



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance



TANF and Technology: Preparing Workers for Long Term Success

Wednesday, April 28, 2021

1:00-2:30 p.m. EDT



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance



Welcome



James Butler

Family Assistance Program Specialist

Office of Family Assistance

Administration for Children and
Families

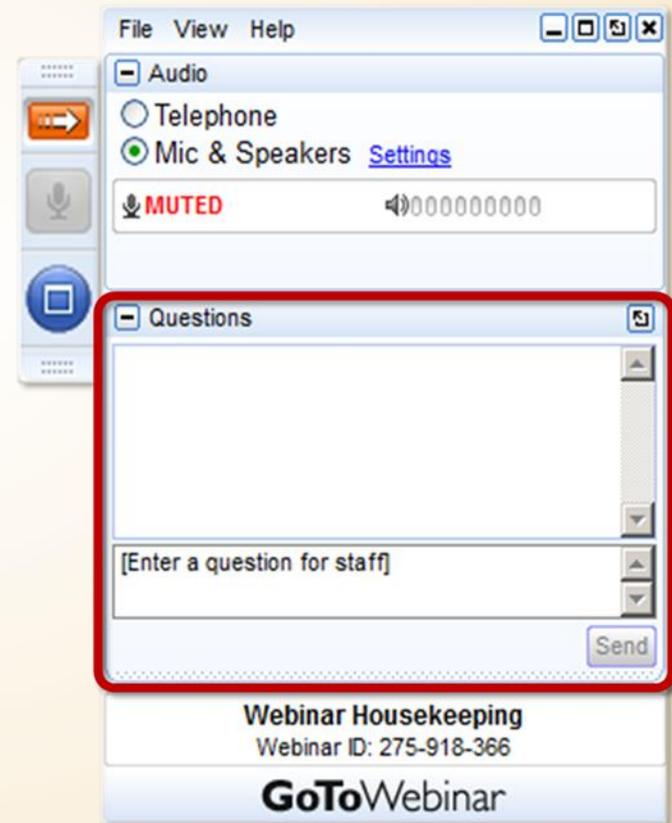
(Moderator)



Using GoToWebinar

Participation

Please submit your questions and comments using the Questions panel on the right hand side of your screen while phones are muted.





Facilitator

Bridget Brown
Director of Workforce
Innovations
ICF





ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance



Overview

Today's webinar will include three elements:

- Individual presentations from our speakers.
- Polling questions with the audience.
- Audience Q&A.



ADMINISTRATION FOR
CHILDREN & FAMILIES
Office of Family Assistance



Presenters

- Pamela Loprest, Ph.D., Senior Fellow, Urban Institute
- Scott Steiner, Engineering Branch Chief, Loan Origination and Approval Division, Rural Utilities Service, United States Department of Agriculture
- Charlene Miles, Education and Training Manager, Employment and Training Services Department, Cook Inlet Tribal Council (CITC)
- Samantha Hansen, Senior Manager, Employment & Training Services Department, Cook Inlet Tribal Council (CITC)
- Melissa Stallings, Chief Program Officer, Byte Back



Polling Question #1

What is the most common barrier you see amongst your clients related to technology?

- A. Accessing internet/broadband
- B. Accessing equipment
- C. Using the internet and other tools
- D. All of the above
- E. I'm not sure



What is Tech Literacy and How Can it Promote Equity?

Pamela Loprest, Senior Fellow

*TANF and Technology: Preparing Workers for Long Term Success
April 21, 2021*

.....

..... INSTITUTE · ELEVATE · THE · DEBATE

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What are tech skills?

