**WorkforceGPS**

**Transcript of Webinar**

**SCSEP Virtual Conference Bridging Workforce & Aging:**

**A Coordinated & Collaborative Partnership**

**Synthesis and Check-In**

**Day 2, Wednesday, December 12, 2018**

*Transcript by*

*Noble Transcription Services*

*Murrieta, CA*

JON VEHLOW: Hey now and welcome to today's webinar, Session III for SCSEP. My name is Jon Vehlow. I'm here if you need anything technically speaking. Hopefully you won't need to hear too much from me, but if you do have any technical questions, please let us know in that chat window on the bottom left-hand side of your screen.

Even if you've attended Session I and Session II, we'd like you to introduce yourself again in that Session III welcome chat, so please go ahead and do that. That chat window is also where we'd like you to introduce yourself, which I just said. So please go ahead and type in – check your name, the name of your organization, how many are joining you today, and if you're attending in a group. You may also use that chat box to ask our presenters any questions you may have during the webinar.

You'll also notice that we have a copy of today's presentation for all three sessions uploaded in the file share window. You can download that at any time throughout today's webinar. Additionally, to continue producing quality content, we'll be sending out an anonymous survey concerning today's event. Please take a few minutes to fill that out once this webinar concludes. We'll also be sending a follow-up survey in a month's time.

OK. Again, if you haven't already done so, if you're just joining us, please introduce yourself in that chat on the bottom left-hand side of your screen. Again, we'll have that chat up throughout today's webinar where you can let us know any questions or comments you have. Welcome to "Session 3, Synthesis and Check-In."

Without further ado, I'm going to kick it off to our moderators today Susanna Troxler, workforce analyst, Employment and Training Administration; and Lucinda Shannon, communications and information administrator, TwoTech Incorporated.

SUSANNA TROXLER: Great. Thank you, Jon. And I just want to say a big, big thank you to all of you out there for your attention and engagement for the last two days. You've given us some amazing questions and things to think about here in the SCSEP national office. So we have been really, really pleased to see how many of you have been able to make time in your busy schedules for our conference and show up and engage. So thank you, thank you, thank you.

And we also just want to acknowledge, we know timing can be a little bit difficult and we were basically trying to accommodate – I think I counted yesterday maybe six different time zones, so we hope that everyone can fit at least something into your schedule in your time zone where you are. So thanks again for being here with us today.

So this session is designed just to kind of do a mid-conference check-in, and we want to give you an opportunity to share additional thoughts and questions from the sessions that you have listened to so far over these last two days. And we just really want to hear from you and what were your key takeaways and what are the questions you're still wondering about that didn't get answered. Not promising we can answer them here today, but we can certainly research them and get back to you, if not today some time very soon.

So thank you so much. And Lucinda, did you want to say a little bit about the work you do here?

LUCINDA SHANNON: Oh, yeah. Thanks, Susanna. I'm Lucinda Shannon. I have a little bit of a cold, excuse me. And so I'm kind of new to SCSEP. I'm the communication and information administrator. So you've probably seen my posts on the COP and if you haven't you should. And I really want the COP to be something that we all use together to help each other. So I really like to feature stories from the field. And if you could communicate with me and send in those stories, that would be really great.

MS. TROXLER: Great. Thanks, Lucinda. And I just want to put in a plug. Lucinda put a terrific post about, I think it was specifically about world transportation just recently. So if you all haven't hit that up yet, I would really suggest you do, there's some great information and thoughts in there on our community of practice.

MS. SHANNON: Thanks, Susanna.

MS. TROXLER: Yeah.

MS. SHANNON: So because we want this session to be a collaborative conversation between us and the audience, we're going to start off with a question. And this is a pretty easy one. Next slide, please.

So which was your favorite session so far? The working for the greater good: older workers and the integrated workforce system – that was the introductory webinar with Steve and LaMia – and then we had the grants management essentials; working smart: OAA and WIOA programs; strategies in action: bridging SCSEP and WIOA; and the strong partnership i: business engagement. I loved them all, but I'm sure you can rate them or pick what's the favorite, your top one was.

And Susanna, do you have a top one?

MS. TROXLER: I do have a top one and then I actually told Lucinda what it was before we took your poll and we're going to see whether or not my pick is your top pick.

