

Slide 1:



THE ABLE TRUST

Talk Time

FINDING SUCCESS IN DIFFICULT TIMES

A discussion for staff at organizations that provide employment services for individuals with disabilities in Florida.

Allison Chase: Hello and welcome!

Thank you so much for joining us for this first Talk Time event hosted by the Able Trust. My name is Allison Chase, and I am the Vice President here at the Able Trust.

We are really looking forward to today's Talk Time which is an opportunity to share thoughts and ideas around COVID 19 concerns as they relate to employment services for people with disabilities.

Slide 2:



EXPECTATIONS – HOW THIS WORKS

This is an interactive webinar for you to participate among your peers to share experiences, what is working (or not) for you and most importantly, find solutions in your own conversations.

1. Who gets the conversation started? **The Able Trust**
2. Who shares experience, advice and challenges? **You!**
3. Who deals with all the questions and virtual raised hands? **The Able Trust**
4. Who participates in a open forum to share experiences and learn from one another? **You!**

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This is the first Talk Time event that we will be hosting. This will not be an ordinary webinar that most of you are used to attending where the hosts present and you listen. Talk Time is designed to be an interactive program where you are the experts and the Able Trust is just here to host the webinar and facilitate the discussion.

With that said, hopefully, you received the email with topics that we will be covering today and have had some time to think about your organization and your role so you can share your experiences with everyone else.

We also hope you received the reminder to download the current version of Zoom and either call in from a phone or make sure your computer has a microphone and a speaker if you connected to Talk Time with audio via your computer. That way you can easily come off mute and participate in the discussion when you are called on.

Soon, I will be handing things over to Guenevere Crum who is going to run the event today. She will be hosting as well as kicking things off by posing a few questions and a few polls to start the discussion.

I'm going to be moderating any questions that come in through the Q&A, but I will warn you, we will definitely encourage you to join the conversation by coming off mute and sharing your comment out loud.

I will be watching for those of you with your virtual hands raised to come off mute so you can ask your question or make your comment to the audience.

Now, that you know your roles, let me take a minute to explain how you can participate in the program.

Slide 3:

TOOLS TO USE ON SCREEN

Raise Hand
Click on "Raise Hand" to be called on.
When recognized you will be taken off mute by the Moderator, usually you will then also click to remove mute, then please share your **name**, your **organization**, where in Florida you are **located** and share a **question, challenge** and/or **solution**.
You have TWO MINUTES TO SHARE

Q & A Box
Use the Q & A box
 to answer another speaker's question
 pose a question
 share a resource

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We are using the Zoom platform and will be using the Raise Your Hand feature and the Q&A feature. We will not be using the chat feature. So, if you have a question, we encourage you to raise your hand so you can say it out loud or type it into the Q&A section if for some reason you are unable to participate verbally.

Guenevere is going to begin Talk Time by asking a question and the opening it up to the group. So remember, this is an interactive event – please don't be shy about sharing your answers, ideas, and comments.

All you have to do to participate in the Raise Your Hand is click on the little raise your hand icon that looks like a high 5 shown on your toolbar on your webinar screen. Once that I see your hand is raised, I will unmute you and announce your name indicating you are now invited to speak and share your comments. When you start to speak, please first introduce yourself, tell us what organization you are with before you begin.

Also please keep in mind that you may have muted your own phone and you may need to unmute yourself as well after you're called on in order to be heard. Once you have finished your comment, you will be placed back on mute again by me and, I will call on the next person to speak.

So now that we all know what to do and what everyone's part is – let's go ahead and get this show started!

Guenevere, take it away!

Slide 4:

WELCOME

Lead Host
Guenevere Crum
Senior Vice President, The Able Trust



Moderator
Allison Chase
Vice President, The Able Trust



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Guenevere Crum: Welcome everyone and thank you for joining us today. I'm Guenevere Crum, Senior Vice President here at the Able Trust, and I will be your host for today's Talk Time.

Now, despite the seriousness of today's topic, I will be working to be positive and make this both an enjoyable and informative process for us all. But, please don't mistake that for callousness or a lack of awareness. We just want to let this a really good experience and opportunity for dialogue for everyone.

Before we get started – and to accommodate those who are still logging in – we want to start by giving you a very brief update from the Able Trust.

