



Virtual Learning Course-Session 4
Resources Presentation Transcript
Thursday, 28 April 2022

Jennifer Steigerwald: Okay, so quite a few people on the call so we'll go ahead and get started, and welcome everyone to our fourth and final session in our virtual learning series. Today we're going to be discussing resources to hopefully round out some of the topics that we've discussed in our first three sessions.

So, my name is Jen Steigerwald and I'm one of the coaches on our NVTAC team, and you can reach both myself and the rest of our team at our joint email address listed here. It's contact@nvtac.org. So, for people who maybe aren't sure what NVTAC is or what we do, we like to just start off with a quick overview of the support that we can provide for grantees. And so, first and foremost we provide technical assistance to increase grantee's ability to establish and operate successful HVRP grants, and so this technical assistance is also always catered to the needs of the grantees. We support HVRP grantees throughout their period of performance to ensure that challenges they may face along the way are always resolved quickly.

We provide effective training and peer to peer learning opportunities that result in increased knowledge and adoption of innovative practices among HVRP programs nationwide. And it's very important to us to ensure that we're always discussing topics that are pertinent and relevant to our grantees. So, in addition to providing technical assistance to HVRP grantees, we also provide technical expertise to federal staff in order to assist in policy development and supportive program oversight and strategic planning for the future of HVRP and, lastly, we quantify grantee's customer satisfaction and share promising best practices and lessons learned.

So, this is an overview of what we're going to discuss today. So, we're going to start off by highlighting some resources based on populations. And we'll talk a bit about the NVTAC website, and then we have two fantastic guest speakers with us today. So first we have Brandon Webb from the National Veterans Training Institute or NVTI and then we also have Cynthia Forland, who will be discussing WorkforceGPS.

So now we're going to discuss resources that are available to you, based on the populations that you may be serving. And so, before we jump in, I just wanted to let you all know that all of these slides have links to the resources we will be discussing, and you'll have access to them once the slides from today's session are posted on the NVTAC website. So, the first population we're going to discuss are individuals experiencing homelessness and so we're not going to go through each resource individually on this list today, but I do encourage you to familiarize yourself with those you may not already know of after today's session. So, there are a few resources on this list that I wanted to make sure to highlight with you all, and so, first we have the VA supportive services for veteran families or SSVF Program. And so, there's a variety of services that an SSVF program can provide based on the needs of the veteran such as case management and supportive services rehousing to more suitable conditions or rapid rehousing services for veterans who are currently experiencing homelessness and would likely continue to remain homeless, if the assistance was not provided.

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And so next we have HUD-VASH, which is a collaborative program that pairs HUD's housing choice voucher or HCV rental assistance with VA case management and supportive service for homeless veterans. So, HUD-VASH services are designed to assist homeless veterans and their families and find and maintain permanent housing and also access health care, mental health treatment, substance use counseling and any other supports that are necessary, based on the client's needs. And one last note for this list would be the continuum of care program, which is designed to promote a community-wide effort and commitment to ending homelessness so COCs are great partnerships for HVRP



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Grantees. So, if you're not currently working with your local COC, I would recommend beginning by reaching out and seeing how you can get involved in the local process.

So next we're going to discuss general veteran support. So first here we have the National Veteran's Training Institute which you're going to hear much more about in a couple minutes from our wonderful guest speaker Brandon Webb. But this is a fantastic training resource for anyone who serves veterans, and we also have the DAV, which stands for disabled American veterans. And it's a nonprofit that provides a lifetime of support for veterans of all generations and their families, and so DAV services are offered at no cost to the veteran, or their families and DAV has over 1,200 chapters and more than 1 million members across the country. So, to find your local DAV office, you can visit their website.

So next we're going to discuss LGBTQ plus resources. An estimated 1 million veterans identify as lesbian, gay, bisexual, transgender, queer or beyond, LGBTQ plus. So, it's extremely important that all grantees have the proper resources to best serve this population. So, some of these resources were mentioned in our outreach by population experiencing homelessness session last week. But an extremely important resource for all grantees to be connected and familiar with for this population would be the VA's LGBTQ plus veteran care coordinator and every VA health care system has a designated LGBTQ plus veteran care coordinator. So, the care coordinator can do a variety of things. They can answer questions, serve as an advocate, and help with connection to needed services, specifically for the LGBTQ plus population and we've also included a directory to locate your local veteran care coordinator if you're not already aware of who that contact is for your region.

