JVS Boston’s Remote Service Delivery

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Skills training:
- Pharmacy technician
- Nursing assistant
- Biotechnology
- Healthcare information technology
- Food service
- Hospitality
- Bank careers

Education:
- High school diploma
- English for Speakers of Other Languages
- College access
- Employer-based training for incumbent workers

Job placement:
- MassHire American Jobs Center
- Immigrants & refugees
- Individuals with disabilities
Emergency Response: Moving JVS Services Online

Access to Technology
Online Course Transition
Client Support Systems
Flexible Program Design
Tech Solutions
Staff Communication
Staff Expertise

Technologies Explored:
- Google classroom
- What'sApp
- Viber
- Microsoft Teams
- YouTube Videos
- Google voice
- Google text
- Google hangouts
- Zoom
- Kahoot
# Finding a New Normal

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<th>Area</th>
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| Recruitment           | • Boosted Facebook ads  
                        | • Wufoo for virtual program inquiries                                 |
| Assessment            | • Recorded information sessions, fillable assessments  
                        | • Digital signatures, secure email accounts                           |
| Orientation           | • Zoom for virtual class orientations  
                        | • Microsoft Teams for program enrollment                             |
| Instructional Quality | • Computer classes added Google Classroom, Zoom and MS Teams  
                        | • Sought external expertise                                           |
| Career Coaching       | • Developed client coaching platform using MS Teams  
                        | • File sharing via SharePoint                                         |
| Participant Supports  | • Utilized online retailers for support: transportation, textbooks,  
                        | retention incentives, etc.                                            |
| Practical Experience  | • Temporary solutions: remote learning through Zoom, hired and trained onsite, paid externships. |
| Graduations           | • Virtual Zoom celebrations of participant achievements                 |
Employment in the Time of COVID-19

- **Job Interview Preparation**: zoom interviews, YouTube videos, virtual job fairs, virtual interview preparation days
- **Talent Match Portal**: virtual platform to match graduates to employers who are hiring
- **Job Prospects**: new healthcare opportunities and non-healthcare opportunities
- **Certification, Testing and Licensure**: enhancements to existing and implementation of new strategies
- **Employer Relationships**: hiring commitments and connecting participants to future jobs
Permanent Changes

- Hybrid instructional models
- Clients’ access to technology
- Talent Match Portal
- Virtual coaching