a round robin approach where folks.

273

00:56:44.850 --> 00:56:53.880

Maya Cox: Whoever was volunteered for ball our fallen told or decided to volunteer themselves to be the speaker of their group to share with us some highlights

274

00:56:54.480 --> 00:57:06.420

Maya Cox: Of things that you found to be helpful when we talk about caseload and workflows and I'll write them down and then we'll be able to, you know, capture them and share them.

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00:57:07.140 --> 00:57:15.450

Maya Cox: With everybody after this. Okay, so the thing is is that you don't know what room. You were in. So I'm going to kindly ask if someone

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00:57:17.280 --> 00:57:27.480

Maya Cox: Could volunteer to go first, and then also what might be helpful is in the chat box if you volunteered to be a

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00:57:29.280 --> 00:57:38.910

Maya Cox: Speaker, on behalf of your group. If you can let us know. Perfect. So I see, just let us know that you guys didn't know your numbers. Perfect. So if you

278

00:57:39.540 --> 00:57:53.610

Maya Cox: volunteered to be the speaker. If you could write it in the chat box. And that's how I will know who's going to be talking. So, we will start with Tracy who volunteers to be the speaker for group to think, would you like to

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00:57:54.660 --> 00:57:56.100

Maya Cox: Share what your group had to say.

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00:57:56.970 --> 00:58:12.060

Tressie Kaufman: I didn't notice a lot of us were talking about how we've been utilizing YouTube as for like virtual job shadows and virtual information in order to be able to keep distant and a lot of agencies are also doing

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00:58:13.230 --> 00:58:19.350

Tressie Kaufman: flexible scheduling and scheduling based on like location of the EAS and client.

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00:58:21.390 --> 00:58:31.980

Tressie Kaufman: Agencies are utilizing online programming and testing components that are accessible through any internet, whether it be phone iPad anything as long as there's internet access.

283

00:58:34.350 --> 00:58:44.070

Tressie Kaufman: And then a lot of things. Basically, if a lot of challenges and barriers of some of the clients or their use of technology or their accessibility to it.

284

00:58:44.490 --> 00:58:57.960

Tressie Kaufman: So a lot of programs are actually still having their face to face meetings. But implementing that technology into their face to face meeting to help gain the help the clients gain knowledge of technology.

285

00:59:02.850 --> 00:59:11.880

Maya Cox: Great. Thank you so much. Okay. Great start. It's gonna be really helpful. Okay, Pat. You're up next.

286

00:59:13.170 --> 00:59:30.480

Pat Wokoun: Okay. Um, one of the main things that I did as the coordinator was I filled out the Esri peas and monthly for them so that they didn't have to worry about all that paperwork and I also build in for the staff so that they could have time off and be on vacation.

287

00:59:31.830 --> 00:59:41.160

Pat Wokoun: And we use Facebook Messenger a lot because a lot of people didn't have access to Microsoft or anything else they couldn't afford it. So,

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00:59:42.480 --> 00:59:49.530

Pat Wokoun: We were able to use the Facebook Messenger because they all had it and it was it was the norm for them.

289

00:59:50.790 --> 00:59:51.360

Pat Wokoun: Um,

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00:59:51.840 --> 00:59:53.040

Maya Cox: Can I, can I ask

291

00:59:53.070 --> 00:59:58.170

Maya Cox: Are you saying Facebook Messenger for communicating with participants with

292

00:59:58.230 --> 00:59:58.950

Pat Wokoun: Yes to job.

293

01:00:00.120 --> 01:00:04.590

Pat Wokoun: Job shopping. Yeah, with their assigned as

294

01:00:06.450 --> 01:00:19.440

Pat Wokoun: We discussed, indeed, they, they have a really good access they said to assist the Seekers with resumes and interview skills and he said it was user friendly.

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01:00:20.550 --> 01:00:23.580

Pat Wokoun: We shared YouTube videos with our job seekers.

296

01:00:24.150 --> 01:00:34.320

Pat Wokoun: Right. One of the groups had weekly meetings, some of the others had bi weekly where the staff would get together to discuss issues they were having and work it out as a group.

297

01:00:36.660 --> 01:00:37.980

Maya Cox: Something that might have been happening.

298

01:00:37.980 --> 01:00:39.870



Maya Cox: Before. Now you're doing it virtually to

299

01:00:39.870 --> 01:00:41.190

Pat Wokoun: troubleshoot right

300

01:00:41.250 --> 01:00:42.030

Maya Cox: That's awesome.