So, the last population we're going to discuss for resources is the Native American population. So, first and foremost, it's important to know that each tribe has their own veteran director. And if you're unsure of who that veteran director is for any given tribe, we have a link to a directory here on this slide in order to identify that contact. Earlier we mentioned the HUD-VASH Program. But in addition, there's also a tribal HUD-VASH program which offers permanent housing and supportive services to Native American veterans who are experiencing or at risk of experiencing homelessness and living on or near a reservation or other Indian areas.

So next we're going to discuss some resources for national guidance. So, an extremely important resource for you all to be familiar with is the grant officers' memorandums directory. And so here, you can find things such as veteran's program letters directory, joint training and employment notices, joint training and employment guidance letters and other pertinent guidance and memos. So, I've included a few links here to some that are important, particularly for HVRP grantees, but if you have not done so, I would recommend taking a look through what all is provided in this directory.

All right, so next we're going to dive into the NVTAC website. So before we talk about a few resources that are available through the NVTAC website, I want to let you all know that the website will be undergoing some changes coming up in the near future. But this is how it looks as of today. So here on the main screen, you can see the variety of resources that the website provides, but today we're going to be focusing on the grantees and community of practice sections.

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So, under the grantees drop down menu you'll see an option for training and webinars and here you'll find recordings and slides for various training sessions NVTAC has provided. And this includes self-paced trainings for grantees, a few



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training options specifically for veterans, virtual learning courses and topical webinars. So, these are all great resources for either new or old staff or if you just want a refresher on any specific topic that NVTAC has covered previously.

Also, under the grantee's drop-down menu you'll see an option for technical assistance and so here you'll find more information on the technical assistance services that NVTAC can provide, as well as some examples of topics that we can cover. But to actually request technical assistance, you can reach out to our team at our shared email address at contact@nvtac.org and we will get you connected with one of our coaches.

On the last part of our website that I'd like to point out to you all today is the community of practice page. So here you'll find both registration for current and future COPs, as well as recordings and slides from previous COPs and so, if you're unable to attend a session but still would like to see what was discussed, you can always go back and review the content at any time.

So, before we move on to the next section does anybody have questions about any of the resources we discussed so far? Alright.

So next, I would love to introduce Brandon Webb and he'll be talking about the National Veteran Training Institute.

Brandon Webb: Let me bring up my slides real quick. Here we go. Are we seeing my slides? Yes. Okay, good deal. So, first I want to thank my friends over at NVTAC for inviting me over to share a little bit about NVTI. I'm especially thankful for you all for being here, this is an investment in you, and so what I do know is that there are veterans out there that need you, and the more that you invest in yourself to become better service providers, the better, that you can assist those veterans. So, thank you for being here and thank you for everything you do. It is sincerely appreciated at NVTI. I am the NVTI lead as the liaison between the VETS management and management concepts. Who is the NVTI administrator? So, what I do is I liaise between the two, and make sure that everything that we're developing is in accordance with our agencies' policies and direction.

Little bit about NVTI. So, you can see right there NVTI is one of a kind and was established in 1986 to further develop and enhance the professional skills of veterans' employment and training service providers throughout the United States, and that includes VETS staff as well.

So, a couple notes here. The service providers, who are they? So right now, veterans' employment, training service offers two types of brands. You all or most of you are probably falling under the HVRP grant and what I'll let you know is that what I'm about to show you, all the training that NVTI offers is free to you, so we'll talk a little bit more about that.

So, a quick look at NVTI's learning ecosystem. This is what we currently offer. We have 18 different virtual classes, virtual classroom courses, four online courses, like cohorts, three self-paced learnings, three online curriculum, 17 webinars, eight podcasts, and 12 micro learning.

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So, a little bit about what these are. So, a micro learning is a short video usually between five and eight minutes. So, it's a way for you to get some training or some education on a short topic in a short amount of time, so really good options there.