Currently, 100% of Able Trust staff are working remotely. Because our interactions with you all are usually remote in nature anyway, we hope to be one of the areas in your life that doesn't change too much right now!

We are currently assessing what we have to offer you other than grant support. We are creating content to be of benefit and trying to be extra efficient in our work with you. That assessment is a lot of what lead to us create Talk Time – so we can talk about what's going on in your world right now.

If all goes well today, we expect to host future Talk Times to continue to support your work in our new world as well as generate discussion around employment for PWD as a whole.

We definitely believe it is important to maintain human connections in a virtual world. So, we hope to keep the dialogue open and provide ways for you to connect with your peers around the state.

At the end of the webinar, we will follow-up with a survey and we have plans to make today's Talk Time available and we encourage you to share with others.

OK, let's get started by taking a quick pulse of who has joined us, who is in the room.

I appreciate everyone who – if you haven't yet, please introduce yourself on the Q & A, let us know who you are and the organization you are with, but we have a poll to make this also happen, we are going to take an overview of who is here.

This is going to be a rapid succession of surveys, so answer as quickly as you can. We're only going to take a couple of minutes to do all of the surveys just to get a pulse of who is here.

[Poll Activity, Crum speaking] Starting off with organization type. If you don't see a category that fits you, please let us know what we missed in the questions and answers box. We definitely want to know that you're here. So who is here?
[Poll was a live feature and not captured on screen]

Poll Ends and Answers are briefly summarized: We have majority of our community organizations that include employment placement services and so this makes great sense, most of you that are on the call are grantees and so we're really glad that you're here we have a few other people that are in a little bit different settings, and so we'll look at that.

Slide 5:



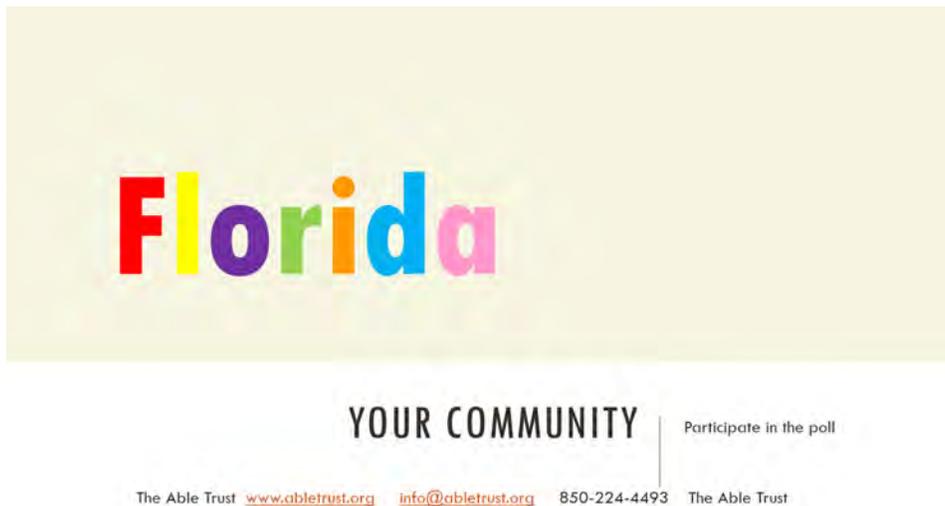
WE ARE SO GLAD YOU ARE HERE
NOW EXACTLY, WHO IS HERE?

Participate in the poll

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[Next Poll Activity, Crum speaking] What type of setting are you working in? Urban, Suburban, Combination? You might be in large catchment area or predominantly rural.

Slide 6:



Florida

YOUR COMMUNITY

Participate in the poll

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Poll Ends and Answers are briefly summarized: So a lot of you are in large areas so you're really responsible for a large catchment area so that's really important because that means you're going to have a lot of balls that you're juggling, lot of plates up in the air, so that's very interesting, and certainly urban, suburban areas but we do have some rural counties as well. Florida is a really diverse area.

So we have another slide and another poll.

Slide 7 :



WHAT IS THE TEMPERATURE?

Participate in the poll

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POLL, Guenevere Crum speaking: How is your current climate affecting consumer services? Not affected? Having even more interaction with consumers? Or is it less? Or your still adjusting? Isn't that a lovely shot of the beach? We are all ready to be back there and we will be after our unusual times.