301

01:00:42.570 --> 01:00:55.380

Pat Wokoun: We also talked about work one in the computer classes that they offer. And then we talked about different strategies to use when you're working with people with felonies, because that's a biggie. Okay.

302

01:00:57.030 --> 01:01:00.480

Pat Wokoun: So I think that was it. I don't think I missed anything

303

01:01:03.990 --> 01:01:04.530

Maya Cox: Thank you.

304

01:01:05.730 --> 01:01:06.450

Maya Cox: This is great.

305

01:01:07.620 --> 01:01:09.840

Maya Cox: Okay, I'm crystal from groups six

306

01:01:13.830 --> 01:01:15.300

Maya Cox: Years, you're still muted. I think

307

01:01:17.100 --> 01:01:18.210

Crystal Thomas: Okay, so

308

01:01:19.260 --> 01:01:21.360

Crystal Thomas: What a few of the things that we discussed where

309

01:01:23.130 --> 01:01:29.640

Crystal Thomas: You know, a meeting the clients, where they are in their technology. So if it be doing

310

01:01:31.080 --> 01:01:41.100

Crystal Thomas: Phone meanings versus zoom or whatever technology they ever comfortable using another practice that's been really helpful for people are

311

01:01:42.270 --> 01:01:47.460

Crystal Thomas: Same time same base scheduling. So let him that client know that every Tuesday at 10 you're going to talk

312

01:01:48.930 --> 01:01:52.650

Crystal Thomas: And cover whatever we're going. We know whatever issue or whatever.

313

01:01:53.910 --> 01:01:55.650

Crystal Thomas: Whatever station is going to happen next.

314

01:01:57.450 --> 01:02:11.790

Crystal Thomas: For clients who started just a job pre coated and those who maintain a payment pre covered was a lot of telephone texting communications were, you know, when we weren't able to be on the site.

315

01:02:13.290 --> 01:02:30.720

Crystal Thomas: Making sure that they were still communicated with even more frequently than you would, because you weren't on the site. So, you know, still providing this support, whether it be, you know, in person versus talk, you know, communication Baker yeah technology based. Yeah.

316

01:02:33.210 --> 01:02:46.860

Crystal Thomas: Follow along in people who were able to maintain their employment during beloved follow along. This may have went up a little bit more because of the different issues that we now had address

317

01:02:47.100 --> 01:02:51.630

Crystal Thomas: Ya know, with, you know, prep social distancing and PP ease

318

01:02:52.710 --> 01:03:05.730

Crystal Thomas: So just ensuring that our consumers had the best opportunity to make those adjustments with support. Yeah, and I'm using shared screening during zoom

319

01:03:06.420 --> 01:03:17.310

Crystal Thomas: So that participants could see like so you could do an online application with somebody and they could be a part of that versus just doing it for them. Yeah, that's right.

320

01:03:18.210 --> 01:03:20.220

Maya Cox: Thank you. That's awesome. Thanks so much.

321

01:03:21.450 --> 01:03:24.450

Maya Cox: Okay. And yeah, you're up next.

322

01:03:28.440 --> 01:03:29.040

Danielle Titzer: Can you hear me.

323

01:03:29.580 --> 01:03:30.630

Maya Cox: I sure can.

324

01:03:31.200 --> 01:03:42.120

Danielle Titzer: Um, we had a unique group because we had a VR supervisor, someone who's been on the job for about three weeks and another was a vendor for VR so I don't think we got

325

01:03:43.140 --> 01:03:48.870

Danielle Titzer: Some other folks but um we talked about buddying up on case loads that is something that was

326

01:03:49.410 --> 01:03:57.420

Danielle Titzer: Helpful least to me, I only have one other employment specialist here but us being able to know about each other's caseload was really helpful.

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01:03:58.020 --> 01:04:10.350

Danielle Titzer: For us if we needed to sort of tag team each other and depending upon what's going on. We've been in the office for quite some time and but that's been helpful when going out and so community, being able to, you know, meet the clients at their

328

01:04:10.440 --> 01:04:10.710

Maya Cox: Work.

329

01:04:11.250 --> 01:04:12.030

Danielle Titzer: And things like that.

330

01:04:13.770 --> 01:04:31.260

Danielle Titzer: We didn't talk about this, but something I wanted to bring up is we we had something is called skills to succeed Academy and I worked with my folks to that's that was used for helping with building resumes and appropriate interview and development skills.

