

Seattle Jobs
Initiative



Adapting SNAP E&T Services for the COVID-19 Pandemic and Beyond

June 18, 2020



Today's Agenda

- **Moderator & Poll Questions**
 - Nick Codd, Seattle Jobs Initiative
- **FNS Opening Remarks**
 - Moira Johnston, Office of Employment and Training, SNAP, Food and Nutrition Service, USDA
- **State SNAP Agency**
 - John Briscoe, Oregon Department of Human Services
- **Community Based Organizations (CBO)**
 - Jerry Rubin, Jewish Vocational Services (Boston, MA)
 - Valerie Greenhagen, Center for Employment Opportunities (CEO)
- **Community College**
 - Kate Kinder, Portland Community College
- **Question and Answers**



Housekeeping items

- Please submit your questions in the Chat box at any point during the webinar. All questions will be answered during our Q&A section, following the panelist presentations.
- This webinar is being recorded and you will receive an email when it has been posted on the SNAP to Skills website.

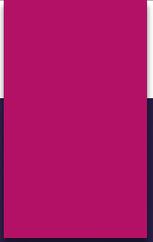


Opening Remarks

Moira Johnston

Director of Office of Employment and Training
Supplemental Nutrition Assistance Program
Food and Nutrition Service
U.S. Department of Agriculture





Oregon SNAP Employment & Training

SERVICES DURING A PANDEMIC

OREGON SNAP E&T Program Overview

- ▶ STEP Provider Network
- ▶ STEP = SNAP Training and Employment Program (SNAP 50/50)

Providers	Numbers
Contractors*	30
Community College Consortia (subcontractors)	17
WSI (subcontractors)	28
WorkSource Centers	37
Total	112
*Number of prime contracts (includes PCC and WSI)	

RESPONSE TO THE PANDEMIC

- ▶ Collaborated with WRO – FNS in implementation of applicable waivers and expansion of virtual services and support services
- ▶ The State SNAP E&T Team provided regular technical assistance via Skype meetings with the STEP Provider Network.
 - ▶ Provided guidance and Q&A sessions
 - ▶ Evaluated operational capacity
 - ▶ Expanded allowable support services (housing, utilities, car repairs)
 - ▶ Assisted with the purchasing of additional resources for check-out, while offering virtual services (laptops and tablets)
 - ▶ Developed editable forms and documents for use by participants electronically
 - ▶ Collected success stories

SNAP E&T Navigators

- ▶ SNAP E&T Navigators are State of Oregon Department of Human Services staff offering specialized local E&T navigation services to SNAP participants
- ▶ Pilot demonstration project began May 2019
- ▶ 38 SNAP E&T Navigators statewide
- ▶ Main Responsibilities include:
 - ▶ Case management services to identify employment goals, strengths, and challenges
 - ▶ Referrals to E&T providers and navigation guidance
 - ▶ Support services (gas card or bus tickets) to reach referred site (to and from first appointment)
 - ▶ Follow-up to ensure success
 - ▶ Local technical assistance to SNAP E&T providers

Poll Question #1





SKILLS . JOBS . CAREERS

JVS Boston

Mission:

- Empower individuals from diverse communities to find employment and build careers
- Partner with employers to hire, develop and retain productive workforces

Last year:

- Connected **2,286** people with new jobs
- Partnered with **1,669** employers
- Graduated **380** people from skills training programs
- Prepared **106** students to enter college

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and Merrimack Valley



SKILLS . JOBS . CAREERS

JVS Boston Services

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

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SKILLS . JOBS . CAREERS

History with SNAP E&T

2007

Massachusetts launched SNAP E&T pilot program with 5 providers

2015

Convened stakeholders with DTA to improve SNAP E&T utilization

2016

ABAWD waiver expired for Boston area; worked with DTA to design services

2019

Worked with DTA to expand statewide services to SNAP recipients through MassHire





SKILLS . JOBS . CAREERS

JVS SNAP E&T Programs

- 128 served
- \$18.30

Bridges to College & Careers



- 182 served
- \$15.93

Pharmacy Tech & Nursing Aide Training



- 315 served
- \$16.77

Together We Rise



309 of those served were SNAP E&T participants

- 245 served
- \$17.00

CareerPath Now



- 750 served
- \$14.18

English for Advancement



- 156 served
- \$18.64

Secure Jobs Project






SKILLS . JOBS . CAREERS

Massachusetts can quickly approve enrollments and changes in a participant's status

Not a one-size-fits-all approach

SNAP E&T Model

Flexible - the provider/state has the ability to define the service

We can use SNAP ET funds to purchase and loan clients laptops



SKILLS . JOBS . CAREERS

What Has Worked

Rapid move to online services on March 15

Flexible programs designed to meet the needs of participants

Launched a live chat feature on the JVS website, a virtual coaching platform, and a new Talent Match Portal