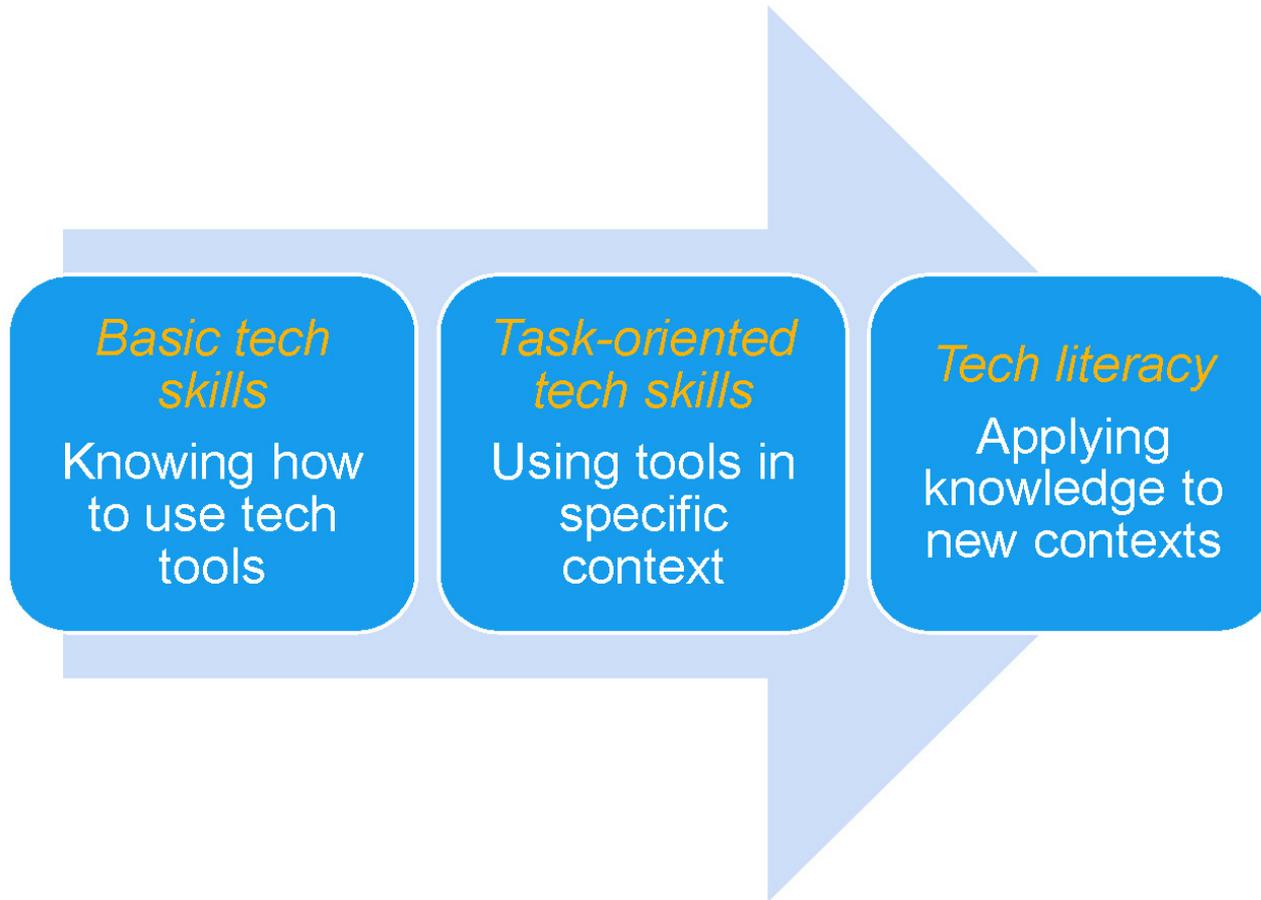
Foundational Tech Skills

Nonspecialized technological skills that may be important for carrying out a job but are not the job's main substance

Examples:

- Writing and attaching a document to an email
- Using a database to retrieve customer information
- Accessing and using an online employee handbook or schedule
- Using a tablet to log information
- Filling out an electronic timesheet

Tech Skills are on a Continuum



Tech Literacy

Being able to combine basic technological knowledge and problem solving to approach new contexts, platforms, and uses

- Tech literacy means people can more easily learn new technological tasks on the same job or new jobs.
- Even where employers provide specific tech training, tech literacy is often assumed and needed to take advantage of that training.

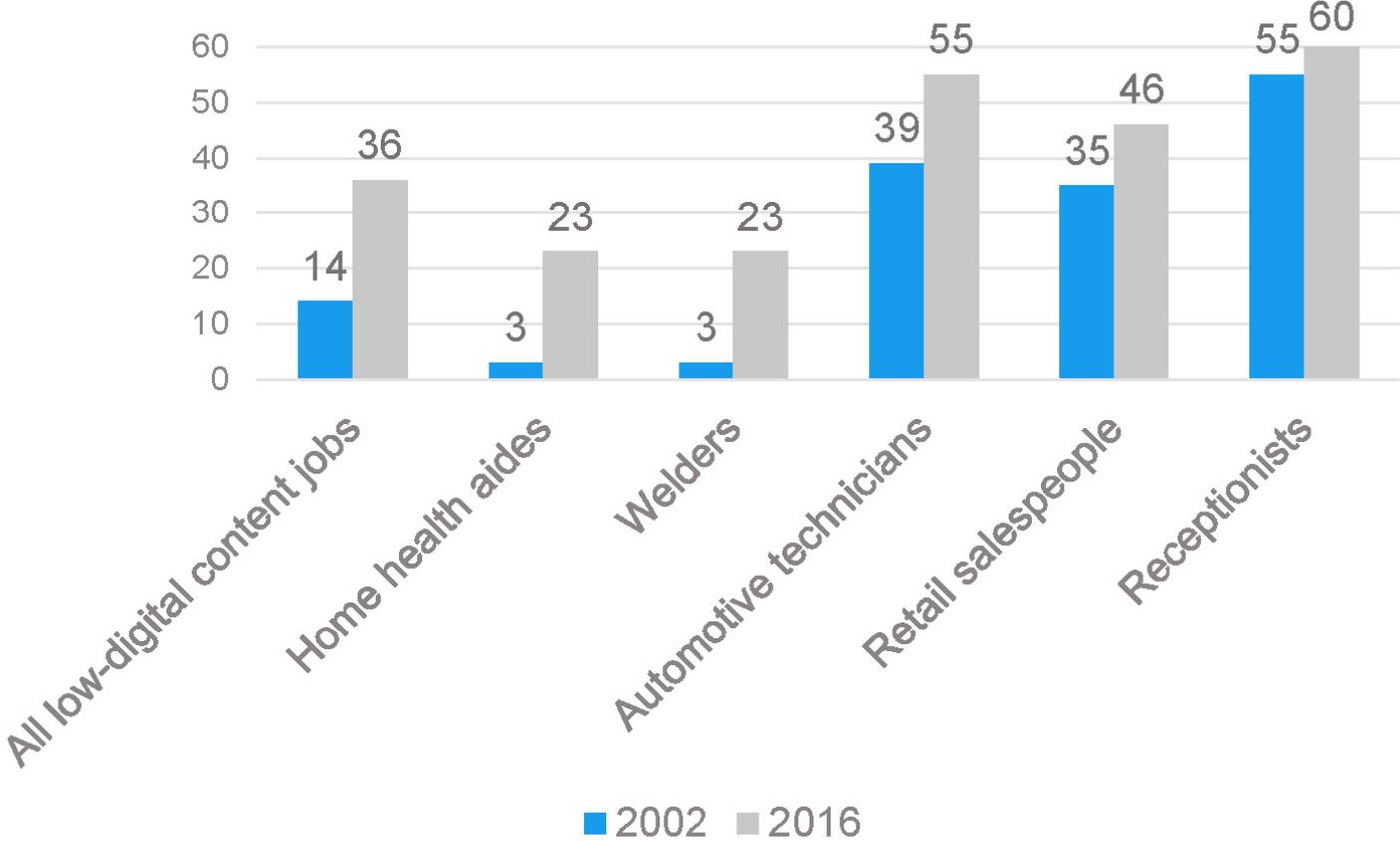
Why are tech skills important?

Demand for foundational tech skills is growing

By 2030, the number of work hours using basic technological (digital) skills is projected to increase 69 percent. Increases in hours using basic tech skills will be large in the manufacturing, health care, and energy and mining industries.

--McKinsey Global Institute, 2018

Digital Content Scores in Select Occupations



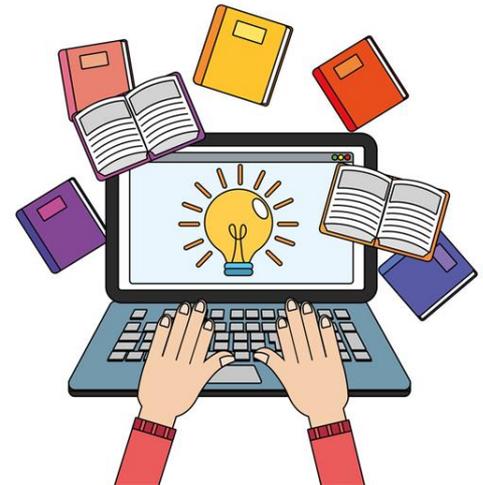
Source: Muro, Liu, Whiton, Kulkarni 2017

Foundational tech skills also needed for ...