331

01:04:33.240 --> 01:04:47.790

Danielle Titzer: And someone else said that the caseload has slowed down actually quite a bit. And so that was actually easier to juggle because there was a lot of folks, we were and who are still scared about going out and working. We also talked about there was

332

01:04:48.960 --> 01:04:56.670

Danielle Titzer: an uptick in persons who are seeking jobs that are working from home sort of jobs and how that's a different

333

01:04:58.110 --> 01:05:09.840

Danielle Titzer: Atmosphere to work in and what finding jobs in that field. And they talked about enhancing technology so that they could help meet clients, where they were.

334

01:05:20.220 --> 01:05:20.610

Maya Cox: Oh,

335

01:05:23.220 --> 01:05:26.280

Maya Cox: And then I see Debbie from group three

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01:05:39.840 --> 01:05:43.170

Maya Cox: I mean, you know, are you. Yeah. Can you hear me.

337

01:05:43.380 --> 01:05:44.220

Debbie Miller-Pugh: Yeah, hi.

338

01:05:46.560 --> 01:05:46.860

Debbie Miller-Pugh: All right.

339

01:05:46.890 --> 01:05:47.700

Debbie Miller-Pugh: You can hear me. Right.

340

01:05:48.090 --> 01:05:49.620

Debbie Miller-Pugh: Yep. Okay. All right, good.

341

01:05:53.190 --> 01:06:04.380

Debbie Miller-Pugh: I think we're all having a lot of similarities, which is awesome work group. There was a jade said that their, their business they meet weekly

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01:06:05.190 --> 01:06:15.330

Debbie Miller-Pugh: They do quick summaries of all the participants. I'm just in case somebody can make it or they need coverage, whatever it is they meet weekly all the he sees

343

01:06:15.660 --> 01:06:16.800

Maya Cox: Right, another

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01:06:17.460 --> 01:06:24.120

EDA SHE SAID SHE WORKS remotely. She's over two counties or helps out with two counties.

345

01:06:25.320 --> 01:06:37.290

Debbie Miller-Pugh: If their caseload is too big, then they actually make a waitlist with VR so they can manage it better. Depending on the status of each participant.

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01:06:38.010 --> 01:06:51.810

Debbie Miller-Pugh: where they're at and then van in our group, he is Mustafa here accented good communication. He said, Just good communication is huge. They divvied out. They have three

347

01:06:52.770 --> 01:07:03.840

Debbie Miller-Pugh: Implement specialist she particularly does trial work. And then when that's over, then they'll pass it on to the other two he sees me. He also helps them out where needed.

348

01:07:05.280 --> 01:07:09.390

Maya Cox: Very cool. Thank you. Yeah, anything else.

349

01:07:10.950 --> 01:07:19.920

Debbie Miller-Pugh: Well us in particular new horizons. We actually have an area. He sees because we've grown so much that

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01:07:21.090 --> 01:07:35.130

Debbie Miller-Pugh: We have like an ECM one region. Another EC and another region, we kind of, you know, intermix a little bit help each other out where we need to, you know, and that pretty well pretty much works for us as well so on. Thank you. You bet.



351

01:07:36.090 --> 01:07:43.980

Maya Cox: Okay, I'm gonna try to make sure I don't miss anybody. So I think Jackie hair is next.

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01:07:46.410 --> 01:08:02.910

Jackie Hare: Okay, so I am fairly new. I mostly do pre yet. So I work with the students. Um, so a lot of the things that are on here, we did discuss in our group. I think one of the things that I don't see that we talked about was

353

01:08:04.500 --> 01:08:19.770

Jackie Hare: Just in connection with coven and everything going on just getting people on board with them not using that as an excuse. So kind of like showing through example like hey you, even though we have this going on.

354

01:08:21.750 --> 01:08:29.370

Jackie Hare: We need to adapt instead of just saying, like, oh, oh, that's coded so I can't do what I'm supposed to do.

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01:08:30.480 --> 01:08:37.680

Jackie Hare: And. And then another thing that was brought up is just basically I know just for me personally to

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01:08:38.790 --> 01:08:45.720

Jackie Hare: It's kind of nice in my position to be working with students because they are so good at.

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01:08:46.950 --> 01:09:00.150

Jackie Hare: Using technology because, I mean, that's their world. So with me being like, I'm only 35 but still they've grown up with this stuff. I believe one person in our group said, you know, they've had cell phones since they've been five

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01:09:00.690 --> 01:09:08.670

Jackie Hare: So it's like, it's very interesting. The most because I can learn a lot from them and they're perfectly comfortable with it.

