



Evolving to the Future Using Pandemic Best Practices

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Agenda

- Introduction
- State SNAP E&T Program Intro & Discussion
- Q&A
- Partner Program Intro & Discussion
- Q&A
- General Q&A
- Close

Pandemic Impact and Response

- Onset of Public Health Emergency (PHE) – March 2020
 - Shut-downs, quarantines, and social distancing
 - 43% drop in participation
- Families First Coronavirus Response Act (FFCRA) – suspension of Work Requirements and Able-Bodied Adults Without Dependents (ABAWD) Time Limit along with other flexibilities
- 73% of partners/providers in the Mid-Atlantic continued operations
- FNS provided funds for Lap Top Loaner Programs (LTLP)
 - 13 States received \$35K each to start or support existing LTLP

Coming Out of COVID

- Continued support for Lap Top Loaner programs
- Video conferencing – meetings, site visits, and on-boarding
- Virtual and hybrid activities/events
- Focus on equity
- Re-engaging partners
- Increasing participation and enhancing outcomes

State Panel

- **Bridgette Acklin**, Program Manager
SNAP E&T Program
DC Department of Human Services
- **Melissa Moody**, Manager
Office of Program Operations
NJ Department of Human Services
- **Ahmad S. McDougle**, MPA, Assistant Director
Office of Transitional Workforce Strategies
NJ Department of Labor and Workforce Development



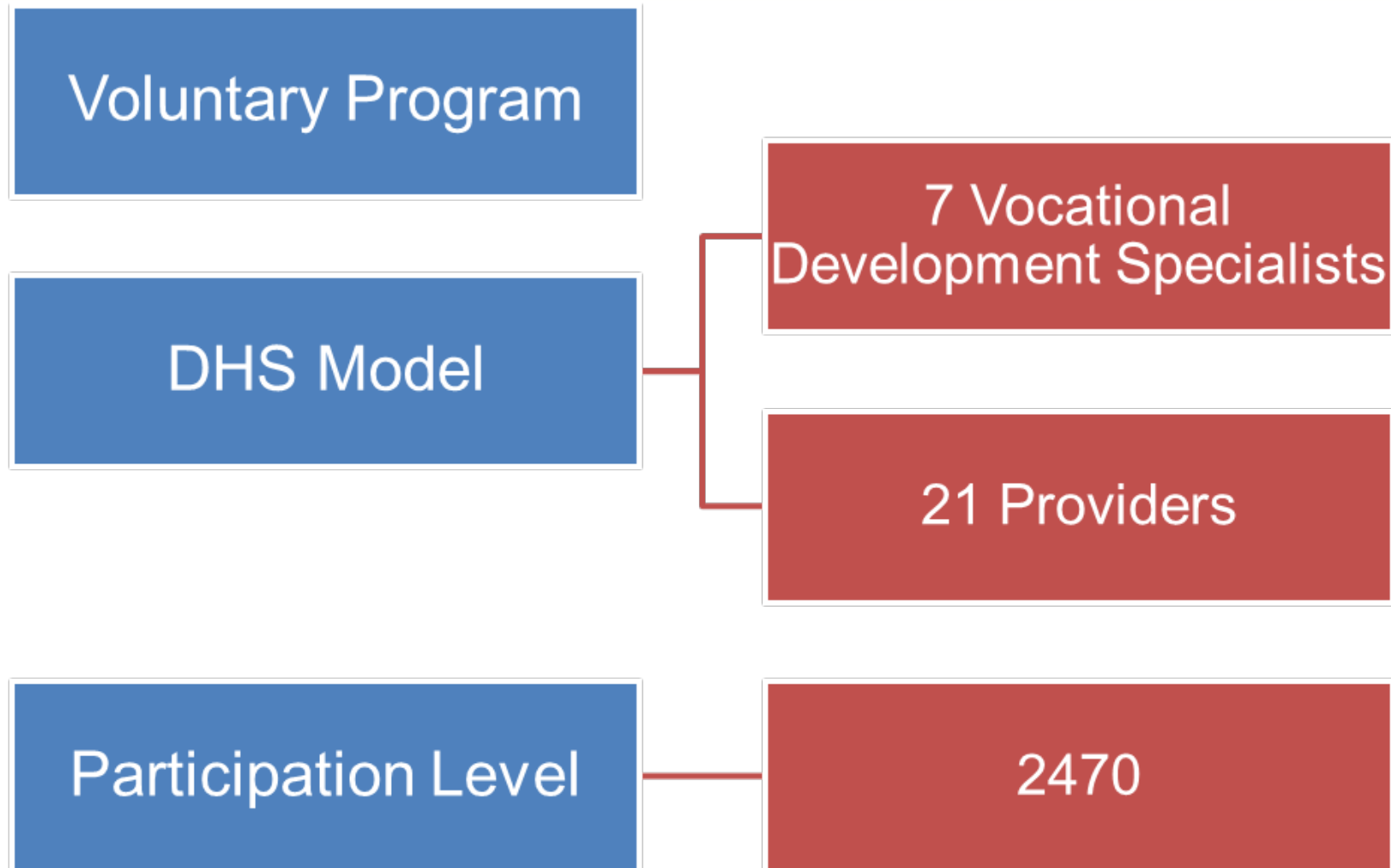
The District of Columbia

DC: Mission and Vision

- The District of Columbia's Department of Human Services (DHS) Economic Security Administration (ESA) SNAP Employment and Training (E&T) program advances our agency's mission to empower every District resident to reach their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services.
- DHS's SNAP E&T program offers an appealing and effective set of services that help participants achieve their career goals and improve their well-being.