Poll Ends and Answers are briefly summarized: Definitely less interaction is happening with consumers. I'm sure it's a point everyone is reflecting on and figuring out ways how to adjust to that and meet that need because we know it's still a need.

Final Poll to Assess Who is on the Webinar: How is our current climate affecting your employer outreach and services in general? More interaction with employers? Is it less? Are you still adjusting?

Poll Ends and Answers are briefly summarized: Definitely less interactions are happening with employers. That is something to keep on the radar. How do we navigate that obstacle? And it's certainly understandable. But how do we keep the conversation for disability and inclusion in play as we move forward this month and next month.

Slide 8:

DISCUSSION CHOICES — CHOOSE WHERE TO START

Remote

What does successful remote working look like personally? How do you deliver services interacting with clients remotely? What is effective?

Crisis

My org has a crisis plan in action & I am balancing new or additional duties. Priorities have shifted! How to support clients in crisis during a crisis?

Connections

Are community resources available? How do I find new resources, make new connections in a time of crisis? How do I keep in connection with clients? With partners?

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So, moving forward, these are the topic areas that we have suggested for discussion today (Remote nature of your work, Current crisis issues, and Connections). We will be launching a poll in just a moment, a final poll, to select one of these three topics you would most like to start today's discussion.

Do you want to focus discussion on the **new remote nature of your work** which includes challenges related to working personally remote work and any great innovations your organization has discovered through remote work?

Or would you like to start our talk around the **current crisis issues** which includes how you are balancing new and additional duties related to the crisis and how you are able to support clients who may be in crisis during the crisis?

Or we can start on a discussion around **Connections** which include community resources, finding or creating new resources to meet the needs that your seeing, as well as keeping existing connections with clients and partners?

So, those are our three choices. Give that a thought. What are you most interested in talking about today? That is where we'll start our conversation.

We are excited to learn from all of you – and help you learn from each other. So, identifying the right topic is the first order of business. Remember, if you don't vote here, you get whatever everyone else wants to hear about. Make sure that your voice is heard.

[Poll is taken, Allison Chase announces it a tie.]

Guenevere Crum: So we are going to start our conversation about **remote working** and about **connections**. Excellent choices and we have a tie so that means equal opportunities.

Slide 9:

REMOTE

What does successful remote working look like personally?
How do you deliver services interacting with clients remotely?
What is effective?



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Remote Working - So let's open it up, move to the next slide, which is about remote working to start talking about what you're doing and what you want to share and what questions you might have with your peers. So remember, if we all only ask questions and don't share the things that you're doing, or that we plan to do, then we will end our discussion with a ton of questions, and no answers so it's really important that you share not just your questions. But what steps you're taking and where you're at in addressing our new world and all the challenges that are there. So by sharing your thoughts with your peers around the state, and giving them a chance to share some of their approaches with you we can learn together. We have quite a few people on the call so when Allison recognizes you and then you come off of mute, Start with your name, your organization, and then share for about two minutes at a time so we can get a chance to get around to everyone that is there.

Chase: So we need somebody to volunteer to go first. If you want to talk make sure you click on the raise your hand sign and I will bring you off of mute. Oh, here we go! I am going to invite Vada Jackson.

Vada Jackson: Hi, I'm Vada Jackson I'm with the Center for the Visually Impaired, and what we have been doing or what I have been doing is, I've been working by telephone with my clients. We have been continuing to do some online job

searching with some of them. With many of the things that they have discussed with me that they are not necessarily comfortable with considering anything where they might have to get out and you know they want to continue the social distancing that they're not wanting interviews or anything like that so we've also been working on topics such as refining some of their interviewing skills. We've been working on refining what we would call the elevator speech if they ever get an opportunity to talk with an employer, how they can present themselves and what their skills are and so on, and how to discuss their disabilities. And that so far seems to be working with most of my clients. I've had a couple of them who've asked to be placed on hold until we get through this emergency and then they want to resume their services.

Guenevere Crum: Right, that's a great share, thank you so much. It was a great time to have that discussion about how to disclose a disability, when is the appropriate time arises. And some of that language around that and getting people more comfortable and, and that's certainly a discussion that can be led over the phone. Thank you.

Allison Chase: I am going to invite William McKeever to join us now.