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01:09:10.290 --> 01:09:29.550

Jackie Hare: So it's almost made what I'm doing, virtually easier because they're like, oh, like an online meeting like no big deal. No big thing. So, um, but even with them. It's very hard like that whole coven thing like any time because I mean their kids so anytime they can be like oh well coven

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01:09:31.140 --> 01:09:35.610

Jackie Hare: So getting them around that so they can. So they'll actually like connect and

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01:09:36.690 --> 01:09:58.860

Jackie Hare: Find ways like to get around that. And then just in general, I mean, I think there are people that are genuinely anxious about it. So I'm working with them to, you know, to just solidify like hey, we have these things in place so you don't have to be anxious and getting out. No, but not so

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01:10:00.960 --> 01:10:05.460

Jackie Hare: I think as far as that goes. I think those are the only things that we had to add but great

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01:10:05.550 --> 01:10:08.940

Maya Cox: Super interesting my whole process perspective. Thank you.

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01:10:09.960 --> 01:10:16.890

Lea Vincent: Maya. This is Leah I'm Naomi put in the chat box that she had to run, but she she took the notes for her group.

365

01:10:17.370 --> 01:10:22.530

Lea Vincent: And they asked Comcast, which is a free internet service for low income individuals, which

366

01:10:22.560 --> 01:10:23.010

Maya Cox: OK.

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01:10:23.250 --> 01:10:25.530

Lea Vincent: We will actually will be out next week.

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01:10:25.950 --> 01:10:30.630

Lea Vincent: Perfect. And they recorded mock interviews and they use that on net interest assessment.

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01:10:31.380 --> 01:10:39.330

Maya Cox: Thank you. Leah. I'm so well if you said it was in the chat box. I'll copy it and paste it into this our list is getting very long, which is really cool.

370

01:10:41.040 --> 01:10:47.250

Maya Cox: Um, okay. I think we've got a few more folks left ginger. Are you speaking for your group.

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01:10:52.800 --> 01:11:03.420

vchiacchira: There we go. I think I'm unmuted now. Yeah. Okay. Yes. So we have a lot of the same ideas, of course, but for like the

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01:11:05.160 --> 01:11:14.280

vchiacchira: Some of the things that one of the consultants doing I've done this too is we have done like informational interviews with businesses and

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01:11:14.850 --> 01:11:30.900

vchiacchira: Calls and then on a topic that the participant is wanting to know more about or that particular business and and then going back to the participant and telling them more be

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01:11:32.040 --> 01:11:34.350

vchiacchira: That business and then

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01:11:35.790 --> 01:11:53.670

vchiacchira: Some places are not allowing us to actually do job channels, of course, but those of us who have already done job shadows in those places for particular jobs that the client is interested in, then we can share with them.

376

01:11:54.750 --> 01:12:10.230

vchiacchira: Our experience there about what that job looks like and also research. Do some research on the internet on indeed to find out what is required for that particular job.

377

01:12:11.880 --> 01:12:13.140

vchiacchira: I know I'm throwing a lot out you

378

01:12:14.490 --> 01:12:15.180

Maya Cox: Know, taking notes.

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01:12:15.390 --> 01:12:16.920

vchiacchira: Was very helpful for like

380

01:12:18.420 --> 01:12:26.610

vchiacchira: Meeting with the student I'm meeting with the client to be able to tell it still be able to give them information about the job.

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01:12:26.850 --> 01:12:28.110

Maya Cox: That they're in

382

01:12:28.560 --> 01:12:29.190

Maya Cox: Cool.

383

01:12:29.760 --> 01:12:43.980

vchiacchira: A lot of us are doing face to face working, especially with those who are working at jobs. I'm wanting to see how to or employment. Employment Specialist had a really good idea about

384

01:12:46.740 --> 01:12:59.070

vchiacchira: Let me find it okay parking lot meetings. So where they go to the parking lot. She's are they might be in their car and so you have that

385

01:12:59.490 --> 01:13:13.350

vchiacchira: Cincy maybe during a break a lunch or even after work to meet with them to see if they have any concerns or issues that they need to work on. So I thought that was a good idea.

