



EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR



Lessons Learned: Virtual Workforce Engagement

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Service

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WIOA Youth Program COVID-19 Session & Lessons Learned

▶ **Communicate, Communicate, Communicate!**

- ▶ Weekly phone calls, e-mails, texts, newsletters, and updates to websites and social media pages checking in to see how youth are doing and sharing critical resources
 - ▶ Supportive services (i.e. food access, housing, transportation, etc.);
 - ▶ Wi-Fi access (listings, maps, etc.);
 - ▶ employment opportunities; and
 - ▶ Recommendations on educational instructional videos (One-Stop Career Center, PBS, YouTube) and "Life Skill" modules).
- ▶ These resources may be accessed quickly and shared with family and community members for multiple touch points.

▶ **How programs are continuing to serve youth**

- ▶ Engaging youth in career and self-care “mini-challenges” delivered via text messaging that they can respond to
- ▶ Connecting with youth through video games and on-line trivia
- ▶ TikTok, SnapChat, Instagram..

WIOA Youth Program COVID-19 Session & Lessons Learned

- ▶ **Solutions identified to address lack of technology/access to internet**
- ▶ Connecting with schools, community colleges, libraries, and work experience providers who offer hotspot and “checkouts” for Chromebooks and laptops
- ▶ Utilizing agency parking lot as a Wi-Fi hotspot
- ▶ Asking businesses to share hotspots and Wi-Fi access with the larger community
- ▶ Linking students to school districts buses outfitted with Wi-Fi access
- ▶ Partnering with non-profits selling refurbished computers for low-income families at affordable prices
- ▶ Utilizing grant or program funds to purchase, rent, or acquire Chromebooks or internet access or to reimburse the purchases
- ▶ Encouraging youth to utilize public buildings such as libraries, community colleges, as well as restaurants and offices where free Wi-Fi access is being offered
- ▶ Sharing information on local and regional cable and telephone companies offering free or reduced priced internet services
- ▶ Using tablets as incentives for youth

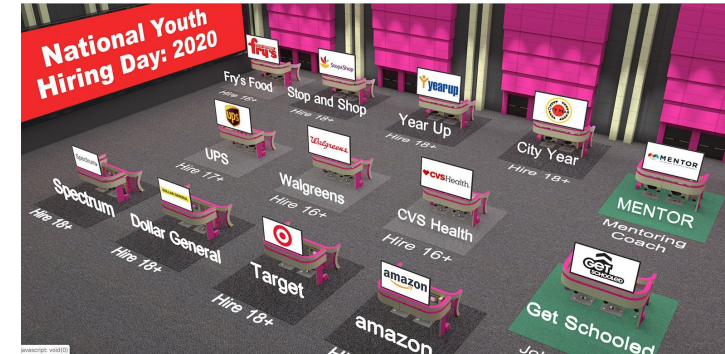
WIOA Youth Program COVID-19 Session & Lessons Learned

- ▶ **Solutions identified to address the lack of employment opportunities**
- ▶ Hire youth from within! Place youth in service & leadership opportunities
- ▶ Working with employers to create a flexible work experience
- ▶ Hosting virtual employer recruitment meetings to solicit workplace experiences
- ▶ Encouraging businesses to host virtual business tours
- ▶ Connecting youth to virtual internships and work opportunities including “work-from-home” employment and certificate programs
- ▶ Hosting and connecting youth to virtual job fairs and online job search engines (Indeed, One-Stop Career Center job banks, LinkedIn, Getschooled.com, etc.)
- ▶ Connecting youth to virtual project-based training opportunities with local employers and community colleges
- ▶ Finding online certification programs including college credits, and free online self-paced courses
- ▶ Providing information on virtual college tours
- ▶ Producing resume, interview, and soft skills workshop videos to social media pages
- ▶ Providing work and job readiness training and job skill roundtables

Staying Connected: Engaging Youth Virtually

▶ Virtual Job Fairs: 100,000 Opportunities Initiative & Get Schooled

- ▶ Text Alerts & Reminders
- ▶ Free Tips
- ▶ Chat Rooms
- ▶ Vfair Platform
- ▶ Follow-up e-mails and texts



▶ Virtual Mentoring: MENTOR created an online portal to match youth with a caring adult

- ▶ Phone, text, e-mails, video conferencing
- ▶ Creative solutions to keep matches engaged:
 - ▶ Netflix watch parties
 - ▶ Facebook Live cooking classes
 - ▶ Sending care packages
 - ▶ Community Zoom and web-based educational opportunities