William McKeever: Hi! My name is William McKeever from the Academy of Glengary. We're a clubhouse program for adults with mental health diagnosis in Sarasota. One thing, well two vehicles to stay connected to our community are: One is a private instant messenger called Slack, which is free for smaller organizations unless you use up a lot of storage space so it's been highly useful for us, for our members and staff to communicate together and share. It's really I think helped reduce the isolation that some of our members are feeling. And the other we've been doing our team vocational training meetings on is Zoom. And that's also worked out well. The previous caller also mentioned kind of some interview prep and some vocational training that we're able to do in a group setting over Zoom. So those two vehicles have worked really well for us. Our challenge has been, you know, we didn't have a lot of ramp up time so some of our members don't have the technology at home, either the phone or the internet access to use either of those vehicles. So that's, that's been our challenge so I don't know if anybody has any suggestions on resources that might be available for folks. You know, for us to do some purchasing around both Wi-Fi or, or internet access, or actually equipment phones or computers but that's what we've been doing. And by and large, I think it's been working well for the members that have that kind of access.

Guenevere Crum: Thank you, William so much. Yes. And if someone has an idea around that technology response you can enter that into the Q&A. You can also address it if you have your hand raised and you're called upon so think of suggestions there for William around that technology connection with consumers who don't have that that are in the community that need attention. So thank you William so much, great to have you on the call.

Allison Chase: Okay, I am going to invite Susan Morantes to join us.

Susan Morantes: Hi! This is great, I wanted to talk a little bit what we are doing. I'm Susan Morantes from the Dan Marino Foundation and we have Marino campus which is a post-secondary school for young adults with autism and other developmental disabilities and so we teach industry certifications social skills, employability skills, and then they also do internships. Obviously right now our struggle is to find the internships and how that's going to work a little bit later on you know we see obviously delaying that process, unless we can do some things online but the students right now are doing very well with Zoom and Slack. They've got their classes every day. We've had a few technical glitches but more or less that's worked out pretty well. What we did as far as with the computers we were fortunate to have some computers now that we could loan them to work for those students that don't have it. So early on, it was delivered to them, and I'm not sure but I believe that Comcast and possibly AT&T are offering some kind of free Wi-Fi services. I don't know specifically about that but I believe that was something we did resource for our students. The other thing that we did as well, is our virtual interactive training agent, which is called ViTA, and it's using avatars to practice interviewing skills. We have just got that where we're getting ready to release that online. So any of the employment agencies or you know employment support personnel that are working with people virtually, it may be something that they'd want to be

able to access so my suggestion with that is just to let me know. My email is smorantes@danmarinofoundation.org or ask Guenevere, she knows us very well, and I'll see how I can connect you to that, access that.

Guenevere Crum: That'd be a great resource for folks, because it's certainly a remote system that really lends itself to that capability and you all had really been working on making that available on that broader spectrum so that's really great Susan. Thank you. And yes I can, I can push that out and William we also had a response from Jody Ellis saying that the local library in their area was lending out technology equipment, such as laptops so that might also be a resource. And even if your local library is closed there still might be a point person in the local government that might be able to assist with getting that so that might be another way to track that down.

Allison Chase: I am going to invite Karenne Levy and also I saw she put a note in the Q&A that Spectrum is offering 60 days of internet access for free so maybe she can tell us a little more about that.

[Karenne Levy has technical difficulties]

Allison Chase: I am going to invite Whitney Michielssen to speak.

Whitney Michielssen: I'm Whitney I work with Best Buddies Florida in our jobs department and we've been doing a lot of remote check in with our participants, and our employers, usually over the phone. They're all very tech savvy already so text messaging even sometimes works really well. But what we've been working on as a team is delivering services and webinars and virtual trainings for our participants who might be at home during this time, and trying to help them keep their skills fresh. So we've been developing those this week we had our first test run on Monday and it went really well we had a lot of participation. And so this week we're working out the kinks and we'll be rolling out 14 virtual trainings for our employment consultants to use throughout the state and kind of target where the participant is in the job search process so if they're just beginning to search for their jobs, they'll be doing resume building, interview skills, things like that and then if they've been in a job for a while we're going to fine tune their skills and focus on appropriate workplace conversations, advancing your career and things like that.

Guenevere Crum: How long are these trainings?

Whitney Michielssen: We decided to shorten them down. We found that in our test run the first one was a little bit long and so you really can kind of keep the attention at about a 30 minute window so that's what our goal is.