DC: Overview of SNAP E&T



DC: Pre-Pandemic Practices

- In-office Orientation and Appointments
- Computer Lab Resources
- American Job Center Co-location Model

DC: Post-Pandemic Practices

Virtual Orientation &
Hybrid Appointment
Options

Laptop Loaner Program

OCTO Chromebook
Give-away

Online Participant
Reimbursements

American Job Centers
Direct Linkage

Mobile Application

DC: Lessons Learned



CUSTOMER
FEEDBACK



PARTNERSHIP
SUPPORT



ITERATIVE
DESIGN



AGILE
ENVIRONMENT
CREATION



New Jersey

NJ: Mission & Vision

Mission

NJ SNAP E&T endeavors to provide leadership, funding, resources, education and training opportunities that support New Jersey's workforce system in a manner that effectively facilitates access to meaningful employment and workforce solutions for SNAP recipients.

Vision

We see ourselves as the conduit between employers and a skilled workforce comprised of disadvantaged people, who seek opportunities for self-improvement and economic stability/sustainability. It is our responsibility to help clients establish and align their employment goals with labor market trends and occupations that are in demand. We are dually tasked with engaging employers to understand labor market needs and present the program participants pathways to employment.



NJ: SNAP E&T Roles and Responsibilities

Department of Human Services

Determines program eligibility and work registration requirements for all programs including SNAP, Temporary Assistance for Needy Families (TANF), and General Assistance (GA).

Department of Labor and Workforce Development

Administers, designs, implements, and operates all workforce programs, activities, and initiatives.

- Federal law, as implemented by a 2004 state agency reorganization plan, consolidated responsibility and authority for all employment-directed and workforce development activities from the NJ Department of Human Services (DHS) to the NJ Department of Labor and Workforce Development (NJDOLWD).
- Since 2004, DHS has had a formal agreement through a Memorandum of Understanding (MOU) with NJDOLWD to provide a full range of employment and job readiness activities in the Work First New Jersey (WFNJ), SNAP, and Child Support programs.



NJ: SNAP E&T Program Operations

Pre-Covid-19

- Mandatory SNAP E&T Program
- As of October 2019, NJ contained close to 33,000 mandatory work registrants
- 18 Workforce Development Boards (WDB) servicing all participants

Now

- Voluntary E&T Program as of October 2021
- In FY21, close to 4,000 individual participated in the program
- 3 new third-party providers in addition to the WDBs
- NJ facilitates development of laptop loaner programs at local level
- Network of WDBs partner with local Community Based Organizations (CBO) to engage clients

NJ: SNAP E&T Initial Response

- Shift in messaging from participation being an “obligation” to “added benefit and opportunity”
- Joint messaging and technical assistance from NJDOLWD and NJDHS to partner agencies regarding voluntary engagement, including:
 - a) Engagement outside of the typically required hours
 - b) Expanded thinking regarding participant reimbursements
 - c) Covid-19 related barriers and securing activities that still allow for engagement
- Immediate and wide-ranging sharp increase in Virtual Activity offerings
- NJDOL Procured and Implemented the virtual learning (training) platform, Metrix learning

NJ: SNAP E&T Best Practices

- Increased strategic outreach and education effort to draw the target population in and inform them of the available services
- Broadened partnership with CBOs to improve visibility and engagement
- Leveraging department-wide resources to present unique opportunities for the customers:
 - a) Job fairs
 - b) Fidelity Bonding
 - c) Work Opportunity Tax Credits
 - d) OJTs
 - e) Apprenticeships opportunities

NJ: SNAP E&T Best Practices

- NJDOLWD and NJDHS encouraged the WDBs to broaden the network of Training Providers
- NJDOLWD and NJDHS significantly increased coordination to leverage diverse and broad expertise to develop comprehensive, innovative, and well-conceived solutions to our systemic challenges;
- Closer and more frequent coordination led to more rapid implementation of solutions due to reaching mutual agreement on the front end rather than the back end.