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What's the difference between an online curriculum and an online cohort? So, an online curriculum is essentially like a self-paced course; however, you complete that self-paced course in modules so you will not move on from module two until you complete module one. And same thing you'll complete module two before moving over to module three self-paced courses, where you go through the entire course all at once. So, an online cohort is kind of a hybrid of a cohort or a self-paced course and an instructor-led course. So, there's usually a kickoff the first day, a kickoff with the instructor who outlines the foundation of the course with everything that is to be expected, and the schedule. And throughout, then it turns into a self-paced course and throughout the rest of that self-paced course, you're going to have instructor support. So, your instructor will set assignments and deadlines, and then you'll converse with your peers and the instructor throughout the remaining portion of the self-paced course.

Okay, so I wanted to point out, and this is just a snapshot of what I felt was most important to you all. So, the first thing I'd like to note is that the NVTI course schedule is updated through September 2022 so we're going to take a look, a live look at the schedule in just a minute and you'll see that it's been updated all the way through September. So, you'll have plenty of time to take a look at that schedule and plan your next training opportunity.

What I felt like, what I pulled from our course catalog is a few courses that I thought would be most important to you all. The virtual courses, first thing to note is that there's a logic modeling to strengthen veterans' programs, and this is an, it's an HVRP focused course. So, if you haven't seen or heard of this course, really good one to get into and a companion to that course is also our HVRP federal grants management for recipients' course and that one is totally focused on nothing but HVRP. So really good if you're a new staff member, experienced staff member. This course has undergone updates recently. So, if you've taken the course maybe a year or two ago, it might be worth taking it again and then of course we have our case management courses. The case management and advanced case management and then as Jen had talked a little bit about, the special populations, so at NVTI we actually have six different special populations courses; however, they're taught in three different series so, what does that mean? So, you can see that we have the homeless and the justice involved course, which would be one 3.5-day course. Same thing with the American Indian Alaska Native and rural veterans, that's one course. And same thing for the LGBTQ plus and the women's course and the way those 3.5 days' work is. The first day is a half day where it discusses everything that you're going to learn over the next two days or next three days rather and so these courses, you can see, it says configurable. You're probably wondering what that means, so that means that your state is actually able to ask and request for an off schedule course and there's a little bit of a cost associated with that and that's how you know kind of a another topic we can discuss later, but the state can request an off schedule course and say, I would like the homeless course and the women's course or, I would like the LGBTQ and the justice involved courses, where I just want, I just want the rural veterans course and we have this many staff and there's a process that I can discuss with you.

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If you wanted to shoot me an email or chat more about that, of how you would apply for that, but a great amount of options with these courses, really good information in these courses that I think you should really take note of and then the online course and the online curriculums and we have the veteran's benefits online cohort and the stand down grants course, excellent courses. We also have webinars that I thought would be important for you to take a look at. Of course I think they're all important but specific to you, I think, maybe you should take a look at the indirect costs, 101.



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We had a fantastic presenter here; her name is Emily Winn. She's a cost negotiator from the office of cost determination that gave this presentation. And you want to talk about the expert in the room, she is the expert on indirect cost calculations. She works with grantees one on one. So, if you have a question about how you're calculating your indirect costs, she's the person to go to.

And then that leads right into the grants close out process. You want to make sure when it comes time to closing out that you actually calculated those indirect costs all throughout the year correctly and so there's no issues at close out and you have a smooth close out process. For the resources to serve veterans we're going to take a little bit of a deeper look at that one, but that is a fantastic webinar. There was so much information we found in this one webinar we gave the one-hour webinar and we had so many other resources that we ended up having a 12-page handout that also comes along with the webinar slides. Just way more resources than you ever knew was possible.

And then we have some fantastic podcasts, this is a method that we started kind of recently getting into, and you can see that there are some really good ones there. We've got the special populations podcast which are incredible. Serving LGBTQ veterans, serving the rural veterans and then our most recent podcast is the strengthening America strike force. That is a very good partnership for the Department of Labor Vets and maybe an option for a veteran that you're working with.