Virtual information sessions, job fairs, and graduations



SKILLS . JOBS . CAREERS

Lessons Learned

- Overcoming the digital divide and adapting to a virtual reality
- Accepting that virtual programs cannot fully replace the in-person experience



SKILLS . JOBS . CAREERS

Challenges

Client access to technology

Ensuring a high level of instructional quality



SKILLS . JOBS . CAREERS

What Changes Will Persist

Hybrid instructional models

Increasing our clients' accessibility to technology with our new Laptop Lending Library

Easy contact through live chat, virtual coaching, and access to virtual events

Cloud-based operations

ceo

The Center for Employment Opportunities

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Center for Employment Opportunities

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Mission



CEO provides immediate, effective, & comprehensive employment services exclusively to individuals who have recently returned home from incarceration.

Our highly structured and tightly supervised program helps participants regain the skills and confidence needed for successful transitions to stable, productive lives.



CEO Model - E&T Components

CEO is an E&T 50/50 provider at the county or state level in all 10 of our states



Job-Readiness Training



Transitional Employment



Job Coaching & Placement



Retention Services for One Year

Supervised Job Search			✓	
Job Search Training	✓		✓	
Workfare				
Work Experience		✓		
Education			✓	
Self-Employment Training				
Job Retention (30-90 days)				✓



CEO COVID-19 Response



Overview: Covid-19 Response



Job Readiness Training; Job Coaching and Development **offered remotely**

Transitional Jobs operation depended on **location and safety**

- Temporarily shut down in NYC
- Essential work in most areas
- All crews reduced by half for social distancing and to manage safety



Pathways to Employment: New Procedure



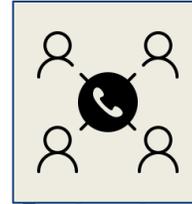
Outreach Call

- Introduce yourself
- Assess for I-9 readiness (Check #1)
- Assess for interest in working given the current situation
- Collect info about tech access & confidence



Instructor Reviews Class Information

- Determine best format for delivering P2E materials
- Reach out to participants to inform them of the plan



Instructor Implements P2E Plan

- Teaches pared down materials
- Checks for I-9 compliance (Check #2)
- If Doc Ready, schedules for TJ & assigns paycard



TJ Start

- Shows up for crew!
- In some sites there may be some admin done on day 1 of TJ

Site by Site approach to

- Collect & review I-9 documents (Check #3)
- Complete intake paperwork
- Distribute boots, paycards & IDs



Transitional Jobs: COVID-19 Work

Enhanced Cleaning & Sanitization

Government offices, public housing, & other public spaces require deeper cleaning than is provided with standard janitorial services. CEO's crews provide enhanced sanitization services of high-touch surfaces to support preventative measures.

Food & Supply Distribution

CEO supports distribution of essential items, such as food, health supplies, and educational literature, across communities. CEO crew transportation and multi-site capabilities allows our crews to distribute products, including loading and unloading, packaging, and stocking shelves.

Infrastructural Support

CEO's crews help with any structures that must be created, moved, or re-purposed as state and local governments' needs change.

Fleet Sanitization

CEO performs deep cleaning and sanitization of government fleets. With the flexibility of our crew model, cleaning can be performed when the vehicles are not in use, including night shifts.

Expanded Community Maintenance

CEO can continue to provide valuable litter abatement and landscaping services to support the overall maintenance of communities during this time.





Remote Job Coaching + Development



Smaller crew sizes mean participants have more:

- attention from site supervisors,
- feedback for job coaches to act on

Opportunity to work on digital literacy and practice phone interviews

Enhanced case management to assist participants with navigating COVID-19 immediate impact, including SNAP benefit access when case managers not available for in-person appts



COVID-19 Response Summary

CEO's E&T 50/50 partnerships acted as a stabilizing source of funding as our crew partnership and private philanthropy fluctuated over the course of months. Flexibility with the program allowed us to increase support and case management in an uncertain time for CEO's participants.

Key Challenges

Balancing participant safety with the opportunity to work and earn a daily wage: no existing guidance for how to make these decisions

Loss of funding from state and local government crew partners (and E&T doesn't reimburse for wages yet)

Moving beyond the transactional in remote job coaching + instruction

Burden on site supervisors

What Worked

E&T funding allowed us to continue to deliver our model intact and allowed private philanthropy requests to focus on specific needs, i.e. Returning Citizen Stimulus

Created Participant Resource Guide to help with outside resources

Rapid response innovations internally and with key partners, i.e. Caltrans continued to pay CEO in exchange for skills training

Moving Forward

Transitional jobs will be a key part of economic recovery for returning citizens. Black Americans and people of color disproportionately impacted in both justice system and COVID-19.