Job Search



Education and Training



**Equity in job preparation, job seeking, getting hired,
retaining job and promotion**

Requires foundational tech skills

Levels of and Disparities in Tech Skills

Foundational Digital Skills ▶

DIGITAL SKILLS
— ARE INCREASINGLY —
REQUIRED
FOR MOST OCCUPATIONS

LEVELS OF DIGITAL SKILLS

Basic digital skills

Turning on a computer, using a mouse, or accessing the internet



Task oriented skills

Using a specific platform or application and following clearly defined steps to accomplish a task



Digital literacy

Applying knowledge of specific digital tasks to new circumstance, contexts, or platforms



RECEPTIONIST



AUTO TECHNICIAN



HEALTH AID



Even those with traditionally low digital skill requirements.

WHO LACKS BASIC DIGITAL SKILLS?

16 percent of adults lack basic digital skills, with higher rates for some groups, such as

35%
of Hispanic adults

41%
of adults with less than a high school diploma

22%
of black adults

67%

— OF PEOPLE ARE —

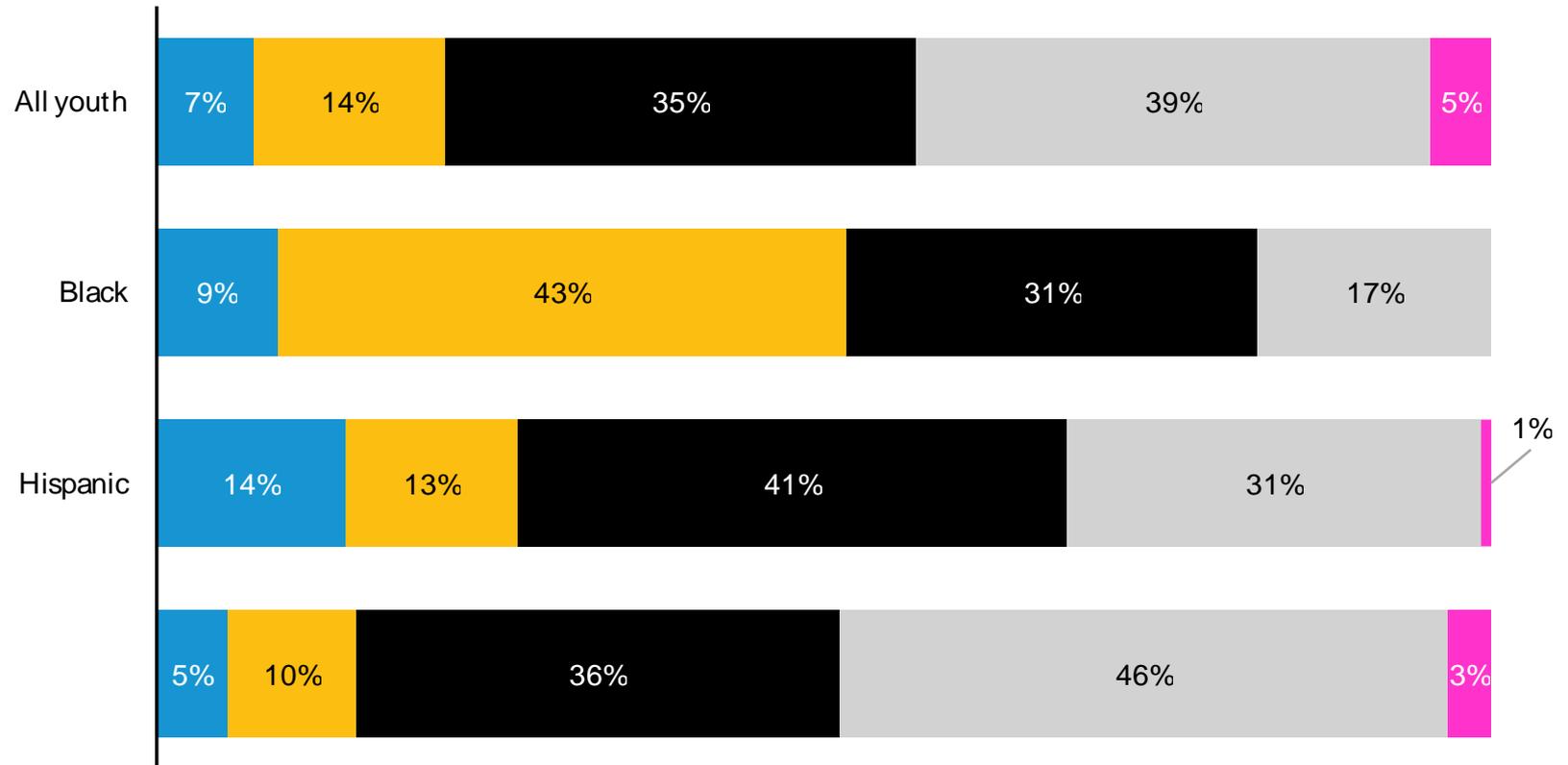
NOT DIGITALLY LITERATE

Digital skills training is critical for workers and job-seekers. Find out more about strategies training providers are using at <https://urbn.is/2HmmKXv>.

