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Jerry Rubin

President, CEO

Jewish Vocational Service

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The Impact of COVID 19 on Workforce Training in Boston

- Overnight collapse of job market required shift to focus on immediate client needs
 - Unemployment assistance
 - Re-employment assistance
 - Emergency cash assistance

- Social distancing required immediate shift to remote operations and service delivery
 - On-line classes with Google Classroom, Zoom, WhatsApp, etc.
 - Implementation of lap-top and wi-fi hotspot lending library
 - Implementation of “Digital Navigators” to address limited digital literacy
 - Development and launch of remote “Talent Match Portal” for on-line employment services



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The Impact of COVID 19 on Workforce Training in Boston

- Slow and uneven economic recovery requires flexibility and adaptability
 - o Healthcare and life science employment and talent requirements remains robust
 - o Manufacturing, retail financial services, and administrative positions are recovering
 - o Remote distribution services are growing
 - o Hospitality (hotel and food service) remains in crisis mode



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Policy/Strategy Recommendations

- Expand resources for proven employment and skills services
- Expand investments in remote learning and employment services
- Improve available real-time job growth and hiring data
- Continue focus on job quality within context of softer job market
- Expand access to WFD services and quality jobs in Black and Brown communities