MS. SHANNON: Trying to remember –

MS. TROXLER: Oh, wow, we're really seeing – okay, so, I'm really seeing Strategies in Actions: Bridging SCSEP and WIOA. And Strong Partnerships I: Business engagement are kind of neck and neck here. Cool. That's very interesting and important information.

MS. SHANNON: And I wanted to let people know, we've had about 200 participants in each of the sessions, just so you can kind of see the breath of this conference. It's been really well attended and I'm very pleased with how it's going so far. And at any time, please feel free to enter your comments, suggestions, questions into the chat box. We'll try to get to all of them.

MS. TROXLER: Great. We're still seeing some votes come in here. We're just going to wait a second more and then I think we'll call it.

MS. SHANNON: Yeah. I'm – looks like you're winning, Susanna.

MS. TROXLER: OK.

MS. SHANNON: But not by much.

MS. TROXLER: Not by much. So my pick – (inaudible) – was Strategies in Actions: Bridging SCSEP and WOIA. I loved that one and just loved hearing from some of our very knowledgeable SCSEP grantees. We just really have that amazing on-the-ground knowledge, so I thought that was a terrific session. And I am pleased to say that, yes, that appears to be number one from our poll. So we want to ask you a different question now. Jon, can you give us the next poll?

So this might seem like almost the same question, but maybe it's a reason that something was your favorite session is because you got everything you needed from it. So we weren't sure if this would be the exact same answer. We want to know which session topics do you want to use our time today to talk more about? If you could type in your answer about which one you want to talk about right now, which one do you have lingering questions, concerns, interest in, and that'll help us prioritize which topics to discuss now with you.

MS. SHANNON: So the question is, which session topic would you like to discuss most now? And we're getting some more answers and they are a little different. It looks like strong partnerships and business engagement is pulling ahead. OK. And while we're –

MS. TROXLER: We're still seeing a couple more trickle in so if you haven't voted yet, vote now or if you want to change your vote change your vote now. OK. Very cool. You want to call it?

MS. SHANNON: Yeah. So yeah, it looks like strong partnerships with the business engagement is number one. And number two would be strategies in action, bridging the SCSEP and WOIA.

MS. TROXLER: OK. Perfect. So let's talk a little bit about – let's start with business engagement. So that should be pretty fresh in a lot of folks' minds since that's the session that just ended before this one, but in case you missed it what we're heard from there was we heard from Jeff Ryan, who is one of my ETA colleagues here that specializes in business engagement. We heard from Cameron Cassidy, who works with workforce Snohomish in Snohomish County, Washington state. We heard from Melissa Freigang of Logistics Speciality Inc., and we heard their perspectives on what we need to do to really successfully engage businesses and really build those relationships that help us achieve unsubsidized employment for our participants.

It was a really interesting discussion and they brought very different interesting perspectives and kind of gave us a conversational run down of some business engagement concepts that they had come up with. So I think that gives us a bit of an overview. Lucinda, do you want to move on to asking about some of the takeaways?

MS. SHANNON: Yeah. So I actually found an overall takeaway from the whole conference, which was communication is just key. So and then in this session, which was kind of different because it was from the business perspective and not from the customer, SCSEP participant perspective, so it was really interesting to hear their perspective on working with businesses. Some of the things that I noticed is like you need to use their language.

So any time that you're working to build a partnership, you need to go into like their area, learn the vocabulary and the key terms that they use and talk with them in their language. Also, I liked how the speakers said instead of going in to a meeting with a business or a potential partner and telling them what you have to offer them, going in and asking them what they need, which I thought was real interesting because that's the thing that I learned today, myself.

And then also I've seen this with other strategies of engaging partners and collaborating, is scheduling a weekly or monthly call where you're all meeting as partners together and then it's a regular thing. I think that that also is a really key takeaway.

Susanna, did you have any others?

MS. TROXLER: I think those are the main ones. I identified two but we would love for you, right now if you could, we're going to get to questions in just a minute, but if you could type in whatever your key takeaway from the business engagement session was, if there was something that you came away with, if you could type that in now, we just kind of what to get a sense of what you got out of that session.

And then we'll move into some of the questions that you had that were still lingering from that session or some of the things that you would have loved to have seen us go deeper on.

