



## Infrastructure & Capacity Building Resources

During these changing economic times, the workforce system is seeing more people come through its system virtually and potentially physically. These resources can help states think through some infrastructure and capacity building strategies including staffing (hiring and onboarding staff, alternate work strategies and supporting staff with increased workloads), technology (case management, labor exchange, and UI systems as well as data sharing), communications (social media policies and strategies, messaging, and outreach strategies) and online and technology-enabled learning promising practices to share with the workforce system.

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### Staffing

#### *Hiring & Onboarding Staff*

- [4 Ways To Onboard New Hires Quickly Without Harming The Employee Experience](#) – Forbes article on four simple but important tips to consider when planning the on-boarding process.
- [New to Working Remotely? These Resources Can Help](#) – Recommended as resource by NASWA, this article lists courses offered by LinkedIn to improve work performance while working remotely.
- [ION Change Management Talks](#) – From processes to in-person interactions, the way we work has changed and will continue to change. The ION Talks are three short videos designed to provoke discussion and action among workforce professionals on how to manage change. Each video includes a guide to help facilitate discussion.

#### *Cross Training Strategies*

- [Strategies for Integrating the Workforce System: Best Practices in Six States](#) - This Mathematica brief offers examples of strategies for intake integration, cross training staff and sharing data.

#### *Alternative Work Strategies*

- [NASWA State Workforce Agencies Respond to Coronavirus \(COVID-19\)](#) – NASWA has compiled a list of resources from state and federal governments, the Center of Disease and Control, Johns Hopkins, World Health Organization, and other organizations to provide relevant information on issues related to the impact of COVID-19. The list also includes telework resources and travel restrictions by state.

#### *Supporting Staff with an Influx of New Customers*

- [Opening Doors for Everyone Toolkit](#) – This toolkit aims to provide workforce professionals with resources that will enhance service delivery from a strengths-based perspective. The toolkit includes tools and insight from workforce practitioners to help customers achieve their goals.



- [An Alternative to Temporary Staffing: Considerations for Workforce Practitioners](#) – this document explains what an ASO is, how it differs from traditional temporary staffing agencies and workforce development agencies. On page 8, the report shares how workforce development programs and alternative staffing organizations can work together to meet their goals and how to find ASOs.

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## Technology

- [Effective Case Management and Counseling](#) - the Role of Triage and Documentation – these resources take a holistic case management approach that utilizes multiple techniques to address and provide solutions for a variety of barriers and assessed needs of their customers.
- [Workforce Connect](#) – Workforce Connect is a software suite, built by the Employment and Training Administration and the NASWA Information Technology Support Center, that helps states implement WIOA by connecting partners and providing a seamless experience for job seekers. By acting as the “common front door” for workforce agencies’ programs and systems – including UI, employment services and workforce/training - states can transform how they deliver services under WIOA.
- [State Data Systems and Privacy Concerns: Strategies for Balancing Public Interests](#) – Better institutional systems for collecting and reporting student outcome data could help institutional, state, and national policymakers improve those outcomes, yet the collection of data confronts another powerful public interest: individual privacy (Jobs for the Future, Inc.).
- [Building and Strengthening State Data Systems to Measure Community College and Workforce Outcomes](#) – This policy brief examines the issues associated with creating and improving state postsecondary, adult education and workforce development data systems. It examines possible barriers states may encounter, profiles effective state systems, and offers policy recommendations to help state advocates build or improve upon data system efforts.
- [Data Sharing for Policy Analysis & Program Evaluation](#) – Sharing administrative data for policy analysis and program evaluation purposes can improve evidence available to state leaders as they determine which economic and workforce development programs are likely to produce the greatest benefits for the state's economy, workers, and communities. Data-gathering agencies that have trusted and secure data sharing processes in place can share their data with other government agencies and outside researchers, while always protecting the privacy and confidentiality of the data collected.

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## Communications

- [Getting Your Message Across with the Effective Communications Checklist](#) – Manpower Demonstration Research Corporation’s Center for Applied Behavioral



- Science developed the checklist after testing varied approaches to communications about eligibility, enrollment, and attendance. This checklist can help make sure your message is getting across during this rapidly changing economic environment.
- [Virtual Services Toolkit: The Basics](#) – Virtual Services Tools from the Heldrich Center to assist service providers in communicating with clients, as well as communicating with one another. Toolkit includes voice and conference calls, video conferencing services, creating/sharing documents, and messaging.
  - [Social Media in Government: Benefits, Challenges, and How it's Used](#) – this blog from Hootsuite, the leading social media dashboard, on how social media in government is a game changer. Examples are highlighted from various government agencies.
  - [FACEBOOK for Government, Politics and Advocacy](#) – This online guide serves four government audiences, including Government Organizations and walks through a 4-steps process for creating a Facebook Group that can be used to engage with communities regarding services.
  - [The Art of Positive Communication TEDx Talk](#) – a TEDx Talk by Julien C. Mirivel, PhD University of Arkansas at Little Rock on the art of positive communication is an introduction to the art of positive communication.

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## Online and Technology-Enabled Learning Promising Practices

- [2020 Immersive Learning Technology](#) – An examination of the immersive learning market, including a map of companies that represent a range of solutions. The scan includes impact opportunities, technology trends, market dynamics, and impact investment insights.
- [Suddenly Teaching Online? Free Resources to Help Faculty Affected by Coronavirus](#) – With feedback from the 17-institution University of North Carolina System, LinkedIn has identified courses that demystify teaching online – everything from leading practices for online teaching to EdTech tools like Canvas to collaboration software like Microsoft Teams. These courses are now free to all LinkedIn members.
- [NGA Adjustments to Work-Based Learning in Response to COVID-19](#) – This National Governors Association memo looks at how states are regulating work-based learning programs during the crisis while many instruction sites, both in the classroom and at the workplace, are closed. It looks at what states are doing to regulate the related technical instruction (RTI) and on-the-job learning (OJL) components of work-based learning programs and assure financial stability to individuals who were previously relying on wages received as part of their interrupted OJL experience.
- [CTE Learn](#) – Association for Career and Technical Education (ACTE) recognizes the dramatic impact that COVID-19 is having on instructional efforts. With their partner MaxKnowledge, they have announced free online courses to prepare CTE teachers to teach online.