



SKILLS . JOBS . CAREERS

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JVS Boston's Remote Service Delivery

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JVS Boston Services

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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



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Emergency Response: Moving JVS Services Online

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Technologies Explored:

- Google classroom
- WhatsApp
- Viber
- Microsoft Teams
- YouTube Videos
- Google voice
- Google text
- Google hangouts
- Zoom
- Kahoot



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Finding a New Normal

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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



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Employment in the Time of COVID-19

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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



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Permanent Changes

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Hybrid
instructional
models

Clients'
access to
technology

Talent
Match
Portal

Virtual
coaching