URBAN
INSTITUTE

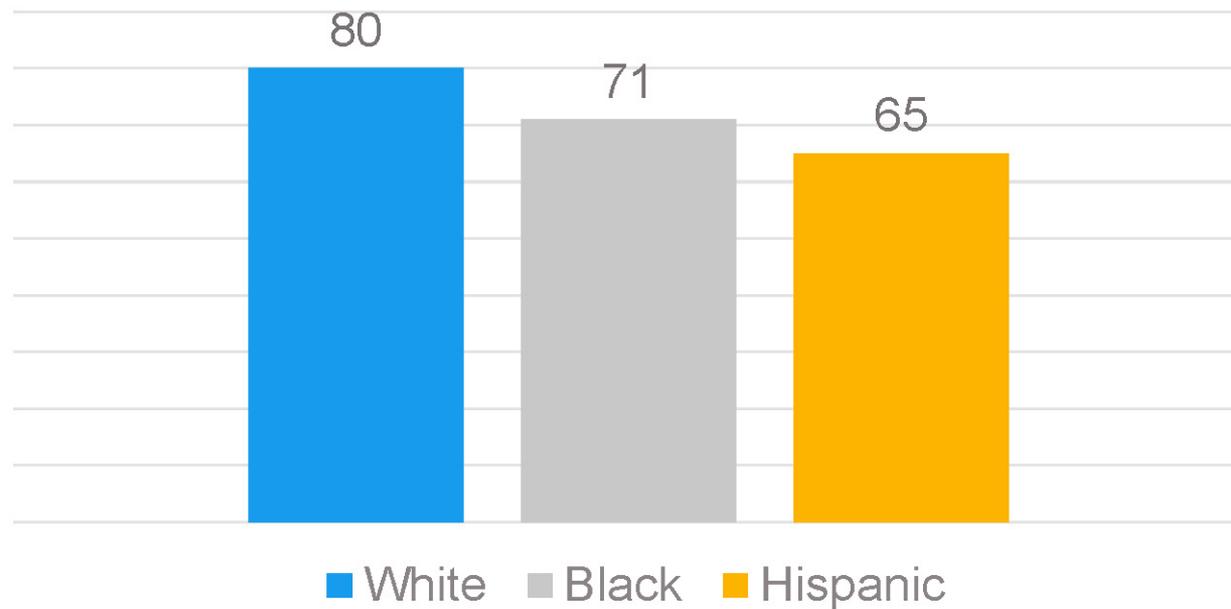
Digital Skill Levels among Youth Ages 16 to 24 Who Are Employed by Race

- No digital skills
- Limited independent digital skills
- Basic task oriented digital skills
- Applied digital skills
- Advanced applied digital skills



Source: Hecker and Briggs (2021) – calculations from 2017 PIACC

Households Reporting Home Broadband Internet Access



Pew Research Center 2021

Tech Skills Training Strategies

Strategies for Teaching Tech Skills

- Teach skills in context
- In-person teaching is important
- Match training to people's needs
- Access to tech tools connected to tech literacy

Challenges for Teaching Tech Skills

- Assessing tech skills
- Funding
- Meeting the needs of non-English speakers
- Moving to tech literacy

Moving from knowledge of specific skills and tasks to broader tech literacy involves confidence, familiarity, and interest

Contact Information

Pamela Loprest
ploprest@urban.org
Urban Institute

Introduction to the USDA & Overview of Rural Utilities Service Programs

*TANF and Technology: Preparing
Workers for Long Term Success*

Presented by:
Scott Steiner



Rural Development's (RD) Mission

USDA Rural Development

Committed to helping improve the economy and quality of life in rural America.

- Provide **loans, grants, and loan guarantees** that support essential services, such as:
 - Housing
 - Economic Development
 - Health Care
 - First Responder Services and Equipment
 - Water, Electric, and **Telecommunications Infrastructure**



Rural Development Background

Rural Development includes 3 agencies with unique programs and objectives:

- **Rural Utilities Service (RUS)**
 - Rural Housing Service (RHS)
 - Rural Business-Cooperative Service (RBS)
- Across the three agencies, Rural Development administers over 40 programs.
- RUS Electric & **Telecommunications** programs are administered by National Office
 - RHS and RBS programs are administered by State & National Offices

RUS Telecommunications Program History

From electricity to broadband...

- 1935** Rural Electrification Administration (REA) created and began providing financing to promote rural electrification
- 1949** REA received authority to finance telephone service in rural communities
- 1995** Evolving from the REA, the Rural Utilities Service (RUS) required all financed telecommunications networks have the capacity to deliver broadband
- 2010 to present** RUS has approved over **\$8 billion** in loans and grants to build out broadband infrastructure and expand distance learning and telemedicine services in rural areas

Funding for Rural Broadband

- Telecommunications Infrastructure Loan Program
- Rural Broadband Program
- Community Connect Grant Program
- ReConnect Program



Telecommunications Infrastructure Loan Program

| Funding Type | Rural Focus | Funding Thresholds | How to Apply | When Applications are Accepted |
|-----------------------|------------------------------------|--------------------|--|--------------------------------|
| Loans/Loan Guarantees | Primarily benefits communities ≤5K | N/A | Submit through the RD Apply online application system | Year-round |

Available Funding

FY2019

\$690 million available

FY2020

\$690 million available

FY2021

\$690 million available

Program Updates

FY2019

12 loans approved: **\$181.5 million**/10 states impacted

FY2020

8 loans approved: **\$98.6 million**/10 states impacted

FY2021

2 loans approved: **\$57.5 million**/1 state impacted

5 loans in process: **\$58.9 million**

<https://www.rd.usda.gov/programs-services/telecommunications-infrastructure-loans-loan-guarantees>

Telecommunications Infrastructure Loan Program

Standard Loan Terms include:

- 2 Year Principal Deferral
- Interest Rate at the Cost-Of-Money
- Loan Maturity - Life of the Facilities Financed Plus 3 Years

Staff can assist and review loan applications before submission

Rural Broadband Program

| Funding Type | Rural Focus | Funding Thresholds | How to Apply | When Applications are Accepted |
|---|------------------------------|--|--|--|
| Loans/Loan Guarantees/Loan-Grant Combinations | Areas with populations ≤ 20K | TBA in the Federal Register | Submit through the RD Apply online application system | Applications are not accepted at this time |
| Available Funding | | Program Updates | | |
| <p><u>FY2019</u> \$121.7 million available</p> <p><u>FY2020</u> \$91.9 million available</p> <p><u>FY2021</u> \$11.9 million available</p> | | <p><u>FY2019</u> 3 loans approved: \$47.8 million</p> <p><u>FY2020</u> 0 loans approved</p> <ul style="list-style-type: none"> RUS was not accepting applications during FY 2020 due to a 2018 Farm Bill requirement to implement a new public notice system. <p><u>FY2021</u> The program is closed and will open when a Funding Opportunity Announcement (FOA) is published.</p> | | |

<https://www.rd.usda.gov/programs-services/rural-broadband-access-loan-and-loan-guarantee>

Rural Broadband Program

Recent regulatory changes include:

- Lengthening build-out period of the broadband system from 3 to 5 years
- Tying the required broadband lending speeds to the term of the award
- Providing technical assistance and training through grant funding to help applicants intending to serve the most rural areas prepare an application

See [7 CFR 1738](#) published in the [Federal Register](#) on March 12, 2020 for a comprehensive review of the updated content.