CareerOneStop is sponsored by the U.S. Department of Labor, Employment and Training Administration

[CareerOneStop.org](https://www.careeronestop.org)

[Resources for workforce professionals assisting job seekers](#)

[Free career videos](#)

[Getmyfuture.org](https://www.getmyfuture.org)

[Job search resources](#)

[It's hard to network over coffee when coffee shops are closed](#)

[Short-term training can give your career a boost](#)

[Try out a virtual job fair!](#)

The screenshot shows the CareerOneStop website interface. At the top, the logo features a stylized American flag icon next to the text "careeronestop". Below the logo is the tagline "your source for career exploration, training & jobs" and a smaller line of text: "Sponsored by the U.S. Department of Labor. A proud partner of the americanjobcenter network." A search bar on the right contains the text "Search CareerOneStop" and a magnifying glass icon. A dark blue navigation bar contains several menu items with red downward-pointing triangles: "Explore Careers", "Find Training", "Job Search", "Find Local Help", "Toolkit", and "Resources For". Below the navigation bar is a large banner image showing a man in a blue shirt working at a computer and a woman in a white lab coat with a stethoscope. Overlaid on the bottom of the banner are four colored buttons: a green button for "COVID-19 Unemployment Insurance Info", a purple button for "Explore Careers", a red button for "Find Training", and a blue button for "Find Local Help". Below the banner is a "Resources for" section with a sub-header "Find career, training and job search resources just for you." This section contains a grid of blue buttons for various user groups: "COVID-19 Information", "Career Changer", "Military and Veterans", "Laid-off Worker", "Businesses", "Worker with a Criminal Conviction", "Entry-level Worker", "Older Worker", "Young Adult", "Career Advisors", "Workers with Disabilities", "Credential Seeker", and "Self-employment".



GetMyFuture

www.GetMyFuture.org

- Interest Assessment
- Work Values Matcher
- Occupation Profile
- Resume Guide
- Find Job Openings
- Job Finder
- Get Work Experience
- Find money for training
- Financial aid
- Scholarship Finder

The screenshot shows the GetMyFuture website. At the top left is the logo for 'careeronestop GetMyFuture', with a note that it is sponsored by the U.S. Department of Labor and is a partner of the American Job Center network. To the right is a search bar labeled 'Search GetMyFuture' and a language selector for 'Español'. Below the header is a green navigation bar with links for Home, Explore Careers, Education, Employment, Find Support, and Toolkit. The main content area features the 'GetMyFuture' logo and a quote: "Find a career that makes you happy every morning you wake up." attributed to Lonnie, a first-generation college graduate. Below this is a grid of six categories under the heading 'I want to...'. The categories are: 'Find a career I like' (with a photo of a man in a red shirt), 'Finish high school' (with a photo of a woman in a graduation cap), 'Get work experience' (with a photo of a man in a hard hat), 'Write a resume' (with a photo of a woman with glasses), 'Get a job' (with a photo of a man in a plaid shirt), and 'Get training' (with a photo of a woman in a chef's hat). A 'User Guide' link is also visible in the top right of the grid area.



Resources

- ▶ WIOA Youth Program COVID-19 Session Lessons Shared
<https://youth.workforcegps.org/resources/2020/06/15/18/59/WIOA-Youth-Program-COVID-19-Session-Lessons-Shared>
- ▶ Staying Connected: Resources on Virtual Engagement
<https://youth.workforcegps.org/resources/2020/06/18/13/10/Resources-on-Virtual-Engagement>
- ▶ Staying Connected: Engaging Youth Virtually
<https://www.workforcegps.org/events/2020/06/10/13/52/Staying-Connected-Engaging-Youth-Virtually>
- ▶ Tips for Engaging Youth in Virtual Spaces
<https://youthasready.workforcegps.org/resources/2021/02/01/01/02/Tips-for-Engaging-Youth-in-Virtual-Spaces>
- ▶ Summer 2020 Webcasts
<https://youth.workforcegps.org/resources/2020/10/27/20/09/Summer-2020-Webcasts>
- ▶ Youth Listening Session "Youth Voice: How Workforce Development Programming Best Supports Me!"
<https://www.workforcegps.org/events/2020/10/20/14/23/Youth-Listening-Session-Youth-Voice-How-Workforce-Development-Programming-Best-Supports-Me>
- ▶ [CareerOneStop.org](https://www.careeronestop.org)
- ▶ [Getmyfuture.org](https://www.getmyfuture.org)