Guenevere Crum: Are there going to be multiples of these in different locations? Or a series in each location?

Whitney Michielssen: I can only speak for Orlando. We have a schedule put together for the 14, we're offering about two a week. But the other areas are going to target their areas depending on what they feel their participants need as well so they're available, and then we're just kind of rolling them out based on need.

Guenevere Crum: Okay, that sounds really good. Nice content.

Allison Chase: So we are going to give Karenne a try again. Rita instead, from the same organization, MacDonald Training Center in Tampa.

Rita Hattab: I think you might hear me now? Oh that is wonderful, I feel like one of those commercials! Karenne has been having issues but you know that she's right on top of all of this. She's had our online learning and perhaps about 50% of our staff are working already remotely but the most exciting part is that we launched our online certificate based education on Monday. And every time I find that this situation is, is taking me down. I just look at some of these little videos I'm seeing from the students who were so happy to be with their teachers and proceeding down the path to employment that they chose. We want to expand this, more particularly the CLA certification that we're offering, which is Certified Logistics Associate training that we think might be really helpful for some folks getting these warehouse jobs in Amazon that seems to be bursting, so I know Karenne wanted to talk about that and she wanted to also talk about

you know, how best do we serve people in employment settings now given that we cannot interact the way we used to be able to since everything is so constrained. I am no Karenne but those are some of the things she wanted to cover.

Guenevere Crum: I think you brought up a really good point there -The really good feedback from Rita was as you're moving forward to these trainings your collecting the positives. So you're still interacting and she's still able to provide some services and when she's feeling low she's going back to those real time success stories and videos and shares from the students that are still able to pursue some of their goals and if you're keeping those close and when things are not necessarily easy time to get a job, but if you think about what is going well, and keep your goals close, then you'll be moving forward. Also virtual learning can continue on and Susan talked about that and Best Buddies was talking about that so that's really important.

[Slide 10, skipped topic wasn't selected through the group poll]

Moving on to next topic, Slide 11:



CONNECTIONS

Are community resources available?

How do I find new resources, make new connections in a time of crisis?

How do I keep in connection with clients? With partners?

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The slide features a network diagram of colorful human figures connected by dashed lines, forming a complex web of relationships. The figures are in various colors including blue, green, yellow, and purple. The diagram is positioned to the right of the text on the slide.

Guenevere Crum: Looking at the callers, April Santos I know there is a lot going on in Jacksonville and we will be calling on you and Jody Ellis as well, there is a lot happening in Broward.

Connections: It's really important as we move forward to keep our connections going in the community. Folks may be harder to get ahold of, but you may also find that they might be easier to get ahold of so as they move through with what their doing they may actually have some more time for you to discuss. Asking somebody in human resources, right now for position openings or things like that may not be the right ask but how do you have a conversation with them that starts to open up the door: "What do you see coming up?", "What are ways that we can support your business?", "What are maybe some of the upcoming issues that your organization might have when they do come back online?", "What are some of the positions that you might be able to forecast for the future and how can we best prepare some of the folks that were interacting with to be of assistance?" So, there are new ways that we're going to be making connections, but we also need to keep the connection with clients and partners. And I know that Debra Webb down in Miami has done a lot with this. I think we might have April on the line. Could you share something about working remotely or connections in the community and all that you all are doing in Jacksonville to keep that going? (April had technical difficulties and unable to continue.)

Allison: Someone just raised their hand, Georgina, Let's recognize her.

Georgiana Tynes: I'm on the call as well as Mike and Ginger from Lighthouse Central Florida, and we've been also working 100% remotely, providing instructional services using either Skype and other digital learning platforms. And so,

services are continuing. We are making it work. And I know I have some other, like I said colleagues that might want to also add in as well.

Guenevere Crum: So I just want to ask you all a few questions about your connections. Have you been able to connect with new community resources? Transportation options? How is that going? There are still some people that are working and there's some hiring that's even still happening. We've heard a lot about Amazon and about Publix. And how do you navigate that with your consumers and your clients that you're working with? How do you know, how to help them decide whether or not they're in a high risk category to continue working or whether they feel good about working? So those are all interesting questions, as people move forward in these next couple of weeks for those that are working and there are a few businesses that are open and some that are even hiring more. What does it look like to support somebody on the job that may be working during kind of an essential services only crisis response? And so helping a lot of our clients move through that space is difficult. So Jody, I see your hand has raised. [Jody has technical difficulties]. Allison do you want to go onto the next slide because it lends to the conversation as well.