Will keep framework for staff access to leaders, community, and safety protocols built during crisis

Will maintain strong 1v1 relationships with SNAP agency staff

Poll Question #2



OREGON'S COMMUNITY COLLEGE STEP (SNAP 50/50) CONSORTIA COVID-19 RESPONSE



Kate Kinder,
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INTERMEDIARY MODEL



All 17 community colleges (independently accredited)

- Portland Community College (Lead): Portland
- Chemeketa Community College: Salem
- Klamath Community College: Klamath Falls
- Lane Community College: Eugene
- Linn-Benton Community College: Albany
- Mt. Hood Community College: Gresham
- Southwestern Oregon Community College: Coos Bay
- Clackamas Community College: Oregon City
- Blue Mountain Community College: Pendleton
- Central Oregon Community College: Bend
- Rogue Community College: Grants Pass
- Tillamook Bay Community College: Tillamook
- Treasure Valley Community College: Ontario
- Umpqua Community College: Roseburg
- Clatsop Community College: Astoria
- Columbia Gorge Community College: The Dalles
- Oregon Coast Community College: Newport

SKILLS ARE CRITICAL

Prior to the COVID-19 epidemic and recession, **448,000 adults** 25 and older in Oregon were **unemployed or working and making less than \$15/hr.** without postsecondary credentials = more than 9 years of high school grads.

In Oregon, **17% of adults are below level one literacy levels, and 25% below in numeracy.** Access to post-secondary education to build skills is essential.

ADULTS NEED CAREER PATHWAYS

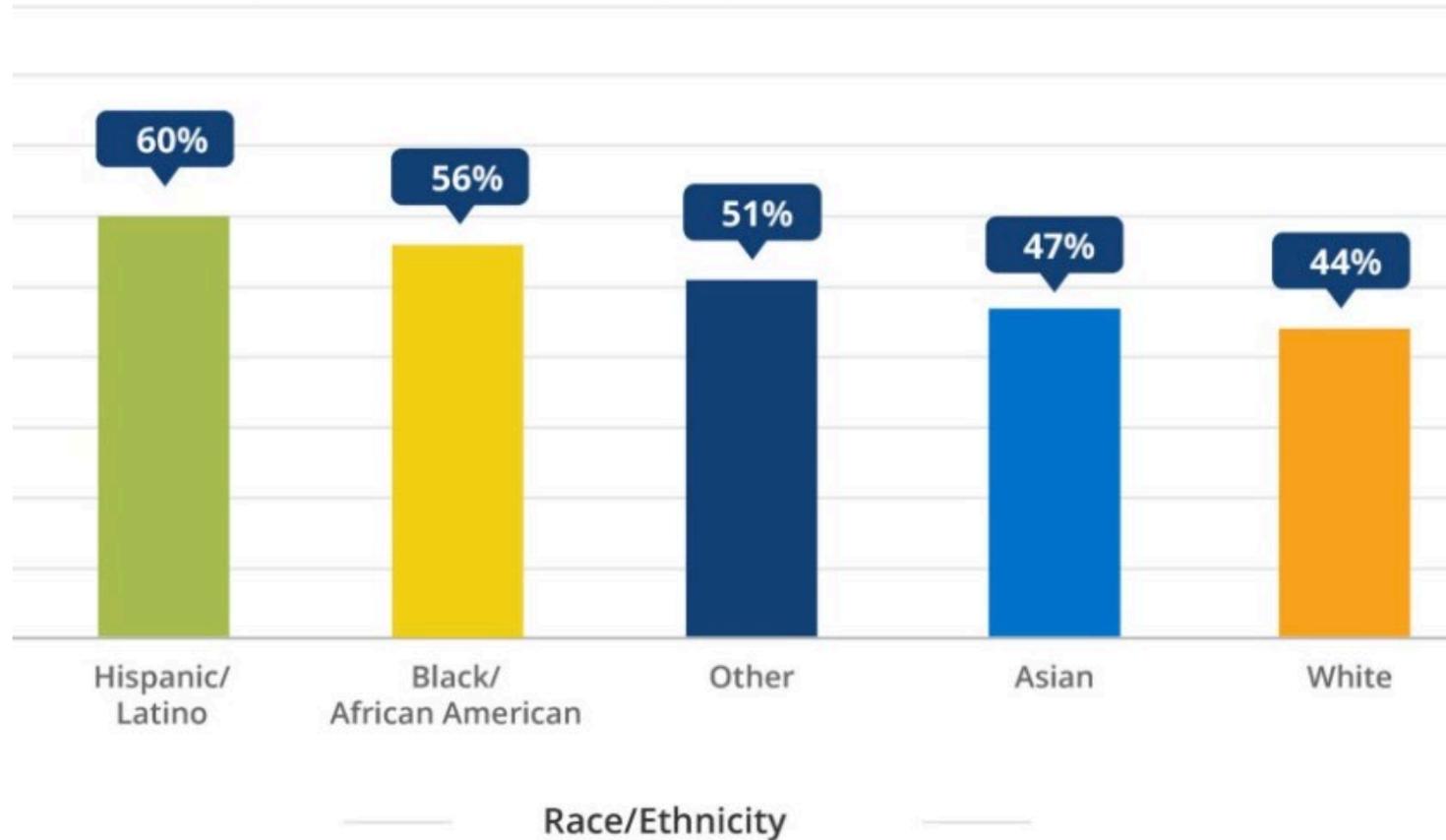
Oregon must have policies and programs that **create career pathways for adults** to increase economic mobility and close opportunity gaps.