Community Connect Grant Program

| Funding Type | Rural Focus | Funding Thresholds | Matching Requirement | Broadband Service Speeds | How to Apply | When Applications are Accepted |
|--------------|------------------------------|-------------------------|-------------------------------|--|--|--|
| Grants | Areas with populations ≤ 20K | \$100,000 - \$3,000,000 | 15% of requested grant amount | Broadband Service: <10/1 Mbps Broadband Grant Speed: ≥25/3 Mbps | Submit through the Community Connect Portal | Applications are not accepted at this time |

Available Funding

FY2019

\$33 million available

FY2020

\$29 million available in FY2020 after awarding 8 grants from FY2019 application cycle

FY2021

\$35 million available

Program Updates

FY2019

12 grants approved: \$24.3 million/9 states impacted

FY2020

8 grants approved: \$15.7 million (from the FY2019 Application window)/7 states impacted

- No FY2020 application window due to regulation update

FY2021

Application window closed on December 23, 2020

73 Applications received: \$146.4 million

<http://www.rd.usda.gov/programs-services/community-connect-grants>

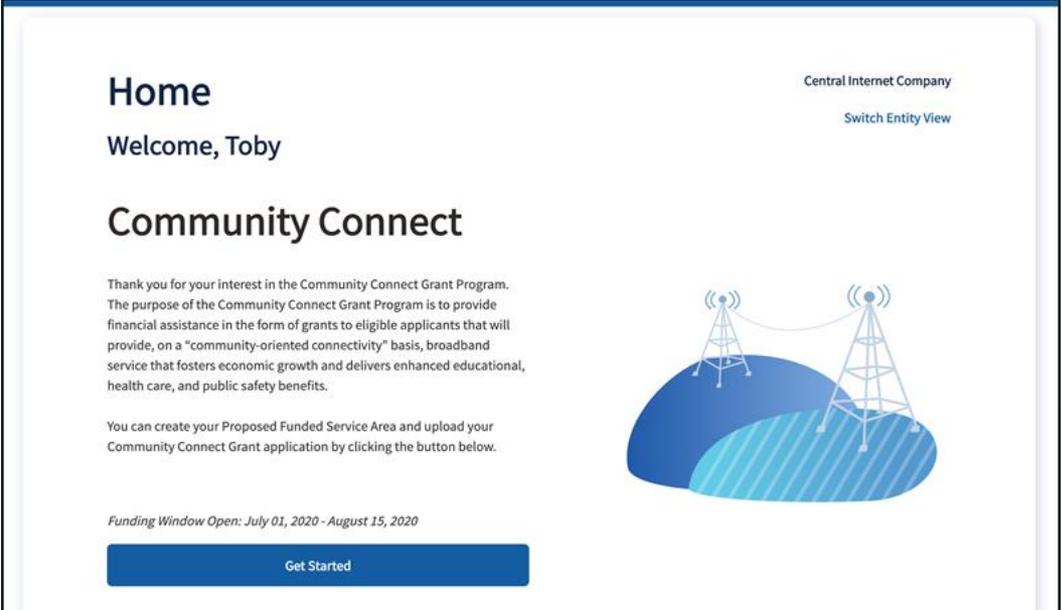
Community Connect Grant Program

Applications were submitted electronically through the new online application system.

Resources are available on the website at: <http://www.rd.usda.gov/programs-services/community-connect-grants>

Contact Information

Loan Origination and Approval Division
Email: community.connect@usda.gov
Call: 202-720-0806



The screenshot shows the home page of the Community Connect Grant Program website. At the top right, it says "Central Internet Company" and "Switch Entity View". The main heading is "Home" followed by "Welcome, Toby". Below that is "Community Connect". A paragraph of text explains the purpose of the grant program: "Thank you for your interest in the Community Connect Grant Program. The purpose of the Community Connect Grant Program is to provide financial assistance in the form of grants to eligible applicants that will provide, on a 'community-oriented connectivity' basis, broadband service that fosters economic growth and delivers enhanced educational, health care, and public safety benefits." Below this is another paragraph: "You can create your Proposed Funded Service Area and upload your Community Connect Grant application by clicking the button below." At the bottom left, it says "Funding Window Open: July 01, 2020 - August 15, 2020" and there is a blue "Get Started" button. On the right side, there is an illustration of two radio towers connected by a line, with a blue globe-like shape below them.

Central Internet Company
Switch Entity View

Home

Welcome, Toby

Community Connect

Thank you for your interest in the Community Connect Grant Program. The purpose of the Community Connect Grant Program is to provide financial assistance in the form of grants to eligible applicants that will provide, on a "community-oriented connectivity" basis, broadband service that fosters economic growth and delivers enhanced educational, health care, and public safety benefits.

You can create your Proposed Funded Service Area and upload your Community Connect Grant application by clicking the button below.

Funding Window Open: July 01, 2020 - August 15, 2020

Get Started

ReConnect Program

| Funding Type | Rural Focus | Funding Thresholds | Matching Requirement | Broadband Service Speeds | How to Apply | When Applications are Accepted |
|--|------------------------------|---|---|--|---|--|
| Loan/Grants /Loan-Grant Combinations | Areas with populations ≤ 20K | ≤\$50 million for loans & loan-grant combinations ≤\$25 for grants | For grant-only: 25% of requested grant amount | Broadband Service: <10/1 Mbps Broadband Buildout Speed: ≥25/3 Mbps | Submit through the RUS online application system | Applications are not accepted at this time |
| Available Funding | | | | Program Updates | | |
| <p><u>FY2019</u> \$550 million available</p> <p><u>FY2020</u> \$655 million available in FY2020 (includes CARES funding)</p> <p><u>FY2021</u> \$635 million available</p> | | | | <p><u>FY2019 – “Round One”</u> 146 Applications processed: \$1.4 billion</p> <ul style="list-style-type: none"> • 78 100% Grant applications • 53 50/50 Loan/Grant applications • 15 100% Loan applications <ul style="list-style-type: none"> • 77 awards approved: \$663 million/33 States impacted <p><u>FY2020 – “Round Two”</u> 172 Applications submitted: \$1.57 billion requested</p> <ul style="list-style-type: none"> • 88 awards approved: \$675 million/35 States impacted | | |

<https://www.usda.gov/reconnect>

ReConnect Program

“Rural eConnectivity Program” regulation has been published. Highlights of the new regulation include:

- Broadband speeds, funding limits, scoring criteria, and protected areas will be announced in Federal Register notices or Funding Opportunity Announcements when new application windows are opened
- If awarded, grant funds may be used for eligible preapplication expenses in the first advance request

See [7 CFR 1740](#) published in the [Federal Register](#) on February 26, 2021 for the regulation text.