Okay, micro learnings, we have of course accessing your grants closing out or accepting federal financial reporting and closing the financial reports, and then I throw a little bit in here for our VETS staff. We have some micro learning targeted to them as well. You can see those there. I wanted to point out the eligibility and intake triage process to JVSG process, and so, if you are an hvrrp staff member, then you know what I'm hoping, you know that there's a co-enrollment requirement and you may be well versed in this requirement.

With the American Job Centers and the JVSG program, so there is a micro learning on the eligibility and intake triage process and the reason I bring this up is that I think it's critical to understand what the veteran will go through when we co-enroll them in that American Job Center. It is critical for you to understand for the veteran to understand it so everybody's on the same page with what's going to happen when we take the veteran over there, when we send the veteran over there to be co-enrolled, what's going to happen so there's no surprises.

Really good idea to take a look at the micro learnings. Like I said it's a quick five-minute video that will teach you a lot, and then, of course, coming up, we're constantly looking for new ideas and concepts. We're working on more special populations courses right now. We've got a lot of podcasts and webinars coming up this fiscal year and, of course, some more micro learnings.

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So, I've got some links and you're going to get these slides, so I wanted to bring up our NVTI website real quick and we'll do a quick walkthrough of the website. So let me shrink this down for you. So, this is the landing page of the NVTI website and so there's some things I want to point out to you real quick and you'll see that we have these titles up here of the training and then if you hover your mouse over them, you'll see that there's drop down boxes and so the first thing I wanted to do was show you the class descriptions. And the reason I bring up the class descriptions first is because I think it's a great idea to take a look at this link and you can see, the different course delivery methods. And



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then it's broken down into categories. You'll see there's JSVG core courses. And then we, as it keeps going down, there's other veterans' courses, managing case management, here's our special populations courses.

So, I'd highly encourage you to take a look at these course descriptions and see if there's something that piques your interest. If you want to know a little bit more about it, you just click on the see more and it gives a nice description. So, I wanted to point out, it does have like a target audience there. I would recommend, don't pay too much attention to that target audience if it doesn't say HVRP in there. A lot of these courses are tailored to grant recipients and just because it may say the DVOP or disabled veterans outreach program specialist in there, does not mean it would not apply and benefit you as an HVRP grant grantee as well. So, take a look at these course descriptions. There's a lot in there, that I think you could really find interesting. And if you do find something that you, you think I'd like to take that course, just hover your mouse over that and click on the class schedule.

And, as I mentioned before, the class schedule is updated all the way through September, so you can just take a look up here and see what's coming up and for instance let's take a look at next week real quick. So, you can see, next week there's these courses that are going to be available and we'll talk about how you can apply to those courses in just a minute. But yeah, take a look at the schedule and see what you can apply for and plan your training in advance. Like I said it's a fantastic deal. All free to you so let's take a look at it a little bit more, and so you can see we've got training plans and registering.

But the next thing I wanted to do is show you the resources tab, and this is where you'll find all the webinars, micro readings and podcasts so if we click on the webinars, you can see that there's our indirect costs webinar right there, and you can kind of scroll through and see what may apply to you, what may be of interest to you. Same thing with our podcasts, just click on it and it brings up the latest podcast episodes, click on see more and then it brings up the link where you can just play the podcast. And the micro, same thing I talked about. Those are quick videos that are broken down into categories, and so you see with serving veterans, here's this eligibility and intake triage process; all you need to do is just click on the play button and you're good to go, you're off.

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So, I also wanted to show you all something you may not be aware of, and since we're talking about resources, I'd like you to scroll on down if you're on the website and click on this resources link here, and I think you'll be a little bit amazed. You can see that they're broken out into categories, but there is a ton of resources on here that directly relate to what you do. We have our special populations resources, we have and there's a lot, as you can see, disabled veterans, general resources to serve veterans, HVRP grantee resources, serving justice involved resources, so a lot that directly relates to exactly what you're doing out there and so it kind of all goes back to, we know that you all, are working hard serving the veterans and doing the best job that you can and we're doing the same thing and trying to be good partners with you all to make sure that you have everything you need to be successful.