MS. SHANNON: So and I'm reading some of the comments and questions that we've gotten here.

MS. TROXLER: Yeah, while we're waiting for a couple – oh, here's one. Great, thanks Rick. We are getting from Rick that the value of consortiums, and I know Cameron their model is a consortium model and did sound like they really got a lot of value from business engagement out of that model. And Cameron's information is in that PowerPoint and you are welcome to reach out to Cameron.

MS. SHANNON: So there's a question on – Dave is asking about national employers that are friendly to mature workers. I don't know if there is anybody in this room, Michi, or anybody on the phone who could talk about that. I think – is it UPS – one of the delivery services I was reading about.

MICHI MCNEASE: You know some of the grantees have some great relationships like the CVSs, the Walgreens; they also have some security firms that are nationwide. We have created a relationship with, as they mentioned earlier during the business engagement session, that Teresa Caneli with MGM National Harbor is a new partner for us for SCSEP.

Even though they are local here in the (DNV ?) area, but we want to create a model here locally that can be replicated throughout other MGM properties throughout the nation. So that can be sort of like a national employer base too. So you know what we suggested that starting off small within your areas and tapping into those larger companies just because they may not be located in every state and territory, but they do have other locations like for MGM they operate – the HR operates here.

But there's sister resorts. You know, they do meet on a regular basis, so they would go and kind of deliver kind of the models of successes and what we do here. So those are other options that they can consider.

MS. TROXLER: Great, thank you. And I think Crystal was saying that we used to have a list on our website for DOL that gives some suggestions for that, so we will definitely look into whether that's something that we could provide information on.

MS. SHANNON: Yeah, I'm taking notes, Crystal.

MS. TROXLER: Great. And then I also, I think – can we back up just a little bit on the comments, Jon. OK. We also got another question based on the consortium model, like what are the main challenges of engaging in a consortium. That is a great question. And that is something we will try to talk to Cameron a little bit more about and try to get back out to our grantee community. I'm afraid I can't answer that one right now.

MS. MCNEASE: I think one of the challenges is getting the partner.

MS. TROXLER: Yeah.

MS. MCNEASE: Identify the partners and getting them to the table. And when you get them to the table, what is going to entice them to come in there and spend their hour or two hours and talk about whatever that topic is. So I think it kind of goes back to both Jeff, Cameron, and Melissa said, it's understanding the needs, the wants that are out there and then how do you sell that, that this is what we bring. This is what Lucinda brings. This is what Susanna brings.

MS. TROXLER: Yeah, that comes within the value proposition.

MS. MCNEASE: Exactly. So you know –

MS. TROXLER: I thought that was pretty cool.

MS. MCNEASE: – so, if you don't have that in mind when you start to build a consortium, then what's the point. So I think – I mean that's probably not answering the question, but I could say that from my path of life, those have been the challenges.

MS. TROXLER: Great. And if anyone doesn't recognize that voice, that is our Michi McNease giving us some additional ideas and perspectives. I'm trying to see if some of the other ones that rolled in while we were talking. OK. We have a comment that the information was good, but it would have been really nice to have heard directly from the businesses, so that's an idea for next time. Thank you. I think that's a great idea and we will definitely see if we could arrange something like that next time.

MS. SHANNON: Yeah, we tried with MGM again –

MS. TROXLER: Yeah.

MS. SHANNON: – but unfortunately her scheduling and then she had a personal little crisis that kind of hindered her from being with us, but –

MS. TROXLER: Yeah. We did have that thought and we will try to deliver that again in the future. OK. We have another comment about can we get information about soft skills training and SCSEP?

MS. MCNEASE: I'm taking notes.

MS. TROXLER: Yeah. We're taking notes. We're taking notes and, yes, so it sounds like something we can talk a little bit more about. And we do tend at the federal level to think that the community services – (inaudible) – should really be providing the bulk of your soft skills, but we do know sometimes the supplementary skills training so – and I think when they were talking about all these different types of skills, some of them kind of overlap a little bit, so I think the most important thing is that we're really making sure that our participants have a full package of skills that really makes them employable.

MS. SHANNON: Oh, what's Carol got there?