Distance Learning and Telemedicine Program

Distance Learning & Telemedicine Grant Program

Distance Learning means the real-time, interactive delivery of curriculum via telecommunications and promotes the connection of students and teachers at remote sites.

- Provide educational programs, instruction, or information originating in one area, whether rural or not, to students and teachers who are located in rural areas; or
- Connect teachers and students, located in one rural area with teachers and students who are located in a different rural area.

Telemedicine is a real-time, interactive, telecommunications link to an end user from medical professionals at separate sites in order to exchange health care information for the purpose of providing improved health care services to residents of rural areas.

- Benefits rural residents both in reduced travel and improved access to service

Distance Learning & Telemedicine Grant Program – The Basics

Available Funding

FY2020 Window 1 - \$71.7 million available

- **\$12 million** for projects to address opioid epidemic
- **\$9.4 million** for projects to address substance use disorder
- **\$50.3 million** for all eligible DLT projects

Window 2

- **\$24.25 million** for all eligible DLT projects (CARES Act funds)
- Carryover from Window 1 & additional funds, if available

FY2021 Total of \$44.5 million available

- **\$10.2 million** for projects to address substance use disorder
- **\$34.3 million** for all eligible DLT projects
- Available funds may increase depending on carryover funds, rec

Program Updates

FY2020

- **FOA #1:** February 10 - April 10, 2020
- **276** applications received for **\$155.9 million**
- **180** applications eligible totaling **\$101.4 million**
- **117** applications approved for **\$72.4 million**

- **FOA #2:** April 14 - July 13, 2020
- **534** applications received for **\$252.1 million**
- **149** applications eligible totaling **\$71.3 million**
- **86** applications approved for **\$42.3 million**

FY2021

- FOA published April 5, 2021
- **Applications due June 4, 2021 via Grants.gov only**
- Awards will range from \$50,000 to \$1,000,000

<https://www.rd.usda.gov/programs-services/distance-learning-telemedicine-grants>

Program Historic Numbers



Telecommunications Programs – All State Investments

Since FY2010, RUS has approved over \$8 billion in funding for broadband and distance learning and telemedicine projects that serve rural residents.

| Program | Projects Approved | Funds Approved |
|--|--------------------------|-----------------------|
| Telecommunications Infrastructure Program | 195 | \$3.2 Billion |
| ReConnect Program | 165 | \$1.3 Billion |
| Rural Broadband Access Program | 10 | \$273.4 Million |
| Distance Learning and Telemedicine Program | 1,153 | \$408.1 Million |
| Community Connect Grant Program | 111 | \$185.0 Million |
| Broadband Initiatives Program | 258 | \$2.9 Billion |
| Grand Total | 1,892 | \$8.3 Billion |

*Table shows award data **at time of obligation** for all programs except ReConnect and BIP, which show present award data.

Updated: 3/2/2021

Rural Utilities Service Telecommunications Key Contacts

Assistant Administrator

Laurel Leverrier, Assistant Administrator, Telecommunications
laurel.leverrier@usda.gov / 202.720.9556

Deputy Assistant Administrators

Shawn Arner, Telecommunications Program
shawn.arnner@usda.gov / 202.720.9556

Peter Aimable, Portfolio Management & Risk Assessment Division
peter.aimable@usda.gov / 202.720.1025

Randall Millhiser, Loan Origination & Approval Division
randall.millhiser@usda.gov / 202.720.0800

Kenneth Kuchno, Policy & Outreach Division
kenneth.kuchno@usda.gov / 202.690.4673



USDA

Rural Development

U.S. DEPARTMENT OF AGRICULTURE



Polling Question #2

What do you think will be the biggest challenge when starting a tech literacy program in your community?

- A. Getting leadership buy-in
- B. Training staff
- C. Recruiting participants
- D. I'm not sure



Poll Question #3

Do you currently partner with any community-based organizations or businesses to provide technology access or literacy services to clients?

- A. Yes
- B. No
- C. I don't know

IMPACT OF DIGITAL EMPOWERMENT



Presented by:

Samantha Hansen, Senior Manager

Charlene Miles, Education and Training Manager

MISSION | VISION | VALUES

OUR MISSION

To work in partnership with Our People to develop opportunities that fulfill Our endless potential.

OUR VISION

We envision a future in which all Our People—especially Our youth, the stewards of our future—have access to vast opportunities, and have the ability, confidence, and courage to advance and achieve their goals, infused with an unshakeable belief in Our endless potential.

THROUGH OUR VALUES WE ARE:

Interdependent

Resilient

Accountable

Respectful

Humor

Our People have always understood that no one lives in isolation—individuals depend on each other, as well as themselves. In a world that presents both challenges and opportunities, we must work together, and be resilient. Each person has a responsibility to themselves, to their families and to their community. We need to treat each other with respect. These cultural values guide us in everything we do.

TECHNOLOGY LITERACY AND CITC

Technology literacy is a term used to describe our participant's ability to access, understand, manage and communicate information in a fully digital environment.

Participants who possess technology literacy are able to:

- Easily utilize a variety of digital devices (computers, smartphones, tablets)
- Communicate using electronic devices (e-mail, social media)
- Research
- Solve problems
- Apply technology and critical thinking to real-world experiences
- Develop the knowledge and skills to adapt to changing technologies
- Use technology to meet personal needs, interest and learning styles



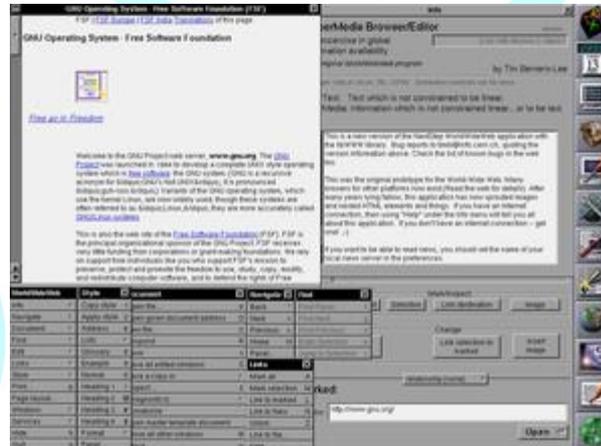
TIMELINE OF TECHNOLOGY IN ALASKA

1970's
State Regulatory
Mandate

1990's
Internet

1980's
LearnAlaska

1996
Telecommunications
Act



TIMELINE OF TECHNOLOGY IN ALASKA

2011
TERRA network
broadband to 84
communities



2019
gigabit speeds are
available to 84%
of Alaskans



2016
gigabit service to
Anchorage

2020
Anchorage is one
of the first
territories to
receive 5G in the
Nation!



DIGITAL INCLUSION

Access - Availability, affordability, design for inclusion and public access

Adoption – Relevance & understanding

Application – Changing the culture and applying what we have learned. Workforce development, education, social connections, case management and eligibility services.