So NVTI also has featured articles that you just hover your mouse over those, and you can see that we've got several topics out there going all the way back to 2018, there's articles. What do you know about veteran's treatment courts? Succeeding in the great resignation, a lot of good articles that you can maybe benefit from. And so, if you find any of this interesting, what I'll ask you to do is take a look at this, subscribe to the mailing list, and to smash that button, click on it and then enter your email address and then you'll get all the important official updates that come out of NVTI.



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Okay, so we talked a lot about resources and courses and you may be wondering, okay Brandon, how do I register for a class? Pretty simple, so you just hover your mouse over there, the training button, click on registering for an NVTI class. Here's a link to the application and what we do is, we ask you to work directly with your state director or with what we call a DVET, and if you don't know who that is, real simple, all you gotta do is click on this and it brings up a map of the vets regional offices and if you're in Pennsylvania, all you do is click on Pennsylvania and it brings up Randall Wright, and you can send him your application and say, hey Randall, I'd like to take the special populations course so I'd like to take the advanced case management course. Here's my application. Randall will send that right on over either to me or to student services to get you enrolled, pretty simple process.

And so, what I wanted to do was just kind of close out with my contact information again at NVTI. We are always fighting for feedback and every year we develop new courses, new webinars, new podcasts. If you have an idea that you think would benefit you in your career and your profession, please let me know. I'm always happy to chat about new ideas and concepts and I'd like to get your thoughts. We don't want to create these courses and developments in a bubble thinking that we know everything, and we've got it all right and turns out when it comes out the end user, which is you, all take the course and think oh well, they really got it wrong. We want to make sure that that you have a voice in this, and so, if you've got any ideas, please contact me and we can chat about it more. With that, I'll open it up for any questions if there are any.

*TechSupport: Brandon, we did have a hand raised. Carl, would you still like to speak? It looks like you just put your hand down.

*TechSupport: If you could, if you could raise your hand again, it looks like I have three Carl Williams, so must have been a shared invite just so I know which one it was.

Maybe not but I'll just reiterate, if you have a question, just shoot me an email, and then we can either schedule a call or you know converse by email. Thank you.

Thank you so much Brandon, and I encourage everyone after today's session to take a look through NVTI's website They have a crazy amount of resources available for you all for free so it's a wonderful resource to have.

And next, I would love to introduce Cynthia Forland, who is going to be discussing WorkforceGPS.

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Cynthia Forland: Hello everyone. So, we're going to keep the theme going that Brandon started with, and that is talking about some of the greatest deals you're ever going to find, which is free to you, resources to help you serve veterans experiencing homelessness.

And I work with the NVTAC team. I work with supporting department of Labor vets and happy to be presenting here on WorkforceGPS. You might be a little surprised to hear about WorkforceGPS, you might not know that much about it. It's actually something that's funded by Department of Labor's employment and training administration, so you might be thinking, well that's interesting. We are funded through Department of Labor VETS, so why would we be



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talking about something funded through ETA? Well, you already heard a little bit about the co-enrollment requirement, and so, the work you do has a lot in common with the work that's funded through ETA, which is work under WIOA, the Workforce, Innovation and Opportunity Act so those local American Job Centers are funded through ETA. And these are critical partners for you and a lot of the resources that we'll talk about in the next few minutes really address the kinds of issues and the work that you are doing under the HVRP grant, so it's completely relevant and once again readily available to you to use. So, what is the point? So, this site is for workforce professionals, educators, business Leaders and include curated communities of interest and we'll talk a little bit more about some of the ones that might be most interesting for you, useful webinars and other training resources promising workforce development practices, as well as relevant evidence-based research. Those last two are really important because, especially if you are a newer grantee or even if you've been in this work for a while, not having to start with a blank sheet of paper or start over brand new is really important in terms of being able to be productive and serving your customers. Next slide please.

So, as I mentioned, there are a lot of communities on WorkforceGPS that help you narrow down, and you can actually join these communities. I've listed a few here that will also, as it looks like time will permit, we'll spend some time on the live website, where I can show you that full list. But some of the ones here that you'll be able to link to our veterans' priority and military employment, specifically around business engagement. So how do you work with employers to build those connections and help find jobs for the folks you're working with? Disability employment, so those of you who are working with folks who may have some sort of disability, how do you connect them with employment, what are some of the issues and challenges? Grants application and management, so similar to some of what Brandon was talking about. This just helps you in terms of the managing of the actual federal dollars in managing of the grant you're awarded. And then workforce system strategies which really focuses on that element of evidence, evaluating what sorts of things work, what don't work as well, so that you can have the very best possible resources at your disposal. Next slide.

