



WORKFORCE SOLUTIONS of the Coastal Bend

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MEMO

To: Emergency Management Plan
Cc: Ken Trevino, Shileen Lee
From: Amy Kiddy Villarreal
Date: Thursday, June 25, 2020
Subject: COVID-19 Operational Processes

On March 13, 2020, the president declared the COVID-19 pandemic a national emergency. That same day, with confirmed cases of COVID-19 in multiple Texas counties, Governor Greg Abbott declared a state of disaster for Texas. The governor, mayors, and county judges throughout the state have enacted unprecedented levels of heightened public health safety measures to limit the spread of the disease.

The pandemic has forced many “nonessential” businesses and services to close, leaving affected employers no choice but to lay off workers or reduce workers’ hours. Workforce Solutions of the Coastal Bend, like all other organizations across the world, has been fundamentally impacted by COVID-19. While ensuring the safety of our team, as of March 30, 2020 we closed our career centers and continued to serve our community with our essential employment and program services virtually.

We will continue to plan for what we can, and pivot as we need to, for the safety of our team and our customers throughout the region. While physically closed, our career centers have been equipped with appropriate plexiglass, directional signage and “social distanced” customer resource rooms and labs.

As we continue to reopen, additional IT and janitorial staff have been put in place for technology upgrades and cleaning processes. We’ve provided added security and medical professionals to do assessments and temperature checks in the career centers. All staff working within the career centers will be required to wear face coverings over their nose and mouth when 2 or more staff are present. We look to our career center service providers and partners to ensure their employees are provided with specific processes to re-enter the career centers and their communities and provide quality customer services as safely as possible. To this end, we would ask that our services providers and partners communicate their directives to staff with us so we are aware.

We will not set in policy any processes that would need to be changed and updated as the regional landscape changes, to ensure we can pivot as needed and address counties independently. Information and directives impacting service delivery will be shared with service providers and partners via email communication. Periodic virtual meetings will be held with the appropriate staff, services providers and center partners present. The follow page serves as a timeline and possible “roadmap” with indicators to be used in future emergency situations such as this.

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COVID-19 Timeline & Action Steps

External Action or Factor

Operational Action

[Resource Information Link](#)

- Prior to March 1, 2020 – COVID-19 news stories and discussion.
- March 2-13, 2020 – Weeks 1 & 2
 - First major local layoff notification.
 - First Texas Major event cancelled (Austin, SXSW, then Houston Livestock Show)
 - TWC COVID-19 twice a week calls begin
 - **Social Media posts and career center signs encouraging people be aware and follow guidance provided by the CDC to “Stop the Spread.”**
 - [OSHA COVID-19 Resources Available](#)
 - [TWC Releases pages for COVID-19 FAQ, Employers, Jobseekers, Self-Employed and Childcare.](#)
 - **Rapid Response and Layoff Aversion Services kick in- Contract Manager assigned to maintain list and communicate with service.**
 - Board Staff are provided an option to work from home. (Telework Agreements)
 - **Security and Janitorial services increased at the centers.**
 - **Additional supply orders made in case of shortage.**
 - Request Service Providers create team rotations in case closer is necessary.
 - Governor declares a statewide disaster for all counties in the state. Drive thru testing available in San Antonio.
- March 16-20, 2020- Week 3
 - TWC: Remote Services Provided and Gathering of 10 people or More Discouraged
 - Governor Greg Abbott Issues Executive Order (Social Distancing in Effect)
 - **WFSCB Career Centers Temporarily Closed. Virtual Services Only as of March 23rd.**
 - **Career Center staff are centralized at the Staples Career Center.**
 - Janitorial Staff cleaning all frequently touched spaces.
 - TWC COVID-19 Resources Page
 - Staff should not be in lunch areas at the same time.
 - Additional layoff notification via WARN and customer phone calls.
 - Rapid Response and Layoff Aversion Services kick in.
 - WFSCB Issues Press Release on Closures/Virtual Services
 - **Career Center Phone System and Voicemail Updated**

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- [Launched the COVID-19 Resources Website Page](#)
- **Partner and Service Provider Information and Coordination emails**
- Updated Career Center Poster “Your Health & Safety is Our Top Priority, Please Work With Us Remotely” Updated Global Header and Social Media Posts “Staff Remains Available by Phone, Email or Online”
- MailChimp E-Blast “Staff Remains Available/Ready to Serve” and January Labor Market Jobs & Employment Report
- COVID-19 Letter to Child Care Providers
- CCREDC Resource & Community Partner Weekly Meetings (GoToMeeting)
- COVID-19 Employer & Job Seeker Services, Shared Work Program, Community Resources by County, Texas Benefits

- March 23-27, 2020- Week 4
 - Governor issues Executive Order to direct health care officials to postpone surgeries that are not “medically necessary.”
 - Local Elected Officials begin issuing “Stay at Home/Shelter in Place” orders.
 - Child Care Funds for Essential Workers
 - Virtual WIOA Orientation for WFSCB Programs
 - Web Update: Global Header – Virtual Services
 - MailChimp Eblast Employer Survey #1 –Partners: CCREDC & Dr. Lee
 - Updated 24x36 Posters Placed at all WFSCB Career Centers
 - Created WIOA Orientation Flyer for WFSCB Programs
 - MailChimp Eblast Workforce Insider – No Job Seeker Left Behind, Virtual Services Available/February 2020 LMI Jobs Report
 - **Staff are sent home to work virtually effective March 30.**