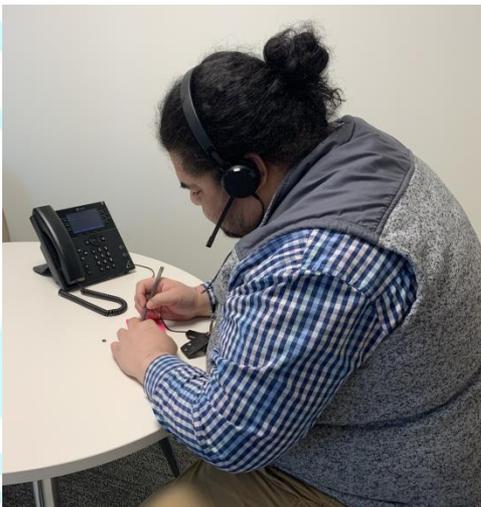
SIGN HERE:

Please email this application to elg@citci.org

230-4 SIGNATURES

The participant and case manager must both sign (either virtually, telephonically or by a physical signature) the completed FSSP. If the FSSP is developed by telephone, the case manager notes the participant's agreement with the family's plan in the case record, signs the family's plan, keeps a copy for the case record, and sends the original to the participant to sign and return.

Note: During declared emergencies when it's challenging to receive signatures an acknowledgement from the participant virtually or telephonically can be accepted temporarily until normal business operations can resume.



BEFORE AND SHIFT FROM COVID

PRE-PANDEMIC

- Transition in Action
- Onsite Services
- Existing workforce



THE PARADIGM SHIFT

- Switching Gears
- Fast Track to Digitalization
- Increased Skills Gap

ADAPTATION

GAINING A NEW LENS

- Digital Reality
- Interdependence
- Resilience in Action

REVAMPED APPROACHES

- Shift in Support Services
- Implement Tools
- Creating Virtual Space
- Skill Building



WHAT THE FUTURE HOLDS

Newest CITC Developments

- Family Information System
- AlaskaNativeHire.com
- Virtual job Fair

Digital Badging

- The Microsoft Office Suite
 - Word
 - Excel
 - PowerPoint
 - Outlook
 - Access
- IC3 - Basic Computer Literacy
- Project Management
- Cyber Security
- Entrepreneurship



REFERENCES TO EXPLORE

- https://iseralaska.org/static/legacy_publication_links/DigitalDiversityAlaskaHudson.pdf
- <https://www.gci.com/about/news-releases-archive/gci-launches-alaskas-1st-5g>
- <https://www.ncta.com/whats-new/gci-turns-alaska-into-the-first-frontier-with-5g-service>
- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7648497/#:~:text=Paradigm%20Shift%20Caused%20by%20COVID%2D19,-With%20organizations%20attempting&text=For%20many%20companies%20that%20already,organizational%20resources%20for%20remote%20employees>
- <https://hbr.org/2016/02/technology-isnt-enough-to-empower-employees-even-in-a-digital-world>
- <https://www.nature.com/articles/s41591-020-1011-4>
- <https://www.cornerstoneondemand.com/rework/3-ways-technology-both-widens-and-bridges-generational-divide-work>

PARTNERSHIP

QUYANA!

PEOPLE



COOK
INLET
TRIBAL
COUNCIL

POTENTIAL

Celebrating more than **35 years** of Impact

CONNECTING PEOPLE TO THEIR POTENTIAL THROUGH PARTNERSHIP



Poll Question #4

What technical assistance or support would be most helpful to start programming related to tech literacy?

- A. Training for staff
- B. Curriculum
- C. Partnership development support
- D. Research/resources about the value of programming to increase buy-in
- E. Other – please specify in the Questions box

Meet Byte Back

Mission



Byte Back provides a pathway of inclusive tech training that leads to living-wage careers.

Melissa Stallings, Chief Program Officer

Byte Back's Pathway & Tech Literacy

Living-Wage CAREER Using Tech

Tech Certifications

Computer Proficiency
& Career Readiness

No Tech Skills



95% PEOPLE
OF COLOR

61%

Women

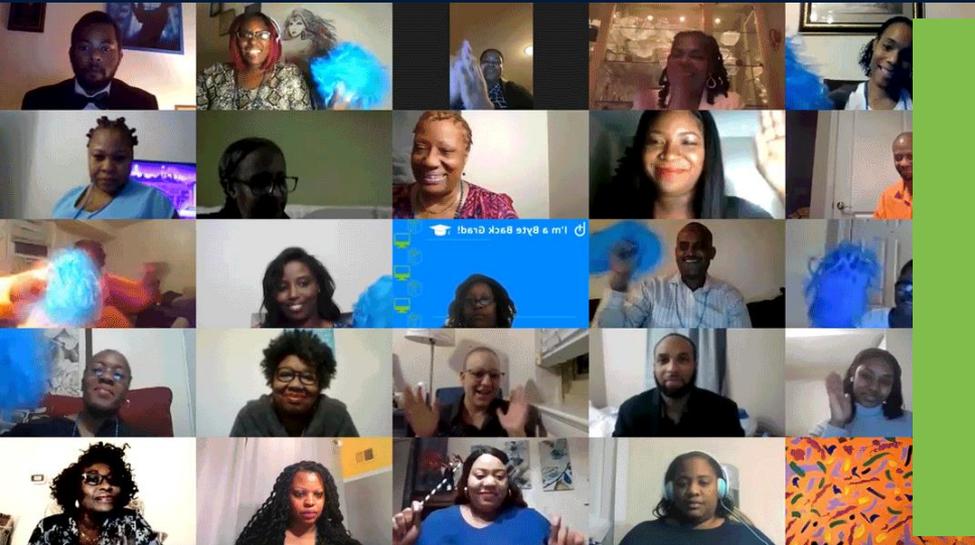
17%

Reported Disability

60% receive gov benefits

Why Is the Work Needed

IMPACT: When bridging the digital divide also means bridging an economic divide ...