Slide 12:

RESOURCES

The most complete list of information for Central Florida and some national resources on COVID-19 Resources for Nonprofit Organizations is on **The Edyth Bush Institute for Philanthropy & Nonprofit Leadership** at Rollins College <https://ebi.rollins.edu/page/covid19resources>

Community Foundation of Tampa <https://cftampabay.org/response/>

Miami Foundation <https://miamifoundation.org/covid19response>

Community Foundation of Southwest Florida <https://floridacommunity.com/swfrelief/>

Community Foundation of the Florida Keys <https://cffk.org/cffk-provides-30000-to-aid-immediate-covid-19-relief/>

Northeast Florida counties <https://unitedwaynefl.org/give/relief-fund/>

Foundation for a Healthy St. Pete <https://healthystpete.foundation/covid-19/>

HELPLINE - Florida Blue has partnered with New Directions Behavioral Health to offer a free bilingual helpline to assist all Floridians with the stress they may feel during the COVID-19 health crisis. The toll-free helpline connects individuals with specially trained behavioral health counselors who can assist anyone experiencing feelings of stress, anxiety, trauma and grief due to the health crisis. **24-Hour Toll-Free Helpline Free Bilingual Emotional Support 833-848-1762** You don't have to be a member to access this! https://www.floridablue.com/blog/support-line?utm_source=FBPAGE&utm_medium=Florida+Blue&utm_campaign=Coronavirus

Vocational Rehabilitation Counselors are still working & meeting with clients, reach out! Don't forget **virtual career fairs** that CareerSource might be hosting in your area.

So these are some of the resources that we have found around the state of Florida that may be of assistance to you all. The Edyth Bush Institute for Philanthropy and Nonprofit Leadership at Rollins College, they have a tremendous amount of resources that are on that page, and they are both -It's a wide segment of Central Florida that they're really looking at, but also on a national perspective so there's some really big picture, national federal responses that they have really explained there, but also a lot of resources for Central Florida. So I really encourage you to make use of that. And then we have a lot of community foundations in different corners of Florida that are really moving forward with some responses and some grants in their local area. And so even if you haven't received funds from one of these organizations, it would be really important to connect with them. Because you might be eligible for a grant from them in one of their fund categories even if you don't have a past history. What they all have in common, are community surveys that are there. And that will give you an opportunity to list some of the needs that you're seeing in particular for that community. And then they take a look at your responses and try to match you up to a fund that might be able to meet your needs. So connect with your local community resources. There is also a helpline. Florida Blue has partnered with New Directions Behavioral Health. And this is a statewide hotline. You do not have to be a member of Florida Blue to access this, but they have somebody that can work with you to really talk through the crisis. It's a bilingual toll free helpline. I believe is 24/7, and they can help you kind of walk through the feelings of stress and anxiety, and grief. There's grief that comes in a lot of different forms and that can also come from losing your job, and can really help both you and your fellow co-workers but also any of the clients that you're interacting with. And Vocation Rehabilitation counselors are still working and reaching and working with clients in a remote setting so they should reach out and you should reach out. Keep those connections going, you may have to leave a message or an email, you may have to set up a time to have a conversation on the phone, but VR is still working. And there are virtual career fairs that are happening

around the state. CareerSource is leading a lot of those. Some of the United Ways are also working on these. So, it's important to reach out to those different organizations.

Allison Chase: Lets give Jody one more try and see if that works.

Jody Ellis: Hi everyone. So the resource list that you guys have on this slide is great and we have tapped into that. I work for Arc Broward and we're in southeast Florida, primarily in Broward County. And we do have a local CareerSource virtual career fair coming up at the end of this week that we're connecting our individuals with. And I think that's kind of the point that I wanted to make is I, I really feel that our partners, whether they be funding partners or other community service organizations, everyone has done such a great job with developing resources and bringing information together. And that really has been our key is really just to connect those that we're working with to these resources that already exist in our area so we have found other resources even through Children's Services Council. They're putting out information that applies to the adults that we serve as well. And I wanted to just mention that we have seen from, it's from the National Disability Institute, it's been going around from our Children's Services Council, as well as NDI and it's a brief or information resource list about promoting financial resiliency for people with disabilities during COVID-19. So that was just something that we are just disseminating just yesterday and today actually. So those are just some of the resources that we're building into. Really in terms of connecting with employers or individual right now we're just exploring and investigating which platform works best for which entity. So some of the folks that we serve we're really communicating solely by phone, and text, but others who either have the technology or technical assistance available to access the technology we're trying to use, whether it be FaceTime or Skype or Duo or Remind app is another app that we're using. We're not able to use it across the board because it just depends, we have to make sure that the receiver can also use the same system that we're using. So we're really using quite a variety of different tools to make those connections with our different stakeholders.