Oregon's Adult Attainment Goals = By 2030, **300,000 additional adults will earn credentials of value**, while educational attainment disparities for people of color, rural, and low-income Oregonians are reduced.

Nationally, 99% of jobs created during the last economic recovery went to workers with at least some college education, while those with a high school diploma or less were left behind.

COVID-19 EXACERBATES INEQUITIES

Share who experienced loss of employment income in their household, March to May 2020



Source: Georgetown University Center on Education and the Workforce analysis of data from US Census Bureau, Household Pulse Survey, May 14–May 19, 2020.

- Households with lowest incomes were much more likely to experience job/income loss
- Nationally, workers without post-secondary credentials were much more likely to lose employment income
- In Oregon, individuals with high school diplomas or less represented 56% of unemployment claims but only comprise 28% of workforce

FRAMEWORK

- **Community College Consortia framework** designed to support students to build skills and move into jobs with economic mobility
- **Partnerships** = Multiple alliances at local and state level— with OR DHS, colleges, community-based organizations, workforce development boards, and Oregon Employment Department
- **Utilizing proven strategies** and career pathways model to increase equity and close opportunity gaps for students of color, women, immigrants, adult education, and underserved students.



COMMUNITY COLLEGE COVID-19 FOCUS

DID YOU KNOW

71% of community college students have unmet financial needs meaning the cost of attending college is greater than the resources available to students

60% of community college students report experiencing housing and food insecurity

IT'S NEVER BEEN MORE IMPORTANT FOR YOUR FUTURE TO EARN COLLEGE CREDENTIALS

80% of all jobs that offer a living wage—require postsecondary education beyond high school

WE CAN HELP YOU COMPLETE COLLEGE AND REACH YOUR CAREER GOALS

- **Focus on skills and education**
 - GED, ESL, IET/Bridge
 - Career Technical Education/Vocational Training
 - Apprenticeship/Pre-Apprenticeship
- **Student-centered success coaching** offering virtually/remotely, including orientation, assessment, and case management
- **Increased support connecting to COVID-19 resources in community**

RESOURCES TO MEET STUDENT NEED

Maximizing Gap Funding/Support Services

- Tuition/fees (needs beyond what financial aid covers)
- Books/tools/safety gear
- Transportation
- GED or IRC test fees
- Interview clothing
- *New!* Utilities and housing

Virtual and Technology Support

- Laptop/Chromebook loaner libraries
- Hotspots
- Opening up computer labs for testing and tech access

Connecting and leveraging other resources outside of STEP

- Emergency funds, college foundation grants, and CARES act distributions
- Connections with virtual tutoring, library, advising, counseling, and resource centers



NEXT STEPS AND OPPORTUNITIES

- **Community of Practice** = Leverage expertise, solve challenges, and elevate promising practices during COVID and into future
- **Collective Impact** = collaboration and partnerships essential to delivering services and maximizing impact
- **STEP Expansion at Colleges Powerful Equity Strategy** = Chance to create a more just and robust economy for everyone during this economic recovery, learn from past
- **Embedded in Larger Initiatives** = Statewide Oregon [Pathways to Opportunity](#) initiative and work with National Skills Coalition ([SkillSPAN](#) and [Supportive Services Academy](#)) position STEP as essential strategy in COVID response and recovery

JAN 23



New coalitions from 10 states will join NSC's SkillSPAN, expanding network reach to advocate for skills training across 20 states

JAN 15



Supportive Services Academy welcomes five states for 2020



NATIONAL SKILLS COALITION
Every worker. Every industry. A strong economy.

QUESTIONS?

Kate Kinder, skinder@pcc.edu

www.pcc.edu/snap

Pathways to Opportunity initiative and report

<http://www.pcc.edu/about/administration/president/pathways/>

Final Poll Question



Q&A

Please submit your questions in the Chat box.



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**Thank you for your
participation
in today's webinar!**