MS. TROXLER: Oh, cool. Carol put in the link to "Skills To Pay The Bills" which she mentioned earlier today. Thank you.

MS. SHANNON: Thank you, Carol.

MS. TROXLER: Yeah. I have looked at that before and it has some awesome information.

MS. SHANNON: And I see that question, "Is there a format that we should use to share COP?" I'm guessing that email address, which is –

MS. MCNEASE: No, there's no required format. So if there's something they want there, the requirements is if it's something that they want to share, it would be have be vetted through the Department of Labor, so if it's program related, things of that nature, so those would be sent directly to you, Lucinda, and then we could go from there.

MS. SHANNON: Send them to me, I'll get the up there.

MS. TROXLER: OK. Very cool. So if anybody has like a last takeaway or thought or question specifically about business engagement, type it in now and then we're going to move on to talk a little bit about the other one that you guys identified as something you'd like to speak more about which was the strategies in action, bridging SCSEP and WOIA session. OK. Anything else on business engagement? Going once, going twice, going three times. OK, great.

So I think let's turn our attention a little bit to another one of our sessions. The first one we had today, so that was the strategies in action, bridging SCSEP and WOIA, and that's where we had Charlotte Harris from ETA as our moderator and we had Carol Salter on from Easter Seals. We had Dan Hogan from New York and we had Angie Nelson-Wernli in from Texas. So let's refresh our memories about that one. Lucinda, would you mind giving folks who maybe missed that one just a quick overview of what that session focused on?

MS. SHANNON: Sure, yeah. We talked about coordinating partnerships and programs that provide integrated services to customers, so kind of the how you create the partnerships that build that one-stop system that we're all working towards. And, so, some of the takeaways that Susanna and I found during this session were to position yourself for the partnership and prepare for engagement with partners.

So you know be proactive, get out there, identify partners, reach out to them and exchange information with them. Attend their meetings. Ask to present in one of your partner's meetings. Actively listen and gather information, which is also we talked about the last one of trying to understand what their needs are, what your partner's needs are, and working with them on that.

And then also work to maintain the relationships with the partners. So once he's started – a partnership takes a long time. You have to build trust, and really spend a lot of face time, that's why those regular engagements and meetings are important. So once you start to develop that relationship and identify the partner, work to stay engaged with them, share job leads, share connections. Offer to host training. Publicly acknowledge any partnerships or positive events that have happened between the two partners. Susanna, do you have other takeaways to that?

MS. TROXLER: Yeah, definitely, especially listening to Dan and Angie speak. I got that you really need to get involved with your local workforce development board or your state workforce development board and engage on that level to make sure that you can then have good effects kind of trickle down to the local level.

And from Dan I learned that those work – (inaudible) – seem like they really work, – (inaudible) – New York, so that was a cool concept. And Angie had the cool WOIA guy for Texas, so that was an interesting kind of state initiative to really get that information out to all of the partners, that was great with – (inaudible) – leader there. And also Angie talked a lot about how local control and flexibility are important and how really no one size fits all. So those are some of the things that I heard.

MS. SHANNON: So I'm looking in the chat feature see if you guys have any other comments, any takeaways or questions from this session. Go ahead, Michi.

MS. TROXLER: We have one in the room, Michi McNease, please.

MS. MCNEASE: Well, no, it's not a question; it's just an acknowledgement too, because you mentioned the resources that Dan and Angie talked about and their processes, but I feel like Carol too came to the table with a lot of great information, a lots of hands on direct service type information that comes from her perspective and she got a lot of acknowledgement on her concept or model behind her passport. (Crosstalk.)

So there was a lot of requests for that and so what Carol presented really drove home for the grantees because she's talking from their perspective and how she's engaged with her workforce entity, which I thought was very, very interesting. And thank you for that passport model because I think not only your peers want to kind of borrow that type of model but we want to talk to you a little bit more about that model as well, right?

MS. TROXLER: For sure. Yes, and just to clarify some of the highlights that Lucinda went over were specifically from Carol's presentation, so, yeah, amazing presentation. So we're getting a couple comments here. Kira, hi. Kira's – (inaudible) – is that we – she liked the ideas related to intergenerational mentoring and job club. Yeah, I thought that was a really interesting idea and model, be really helpful. Will the passport model be available somewhere? Catherine –

MS. MCNEASE: Let Carol – Carol's online –

MS. TROXLER: We'll check in with Carol.