Guenevere Crum: Oh that's really great Jody, could you send me that link to the financial resiliency that you were speaking of and then we can add it to that resource page and we can share it out, that'd be really wonderful. That is really important. And you talked about the different resources from your children's councils. Those are really good and there are a variety of different organizations around the state that have really banded together to bring resources to people and children's councils, and oftentimes your children council will go up to the age of 18, or even 22. And there may be some information that is crossover, it's age neutral so tap into those resources as well. Thank you.

Allison Chase: So Karenne Levy has given me her phone number and I am going to try to pull her off of mute.

Krista Wright: Hi, this is Krista Wright, I'm speaking for Karenne. Sorry, I joined by the phone and I tried to get in earlier. So a couple of things that we found really useful as far as, you know, getting into contact with the people that we work with, and the students, is we've utilized Google classrooms, which is nice because you can do Google Hangout, you can upload any presentation slides that you may have, you can do chat rooms, and you can do video classes. So it's a really nice platform that allows you to do multiple things. And it just requires a Google email. So, so that's been something that our students have really enjoyed. The other thing that we found useful is for those who may have a little bit more difficulty with working on a computer, developing a YouTube channel. And all of this is free so with the YouTube channel we've been able to, you know, either create our own videos or upload videos to that channel and, you know, almost everybody has a phone or a smart TV or laptop, maybe, but those YouTube videos can, you know, can have content that relates to either, you know, professional attire, or job searching for jobs or, you know, even job skills related kind of teaching moments. So that's been really helpful for us to continue to stay engage with our students, and just touch base with them even if it's just you know once a day just to kind of let them know that, you know, we're in this together and that they still have that community interaction and, you know, there's still forward movement to achieving their goals and you know they're connected in some kind of way. So I don't know if that is helpful or not but it's something that we found to be useful.

Guenevere Crum: That's a really great idea. Is that a closed YouTube channel or is it available?

Krista Wright: No, it's available. I can send you the link or I can get that information to you.

Guenevere Crum: And you're from the MacDonald Training Center. So people can Google up that MacDonald Training Center off the YouTube channel?

Krista Wright: I can find out, but I think right now at the moment we are working with our art videos, with the certificate programs we really have focused on Google classroom, and you know we do utilize Zoom meetings as well but for the most part it's been within Google. And as I mentioned you know just kind of transferring our curriculum downloading the PowerPoint presentation for each area you know we have the IC3 and the Microsoft and the CLA as Rita mentioned earlier. So, and then also a huge portion of the online classroom is soft skills. So with the Google Classroom it's almost like you can create like a MacDonald Training Center classroom with individual classes or subject matters really, that are taught by, you know, separate staff members. And so with the soft skills that's really going and diving into, you know, appropriate work conversations, interpersonal relationships, conflict resolution, all of those types of things. So it's kind of a balance that the students are able to get and, you know, we've really just tried to maintain the same schedule that they have when they are at MTC in person. So it kind of makes things a little bit easier.

Guenevere Crum: Great, thank you so much. Super.

Krista Wright: So I'll definitely send you that link.

Guenevere Crum: Thank you. Allison lets call on Jessica Franchi-Alfaro. Jessica I'm going to call you, I really wanted you to talk about, I know you all are still looking at it, but how the discussion goes about having internships that are remote, what does that look like? What are some of the early discussions that you might have had around that? If you're able to come off of mute and talk a little bit about that.