57 GRADS HIRED

Employed Graduates Started
Earning an Average of

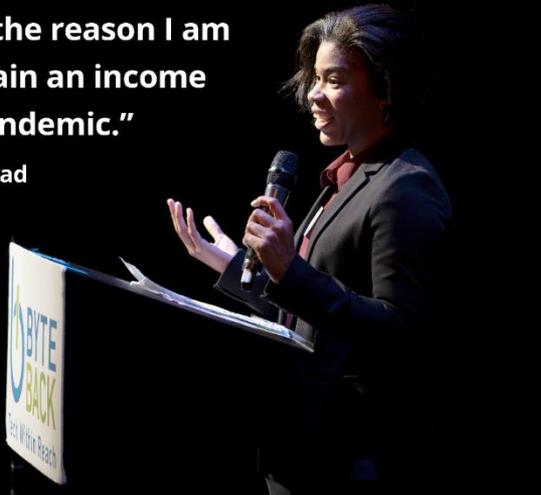
\$23,463

MORE PER YEAR

How is COVID affecting this?

"Byte Back is the reason I am able to maintain an income during this pandemic."

Jasmine, 2019 IT Grad



Adapting during Covid-19

- Transitioned to a virtual learning modality by the end of March 2020. Previously, all classes were in-person. Laptops were offered as needed.
- Leveraged laptop donations from our board, funders, and corporate partners to create a robust loaner laptop program.
- Relied on participant survey feedback to add additional supportive services such as tutoring and case management + better assess student needs.
- Launched virtual exam proctoring through Pearson Vue and subsequently reopened Byte Back's Learning Lab (student feedback).
- Recently added in-person socially distanced hands-on labs.

Meet Tolya



“Having Byte Back has made me less fearful of my future, especially during this pandemic.”

Byte Back Overview of 2020

- In 2020, Byte Back trained 328 participants, 200 of whom entered our career pathway earning Microsoft Word, Excel, CompTIA IT Fundamentals, and CompTIA A+ certifications.
- Despite the pandemic, we maintained a 77% participants' completion rate.

Integrating Tech Training into Job Training

- SNAP Employment & Training
- DC Department of Employment Services
 - Digital Literacy + Device

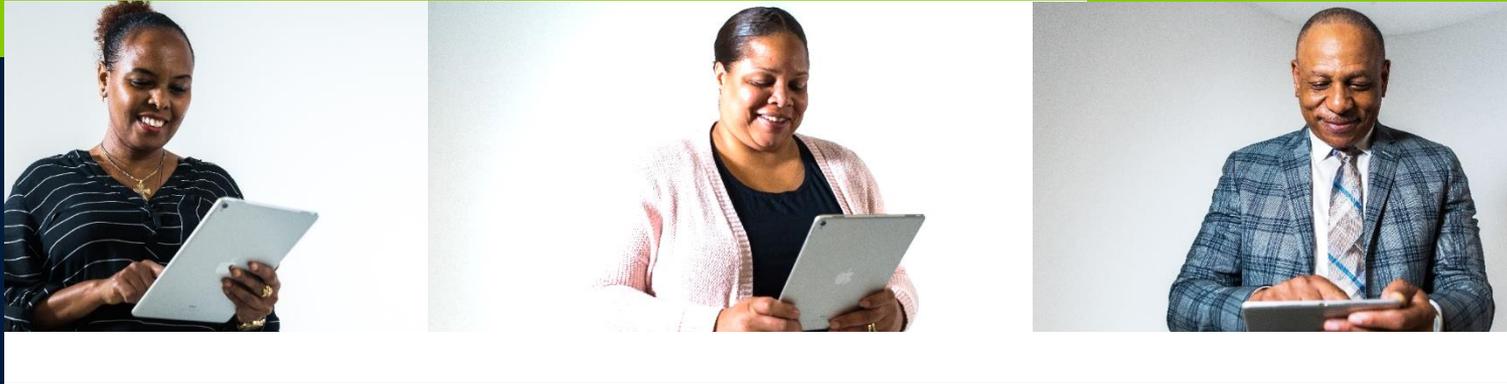


Integrating Tech Training into Job Training

- The SNAP & DOES models provide the Whole Package: Tech training + career training + device + internet
- Equity: those who need classes most are getting services
- What is Digital Literacy?
- The need for advanced certification training



Diversity and Inclusion in Tech



Untapped potential: 28 million low-tech jobs are GONE. Meanwhile, the tech sector has a huge diversity problem.

Combining tech+job training has increased diversity in tech while closing opportunity gaps.

Establishing the Loaner Laptop Program

- Sourced and procured 180 computers from The Wilderness Technology Alliance (Wild Tech).
- Leveraged IT Consultant to support hiring and onboarding of IT Specialist, securing inventory and acquiring IT Operations & Service Management software (ManageEngine).
- Hired IT Specialist dedicated to SNAP Loaner Laptop program.
- Created an email for all IT Support requests.
- Prepared all computers with imaging software.
- Partnered with SNAP E+T to create referral and loan processes.

Laptop Loaner Initiative Policies

Byte Back agreement allows for at least 150 laptops to remain in circulation throughout FY21. They handle inventory, distribution, and support.

Participants must be engaged in at least 40 hours of SNAP E&T component activities per month to be eligible, but may be working with any provider or with DC DHS staff.

Laptops loaned for anticipated time for component completion with max term of 4 months, which can be extended based on availability and documented need for extension to complete activities.

Participants complete a pre and post loan survey and sign a form taking responsibility for equipment.

Thanks for listening!

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ADMINISTRATION FOR
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Office of Family Assistance

OFA Peer TA
Strengthening Self-sufficiency Pathways





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Additional Information

- A recording of this webinar will be available shortly on the PeerTA Network website at: <https://peerta.acf.hhs.gov/>.
- We would also like to hear from you about future webinar topics. Please send us your ideas by e-mail to peerta@blhtech.com.



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Webinar Feedback

- Please send us your feedback via the survey that will launch when the webinar ends.

Thank you!