MS. MCNEASE: – can you respond.

MS. TROXLER: Carol, if you're online and you're willing to share more information about that passport model that was very popular, please let us know.

MS. SHANNON: I would love to get that from the COP if you would like to share that with us.

MS. TROXLER: But, yeah, we'll definitely look into what if any information Carol can share with us about a passport model. We know that was definitely a very interesting concept that – (inaudible) – some ways to engage.

MS. SHANNON: Carol's typing in.

MS. TROXLER: Hi, Carol.

MS. SHANNON: We have just a few minutes, five minutes left.

MS. TROXLER: OK.

MS. MCNEASE: I just want to just put a plug in for tomorrow's session. We're so happy that all of you have joined us and are participating in this, so we really hope you got a lot out of it. Tomorrow for our Day 3, we have – we'll be starting off at noon again and the first session I'll be moderating, it's strong partnership, part 2, and we'll have the aging community talk about how they engage their aging partners.

So we're going to have Justin Moore from the United States Department of Health and Human Services, administration for community living, and Amy Gotwals from the National Association of Area Agency on Aging. And then we'll continue on until about 4:45 with the closing and wrap up which will start at 4:15.

MS. TROXLER: Great.

MS. MCNEASE: Also, tomorrow we'll have two sessions on performance.

MS. TROXLER: Yes. We've had a lot of performance questions – (inaudible) – throughout and if you have been sitting on a performance question and you really want to know the answer, tomorrow is your day, we've got two performance sessions.

We're going to open the second session we've gotten a lot questions, it has something to do with – (inaudible) – the additional training and supportive services request that we're going to have a – the second session tomorrow will be a great time to ask those questions because LaMia Chapman will be on and will be able to answer some of your questions about additional training and supportive services requests.

MS. SHANNON: Can you do – oh, next slide please, Jon.

MS. TROXLER: And finally, I just want to acknowledge Carol is online. We haven’t figured out how to bring her on to our system to actually be able to speak, so we will follow up with Carol about that cool passport model and get that information out to you, hopefully tomorrow, if there's any information available and then if not, we will roll it out later.

MS. SHANNON: Carol said earlier that she has to kind of put it together –

MS. TROXLER: All right.

MS. SHANNON: – when she's done with that she would share it with us.

MS. TROXLER: Got it. OK. Awesome, thanks, Carol.

MS. MCNEASE: So we have about two minutes left in this session. Any last questions? Susanna do you have any comments –

MS. TROXLER: No, let me think. Am I allowed to talk or just sit? I mean, we know it's a lot of work forming their partnerships and –

MS. SHANNON: It takes a lot of time.

MS. TROXLER: Yeah, it takes a lot of time, it takes a lot of effort to build trust and get to know your partners and we know that you have partners who are resources and other programs you work with a lot of different level, not just workforce and that's a lot to integrate and maintain. So we just want to acknowledge that that is – it takes a lot of effort. (Crosstalk.)

MS. SHANNON: We know it's difficult. It's not something that just happens overnight.

MS. TROXLER: Great. OK. Thank you everyone. You'll have a chance to ask more questions in the next session tomorrow and some more in our final wrap-up questions. So thank you so much for joining us today. We hope this was a little bit helpful and we will see you tomorrow.

JON VEHLOW: OK. Thanks, Susanna. And then I just want to thank everyone for joining us for this third session. If you made it to all three, pat yourself on the back. And if you could please just stay logged into the room for a minute longer, provide us with feedback. See that feedback window where you can let us know what you thought of today's webinar.

Please take a second now to share with us your thoughts, let us know what you like, or what we can improve on. There's also an additional topics window where you can let us know what you'd like to hear in future webinars. Just a reminder, a recording of today's webinar as well as a transcript and executive summary will be made available on WorkforceGPS in about two business days.

So again, we want to thank everyone for joining us and if you enjoyed today's session, please go to the event page and click that like button that's in the upper right-hand corner – (inaudible) – click that like button if you liked today's session.

But with that I'm going to let everyone go. Have a wonderful Wednesday and have a super day everybody. Thank you.

(END)