So, there's also a category there for events, and so this includes upcoming and archived recording transcripts, presentations. The thing I love about this is that it's not like, oh I missed that so I can't go back and take advantage of it. The recordings are there, the slides are there, the materials are there, so you can always sign up for something that's coming up and participate in that live or you can go back and look at archived materials as well. Next slide.

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There's also a member directory, which is an incredibly helpful resource. There are 24,000 members in WorkforceGPS and once you actually create an account, we'll talk about that in just a moment. You'll be able to see other folks who are in there and make connections with people who are doing the same kind of work that you were doing, and that can be incredibly valuable. Next slide.

So, we go to the homepage and like I said we'll do that in just a moment. You can see here where I've highlighted, if you click on my WorkforceGPS there's an option to login if you already have a login. And then there's an option for joining WorkforceGPS that I've highlighted there so that allows you with a really short form to fill out a little bit of information and allows you to have an account there with WorkforceGPS. That then allows you to join communities to register for events, as well as to be able to access other folks in the member directory. Next slide.



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You also, once you set up that account, you're going to have your own customized menu, which is great. So, you're going to be able to look at your profile, your memberships in terms of the things that you signed up for, to be with the communities you're a part of, events that you've attended in the past, or have upcoming so it really is something that you can customize, those sorts of things that you care about and are most interested in. Next slide.

So, one of the things we have here, they have this really easy video, short video that you can look at to get a refresher if, after this conversation you're like okay, I know they talked about WorkforceGPS, where do I get started? I have to say it's a very user friendly and intuitive website, but they do have a video and you've got a link to that here, in case that is helpful to you. Or, if you want to share this information with other folks and you can send them directly to that video, but with that, let me make sure there aren't any other questions about what I've talked about, because with that I think we'll go over to the live website.

Doesn't look like any questions have come in yet relating to this.

Okay, so, hopefully, you are seeing my screen now, which shows you the homepage for WorkforceGPS. So you have that hyperlink there in the slide deck, but it is workforcegps.org so that's not too difficult to remember, or you can just always Google WorkforceGPS. So, as I mentioned across here, you've got this little option here, where it says hello, login so you can log in if you have your account already. If not, you can go right here to my WorkforceGPS and, once again, it says login or join WorkforceGPS. There are a number like I said, there are a number of things here I just want to highlight, some of what we've talked about the communities. I mentioned that there's a long list of communities, I don't think I was exaggerating. So, there is a lot of stuff here. I mentioned the ones that will be most relevant to you I'm just going to quickly click here on the ones relating to veterans' priority and military employment, as you can see down here, you can join that community. So that means you'll get alerts related to that community and be able to be part of special events and announcements related to that. So, as it says here, you've got to be logged in so you'll need to create that account, but once you do, you can be a part of this community and any one of these communities that look interesting to you, you can join depending upon the kind of work that you're doing. As I mentioned, information around folks with disabilities, this one right here is another one that might be relevant for you all in the folks that you're serving, and this again is one that you can join.

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I'll hop over quickly too to the events tab so you can get a look at that. So, this has just upcoming events, you can also look at past events. Sorts by date so that may or may not be helpful for you, if you want to look at something very specific, so one of the things I do want to recommend is, if you go back to that homepage there is a search bar right here. And it's really quite a good search. So, if you do a search, for instance for veterans, which is what I just started off with doing, here's a great link that talks to you about finding veterans and military family employment related and demographic data. So, let's say if you're trying to do some research on the basic populations in your area, here are some great resources here to the census and to other pieces of data, specifically around veterans' populations. And like I said, this is just something you can find just by doing a quick search by veteran or other keyword, this is an easy one, because for this group, this is going to bring up a lot of information that's relevant.

