**WorkforceGPS**

**Voices of Experience: Lisa Part 2**

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**Positive Change**

Lisa Dunaway: We most definitely will be keeping our virtual programming with our youth. We've also started to incorporate that into the adult site as well. So a lot of that will continue. Our county is very spread out and very diverse, not only in the residents, but where they're located, so we have a very rural area in our county.

We also have the city in our county. So this working virtually allows for the people who suffer with the barrier of transportation to participate in our activities instead of having to drive an hour to get to our office or even a half an hour to get to one of our satellite offices, they can now just log in from home and participate and reap the benefits of the services that we provide. I believe just the fact that we had no choice in the matter if we wanted to be able to still provide our services, keep our doors open and benefit our community members, we needed to really come up with a way to address the problem.

And that in itself was a challenge because we were so used to doing the things that we doing, the things that we did, the way we did it. You know, we provide a very face to face of service. The expectation is you come in, you meet with us. That was not possible. And that, I guess, would be our biggest challenge, was how are we going to touch and reach the people in our county, the people that need us.

And by thinking outside the box, by trial and error and doing what we could to do to figure out how to get our jobs done, it created the atmosphere -- the culture, I guess, would be better term in our agency of let's find the best way to do this, the easiest way to do it, and the most effective way to do it. And it really empowered a lot of us within the agency to start taking ownership for our part of the puzzle. And by forcing that, we I believe we've become a stronger agency. We will be continuing with our virtual programming, that is something that has been very, very well received with our customers.

We -- through the use of Zoom, we are now able to meet with people that we would have never have been able to really meet with before because they couldn't get to us. It's allowing us to support our youth where they are and connect with them in ways that we were never able to do before.

And we will continue. I just really believe we're just going to continue to be using our virtual platforms well into the future.