386

01:13:14.790 --> 01:13:31.230

vchiacchira: Technology Erica shared with us that she is going to be using career one stop for virtual tours. Get to know about careers that people are interested in

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01:13:35.190 --> 01:13:36.420

vchiacchira: And of course, zoom

388

01:13:38.850 --> 01:13:56.310

vchiacchira: And then also we talked about flexible work schedules like going to be in the office on what day like maybe one day. Wait. These people will be in the office, and then another day week, someone else will be in the office, but then that way you still can get your printing done and

389

01:13:57.120 --> 01:14:00.030

vchiacchira: You know everything that needs to be done. Oh.

390

01:14:00.510 --> 01:14:01.620

Maya Cox: Okay, thank you.

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01:14:01.980 --> 01:14:02.550

You want them.

392

01:14:03.720 --> 01:14:08.220

Maya Cox: Okay. And I think, last but not least, Teresa Kaplan

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01:14:10.380 --> 01:14:18.510

Theresa Kaplon: Okay, I'm actually in and in being the one who's going at the very end here most of our most of our stuffs already on there.

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01:14:19.800 --> 01:14:27.540

Theresa Kaplon: But we really focused on looking at what was happening with with our, our agencies in in

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01:14:28.860 --> 01:14:29.430

Theresa Kaplon: Personally

396

01:14:29.640 --> 01:14:30.510

Theresa Kaplon: And things like that.

397

01:14:30.780 --> 01:14:37.890

Theresa Kaplon: So, um, again, a lot of what we said was already on there. But in terms of thinking about what was going to happen if

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01:14:38.430 --> 01:14:49.380

Theresa Kaplon: We were off. If one of this path was ill or are going to be out for an extended period of time. So we talked about not only doing that.

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01:14:49.890 --> 01:15:04.260

Theresa Kaplon: Buddy System, but also doing some shadowing also kind of made along with someone to help facilitate an introduction and a smooth.

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01:15:04.890 --> 01:15:18.240

Theresa Kaplon: Transition from one yes or folk rehab counselor to and another one. And then we also talked about the importance of everybody in the office, knowing what everybody's

401

01:15:18.630 --> 01:15:36.840

Theresa Kaplon: Work is what everybody's tasks are so if the secretaries out if the EC is out. If the counselors out who can fill that role and do that work. You know, during that time period. And then we also talked about case.



402

01:15:38.640 --> 01:15:57.750

Theresa Kaplon: Coding and just how we report on cases to make sure that everything is really accurate in there so that if someone is out suddenly they can get into that case read it and then have an eye and just know where it's at.

403

01:15:58.620 --> 01:16:00.330

Maya Cox: Absolutely. That is a very good idea.

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01:16:01.740 --> 01:16:02.460

Maya Cox: Very good idea

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01:16:02.610 --> 01:16:03.990

Theresa Kaplon: I think that's all from us.

406

01:16:04.020 --> 01:16:04.530

Oh,

407

01:16:05.640 --> 01:16:10.620

Maya Cox: Cool. Thank you. And thank you guys. Everybody I know that this was definitely a different way.

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01:16:11.370 --> 01:16:22.950

Maya Cox: To have some group discussion and interaction, but I think this was really successful. So we'll take this back will share this list with you guys, but we'll clean it up and make it usable, but I really appreciate

409

01:16:23.340 --> 01:16:33.450

Maya Cox: All of the ideas that you guys shared and I think it's so exciting that we've got all of this innovation going on and ways to make it better. And what a great opportunity for us to learn from each other.

410

01:16:35.850 --> 01:16:50.730

Maya Cox: So with that being said, we'll create a resource we wanted to share just a few different resources on that may be helpful. One is that the EEOC has a pandemic preparedness and the workplaces.

411

01:16:51.780 --> 01:16:56.610

Maya Cox: Information site that you guys can get additional information. We also have the nasty.

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01:16:58.470 --> 01:17:11.490

Maya Cox: Website here. And then I think Leah. Yep, just posted the packet. This last it's not posted online yet. I think it will be posted they produce this whole guy with all different resources and checklist around

413

01:17:12.840 --> 01:17:26.340

Maya Cox: If you want to have if you need help with reopening at your agency if that's the intention of the packet. But there's all kinds of stuff about contingency planning and thinking ahead as well. Um, it's a great guy.

414

01:17:27.210 --> 01:17:36.810

Maya Cox: Okay. And then, or we going. We've got 10 minutes for questions, which is perfect. But before we go into questions I wanted to

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01:17:37.980 --> 01:17:46.170

Maya Cox: Have an opportunity to thank you guys and that also ask that you would fill out our evaluation Leah, I think is going to put

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01:17:47.010 --> 01:17:56.610

Maya Cox: There we go. The link to our evaluation is now in the chat box. We really appreciate you filling this out. It's very short. Like five questions.