Partner Panel

- **Dr. Sharon Morgenthaler**, Head of Programs
Byte Back
- **Elena Rosenblum**, Vice President
Union Kitchen

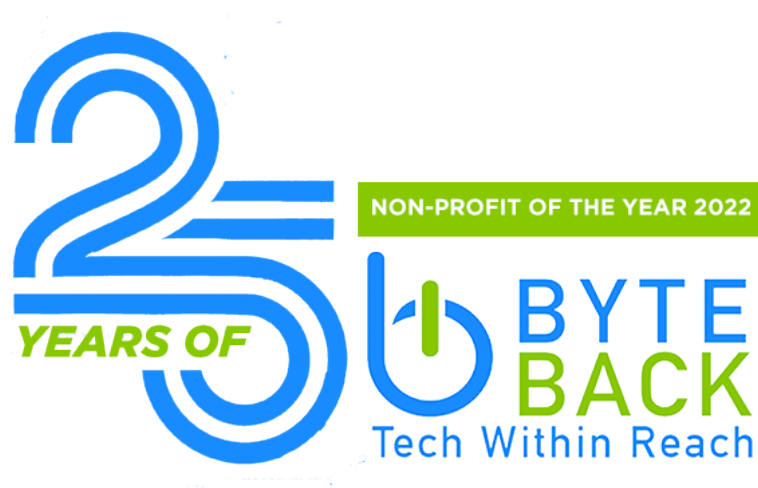


Byte Back

Byte Back: Mission/Vision

To close the digital divide by providing under-resourced communities an equitable pathway into the digital economy.

We achieve this through transformative digital advocacy, digital literacy, and tech certification training.



Byte Back: Types of E&T Services

- IT trainings catered to multiple learning levels
- Professional development trainings that prepare for the application process and provide skills for an office setting
- Career mentor programs
- Continuing education opportunities
- Free and reduced cost computer equipment
- In-house support to identify resources/services related to housing, food, childcare, etc.
- Partnerships with community partners and government service providers

Byte Back: Annual Participation

- Provides in-person and virtual training to 600+ participants annually
- Meets scholars where and “when” they are, offering trainings in a variety of locations and at different times of day.
- One-hour webinars, one-day workshops, one-week boot camps, and multi-week courses.
- Over 95% of scholars report improved skills AND high instructor satisfaction, and over 90% recommend our courses to friends and family.

Byte Back: Employer Partners

- Earth Optics
- Guardian Life Insurance
- WildTech
- Catalyte
- designData
- Bread for the City
- ECS
- Carefirst
- PG County Dept. of Health
- Apex Systems
- DMI
- TDB Communications
- Medifast
- TEK Systems
- Verizon
- Salmon Group
- AIS
- And many more

Byte Back: Pandemic Response

- Multiple instructor workshops on virtual instruction
- Transition from mostly in-person classes to entirely virtual classes
- Safety protocols (e.g. temperature check, masks, cleaning work stations, etc.) for all office visitors
- Addition of new office communication tools like Slack and Zoom
- Development of new lessons for digital literacy classes related to online resources (e.g. telehealth, online banking, etc.)

Byte Back: Best Practices that Emerged

- Laptop loaner program
- Revised recruitment and enrollment processes
- Resources discussion during Day 1 orientation
- More frequent check-ins among faculty
- Mobile hotspot program
- In-home certification exams
- In-person Zoom trainings (for beginner scholars)
- Required in-class 1x1 meetings with instructors and scholars

Byte Back: Practices We Retained

- Loaner laptops distributed to scholars without home computer
- New lessons for digital literacy related to online resources made permanent
- Masks for all onsite personnel and guests required
- In-home certification exams continue to be allowed



Union Kitchen

About Union Kitchen

- We are a Food Business Accelerator. We build successful food businesses by empowering food founders with access to our Ecosystem, Roadmap, and Industry Expertise.
- We leverage our Ecosystem of Kitchen, Distribution, and Stores to cultivate local business growth and empower local DC residents to build a more resilient community with opportunities for growth.
- Union Kitchen's Career Development Program (UKCDP) started in 2015
- Mission: to place DC SNAP eligible residents with gainful employment through career coaching and technical training
- Have increased our program participation by 10x since our inception
- Employer partners - our member businesses in our Ecosystem, and Union Kitchen



UKCDP Overview

- Resume Building
- Job Searching and Jobs Directory
- Certifications
- Cover Letter
- Interview Preparation
- Workshops
- One-on-one Coaching

UKCDP: Pandemic Response

- Switched from in person to virtual workshops
- Implemented electronic communications, including PandaDoc for onboarding paperwork
- Had to temporarily pause CPR certifications as they were conducted in person
- Found a virtual CPR class to offer during the pandemic

UKCDP: Pandemic Takeaways

- Electronic communications - ease of communication with participants
 - Texting platform to automate communications and send custom SMS messages to participants, which became our most effective form of communication
- Electronic Jobs Directory
 - Updates 2x weekly

UKCDP: Program Now

- Resume Building
- Job Searching and Jobs Directory
- Certifications
- Cover Letter
- Apprenticeships
- Interview Preparation
- Weekly workshops (in person)
- One-on-one Coaching

Panel Contact Information

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