This is another one here about supporting the employment of disabled veterans and then you can sort how this is, you can control how this is sorted by relevance, newest popularity, title that sort of thing. I will just show you. This is



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going to want me to login, which I have not logged in. So, you can see what it will look like when you first go there, if you haven't used it, but this is where you would go to access that member directory.

And then there also is another way of organizing the site which is through resources and so it's got education and training and play with retention advancements and categories like that. I recommend just from my years and using WorkforceGPS to orient yourself through these communities or by doing a search. I find that to be just the most effective way to go about it. But hopefully this gives you a sense as to the kind of information you can get through WorkforceGPS, and I will just pause here for a moment to see if there are any questions about what we've covered today or anyone maybe who's been using WorkforceGPS for a while and has any comments or feedback or questions about using WorkforceGPS.

Oh, labor market information by state, so there are a couple different ways that you can look that up there. Certainly a community here on labor market information and information specific to VETS, so probably I would recommend you go back and start where we found that search, which was I'm assuming you're looking specifically for stuff on veterans, this connection, mainly for a lot of data from the census because that's where individual households are asked, are answering about themselves and so we're able to provide more demographic information than you might get from other sources. So, you'll see some links here that you could follow in order to be able to find some more of that information.

The other thing I would recommend is in each of your state workforce agencies. And those are going to be the same folks who are involved in the American Job Centers, there should be a labor market information shop in each state and so that's something that you can connect with them directly if you want more state-specific data that you're not seeing on this national level here, but hopefully that gives you some ideas utterly in terms of how to proceed.

I'll just make a plug similar as I close here to what Brandon was saying is that these are free resources available to you because of the work that you do is so very important, and your colleagues and partners and workforce development is so important. These are things that the Federal Government invest in, to make sure that you have resources, you need to do your job. Please spend some time, please share these links and information with folks who may not be able to be on this session.

00:46:12

Once the slide deck is posted, because all these links are live, there's a ton of information, please take some time to look at these websites and the WorkforceGPS and NVTI and thank you so much for your time; and thank you to the team for letting me present today.

Jen: Thank you Cynthia. So, for the rest of our session today and we wanted to open it up for questions about anything we talked about today. Anything you want more information on or even just have comments on about different resources for the veterans that grantees serve. So, if you have questions, you can raise your hand and we will unmute you or you can type in the chat. And it looks like we do have a raised hand. So Charlie, I think I've unmuted you, you should be able to speak.

Charlie Duquette: Can you hear me now?

*TechSupport: Yes, yes.



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Charlie Duquette: When I went to NVTI, I was developing a LVER and went through Denver in the day and one of the best things we had was when we were doing intake and you know doing assessments, one of the most interesting things was the role playing and the basically feedback from everybody in the class. Can they do that virtually or is that just to encumbering to do online? And I'll listen offline.

So yeah, they do it in a limited fashion, so they do breakout rooms in the virtual environment. The one thing that I will tell you is that we at NVTI, we're slowly moving back to in person courses, and so we actually have a DVOP course scheduled for May 10 through the 13th in person in Dallas and we have a DVOP course scheduled towards the end of the year and that's going to be August 9 through the 12th.

And one of the questions I would ask, and if you all know, maybe you may be wondering, when is NVTI going back to in person classes? Are they, you know, just going to be a couple in-person classes? Real quick, like I said, Charlie, we've got a couple of the classes that we were planning on it, in person courses. We also have a couple of the special populations courses that we're hoping to have in person. We'll see about that. We've got the LVER course in an advanced case management course, so we're operating on a fiscal year through September. We're hoping to host six in person courses and that will be at the Dallas facility.

Charlie Duquette: Thanks Brandon.

Jen: Anyone else have questions? You can raise your hand or type in the chat. I also wanted to mention, we will be posting a link to a survey in the chat as well as sending it out via email after for all four sessions in this virtual learning course and we'd love to hear your feedback. For questions or comments, we have sent the link to the survey in the chat so you can access that there again. It'll also be sent out via email.

And just one more time, this is our joint contact information for our shared email address for the NVTAC team at contact@nvtac.org.

So, you can reach out to us there, of course, for technical assistance requests or if you just have any comments or input or questions, we'd be happy to help with any of that. So, thank you all for coming to today's session, and we are looking forward to hearing your feedback.