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01:17:56.880 --> 01:18:04.110

Maya Cox: But we want to make sure that we're doing what we can to help you guys and that is training is helpful, a good use of your time.

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01:18:04.590 --> 01:18:18.840

Maya Cox: And we want to hear from you how we can make it better. So please, please fill out the evaluation. Thank you in advance for your feedback and so on. Now we can have a few minutes for questions.

419

01:18:20.070 --> 01:18:28.590

Maya Cox: And someone said that the link is not working for the evaluation. So Leah's checking on that really fast. Thanks so much for letting us know

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01:18:30.270 --> 01:18:32.280

Maya Cox: Yep, it looks like it's not working, but I can

421

01:18:33.630 --> 01:18:39.450

Maya Cox: Pull it earlier. Do you mind pulling it up really fast and trying to get again. Sorry about that, guys.

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01:18:40.800 --> 01:18:44.490

Maya Cox: We tried to test for everything, but something always goes wrong. Right.

423

01:18:46.200 --> 01:18:56.250

Maya Cox: Um, but, so while Leah is looking for that. I will look in the chat box to see if we've got any questions, missy asks if the PowerPoint.

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01:18:56.850 --> 01:19:10.860

Maya Cox: For today will be available. Absolutely. We will be posting recording PowerPoint resources we share today all on our website we anticipate them being there next week sometime. We'll post them.

425

01:19:11.580 --> 01:19:24.060

Maya Cox: On it takes a minute for the recording to be available to us. So once it's available. We'll post all those things. And when we're together next week, I can show you exactly where those resources are

426

01:19:30.210 --> 01:19:39.210

Maya Cox: We can definitely email the link out just to verify Leah is the survey live. I wonder if that's

427

01:19:40.380 --> 01:19:53.160

Maya Cox: Oh, you want the link email out. Yeah, we can email out the link to the information that makes sense. Um, and we could certainly email the link. Also, we just wanted to make sure you left with it today because that always makes things easier to get to

428

01:19:54.210 --> 01:19:55.770

Maya Cox: Anyone else have questions.

429

01:19:59.280 --> 01:20:09.150

Maya Cox: If you do ever have any questions. Want more information on think of something later you can always reach out to us at the email address listed on the screen.

430

01:20:09.690 --> 01:20:20.910

Maya Cox: We also encourage you to visit our website and learn more about trainings coming up, like I mentioned in the beginning. We've got our foundational training for employment specialist starting

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01:20:21.660 --> 01:20:30.510

Maya Cox: In less than a month. It starts on October 19 and we're excited to share it with our partners with these, you are helping us out in that endeavor.

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01:20:32.190 --> 01:20:36.630

Maya Cox: Okay and Jade says that the new survey link works perfect. Thank you so much. Leah.

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01:20:38.610 --> 01:20:45.720

Maya Cox: And then we get someone else asked if you can get a certificate for today.

434

01:20:46.170 --> 01:21:00.270

Maya Cox: I think that may be possible. I'm Kristin, if you don't mind just I don't. I want to make sure we don't lose your question. Would you mind emailing that email address right there and asking your question, so we make sure we follow up.

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01:21:01.320 --> 01:21:11.430

Maya Cox: So that would be really, really helpful for us. And then we've so our website we talked, we've got the foundational training. Coming up, we'll see. I'm

436

01:21:12.720 --> 01:21:29.460

Maya Cox: Type it in the box and we'll, we'll have upcoming training next week. This continued series is coming up. We also encourage you guys to check out opportunities with the coaching network and we'll have additional trainings that go beyond basics.

437

01:21:31.260 --> 01:21:42.060

Maya Cox: All throughout the year. So, this this month we're doing virtual service delivery will also be doing a series on responsive and inclusive service delivery and then another series.

438

01:21:42.450 --> 01:21:53.550

Maya Cox: Probably in the spring around supporting people with mental health disorders and CO occurring disorders. So really excited about working with you guys supporting you guys and

439

01:21:54.480 --> 01:22:06.000

Maya Cox: Moving up the moon work forward. So I will hang around here in case you guys have questions, but I don't see any in the chat box. Thanks so much again for joining us and I hope you have a wonderful weekend.