Jessica Franchi-Alfaro: Yes, I'm from Miami Dade College. To be frank, we've basically worked on taking our departments fully online for the last two weeks. And so I think this week has really been the opportunity to have these conversations again and connect with the sites where we have placed students. So basically, Miami Dade College just piloted an on campus internship program for the students that we are serving through The Able Trust. And so, to be honest what we have found is that it's been very challenging for departments to even come up with remote work for their part time staff members. So it's been an additional challenge to try to find remote work for the interns that we have placed in their departments. Luckily, there are some departments that are able to facilitate remote work. But then there are some that have not been able to find anything for the interns to do and they've asked if the interns can return in the summer, which is a good thing but we did want to give them some kind of an experience. So what I would like to do at this point is possibly make sure that the remote internships are set up, and then give students who were originally in placement, an opportunity to maybe complete some training online that would still be part of an internship process, right, so more of like that continuing education piece on career readiness, so that they don't miss out on everything that they could have gotten from an internship for the spring semester, as it is I think that everybody's going through a difficult time change and transition to fully online courses. And I do anticipate everyone's technology needs or needs are met, for the most part because MDC has been giving out laptops as loners to all of our students we've had three different pick up days. And so that's been pretty successful, and I anticipate technology won't be a challenge now that all of that is in place and now we are ready to look at how we can take it online for those students who unfortunately had their internships cut because of our remote work environment.

Guenevere Crum: Right. And I think going forward when we look at developing job placements I think this is just the start of having that conversation of what it looks like to work remotely, whether that's an internship or job placement and I think as we move forward, there will be opportunities to develop internships that might be remote in nature, this is probably just the beginning of really having that conversation and seeing what works for everybody and making this

an area that perhaps can be more in development on purpose as we move forward and developing different options for people to achieve employment. So it'll be interesting and this early work that you're doing, even though through its crisis, I think is going to really mark some, some ability there so that'll be really exciting to see.

Jessica Franchi-Alfaro: And I do think that, just to add one final thought, I do think because everything is becoming more automated not really by choice right because we're being thrust into this new reality. I think that there will be a lot more opportunities for remote work that will develop from this time once everything's even like settled. And I think that students will benefit from learning how to navigate that as you mentioned, for future work opportunities.

Guenevere Crum: Right, well, certainly the one thing, this has taught us all is how to be flexible and to adjust as we move forward so it's been some adjust and skill building. We maybe we're not really ready for but there we are, we're right in the thick of it. Thank you, Jessica.

So I think we are going on to the next slide there Allison.

Slide 13

FINAL THOUGHTS

What has this situation brought to your organization that is positive?

How are you capturing these angles?

How are you sharing these new nuggets of knowledge?



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As you grow in this space of operating remotely take note of the things that might be working well. And there's a heightened focus right now around communication with our partners, our resources, employers; have you connected now with someone that has been difficult to get on the phone? Have you taken the time to expand your own communication skills? We've talked a little bit today about how to expand our student's ability to interact better. Are we doing the same for ourselves, that we can all be better in the jobs that we're doing? So take note of what is working well and when things are winding down and you might be back in your own office, you know these new skills are going to show up there, so it's going to be really important to capture the things that have gone well. We tend to think of this as, as a more stressful time where a lot of things aren't going right but there are some things that we want to capture that are positive from this.

Next slide: Final Thoughts

We are thankful for each of you today for the time and support you have given your fellow peers in discussion.

We look forward to receiving your emails with resources you have discovered.

We will continue to share information with all of you.

THANK YOU



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With that we're going to wind down our Talk Time. Please know that all of us at The Able Trust are here for you so please reach out if you need to talk. I've talked with many of you over the last two weeks, either by phone or by email and it's really been a pleasure to hear about what you're tackling and have the opportunity to brainstorm different solutions and I really appreciate that. We want to continue to have conversations around how to support employment and to meet the grant goals, many of you have grants, as closely as possible and if there has to be something different and what does that look like and what new layer can we add to this that's really positive for everybody. We're really happy to create this space for you to share and learn more from each other, and you're definitely going to hear more from us and please use this as a resource. Thank you so much for joining us. It's been a really great conversation. After this webinar closes you'll receive a link to a super short survey. Please take a moment to give us some feedback and additionally that slide of resources that you saw is also listed after that survey. This has been our very first Talk Time so your feedbacks are really important to us as we move forward and develop these for you so, other subjects that you would like to hear about we want to hear from you all. So Allison and I and everyone at The Able Trust say goodbye for now but we wish you health and safety and thank you so much for joining us. We really do appreciate it. Stay safe all.