- March 30- April 3, 2020- Week 5
 - Governor issues Executive Order to minimize gatherings or in-person contact with people not in the same household.
 - 34 Cases in Nueces County
 - City of Corpus Christi Small Business Recovery Taskforce
 - **Shift in WFSCB Messaging – Jobs Start Here! Posted on Website & Social Media**
 - Launched WFSCB Texting Program: (361) 882-7491
 - Launched Jobs Start Here! Essential Jobs List on Website
 - Web Update: COVID-19 Resources for Child Care Services

- April 6-10, 2020- Week 6
 - Bi-weekly C2GPS Operations and Leadership Meeting Begin (Every other Monday/Friday)
 - Essential Workers Child Care Forms (English and Spanish)

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- Weekly TWC Childcare Calls
- Service Provider Virtual Staff Development program
- Weekly Board Team Calls – Public Relations, Programs, Childcare
- Board Team Virtual Meetings (Monday/Friday)

- April 13-17,2020- Week 7
 - Final DocuSign Meeting & Subsequent Purchase for WIOA Eligibility Process
 - Discuss implementation of Child Care PSOC changes & supplemental payments
 - Practice Virtual Committee/Board Meetings
 - MailChimp Eblast Employer Survey #2 - Partners: CCREDC & Dr. Lee
 - TWC/Employer Initiatives Conference Call
 - Workforce Insider “We Are Virtually Here To Help You” and March 2020 LMI Jobs Report

- April 20-24, 2020- Week 8
 - **Assessment of Rural Career Centers – Facilities, IT, COO, CFO**
 - Career Center Operators answer 100’s of calls a day regarding unemployment.
 - Coastal Bend Town Hall hosted by Rep. Todd Hunter & WFSCB
 - MailChimp E-blast - “Workforce Solutions for Employers” Virtual Town Hall

- April 27-May 1, 2020- Week 9
 - **Purchase Orders for plexiglass, additional IT equipment, PPE, and center supplies for reopening to the public.**
 - Unprecedented number of unemployment claims filed.
 - 102 Cases in Nueces County
 - WE Summit Planning Sessions
 - Microsoft Bookings Webinar for setting customer appointments

- May 4-8, 2020- Week 10
 - Shift focus to Reopening Career Centers
 - Move Board team meetings to Tuesday 4pm & Friday 9am
 - Career Center Partner Meetings to discuss reopen expectations.
 - COVID-19 SDF Training Grant Applications
 - **\$73,000 National Dislocated Worker Grant Contract**
 - Board Committee Meetings
 - Career Center Service Provider & Partner Meeting (Zoom)

- May 11-15, 2020- Week 11
 - **TWC Required Career Center Plan & Checklists for Reopening Requested**
 - Quarterly BakerRipley Meeting (Zoom)

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- Rearranging Career Center Resource Rooms and Public Spaces
- **Quality Child Care Cleaning Supply Distribution -Staples Career Center**
- Executive/Finance Committee Meeting

- May 18-22, 2020- Week 12
 - Continued scheduled weekly meetings
 - **COVID-19 SDF Grant Submission \$100,000**
 - Scheduled Temperature Checks & Assessments by medical professional
 - Youth Programing discussions
 - Board of Directors Meeting (Zoom)

- May 25-29, 2020- Week 13
 - 275 Cases in Nueces County
 - Planned reopening of centers- June 15- By appointment Only
 - **Limited number of Career Center staff reenter Staples Career Center.**
 - **TWC Required Career Center Plan & Checklists for Reopening Completed**

- June 1-5, 2020- Week 14
 - WE Summit Practice Sessions
 - **Limited Career Center staff reenter rural career centers with temperature checks and assessments by medical professionals. (one north/one south per week)**
 - COVID-19 SDF Partners Meeting
 - High School College Signing Day

- June 8-12, 2020- Week 15
 - New Posters for Career Centers “By Appointment Only” placed
 - Rockport Fulton Virtual Lunch & Learn
 - Host Secretary of State for WE Summit Day 1
 - Virtual WE Summit -Mon-Thursday 2-3pm GoToMeeting & Zoom
 - **Appointment scheduling starts for customers by phone.**

- June 15-19, 2020- Week 16
 - **GO LIVE- Centers Open to Customers by Appointment Only**
 - Test Phone Lines and Bookings Schedule
 - Zoom Call to discuss pricing moving forward with CFO, COO
 - Create Agenda & Information for Special-Called Board of Directors Meeting
 - CCREDC Presentation – COVID-19 Skills Development Fund
 - May 2020 LMI Release
 - 633 Cases in Nueces County

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- June 22-26, 2020- Week 17
 - Present on TWC Conference Call about Best-Practices implemented because of COVID-19.
 - **Special-Called Board of Directors Meeting**
 - TWC/Childcare Provider Conference Call
 - UCCCC Education & Workforce Committee Meeting
 - 1028 Cases in Nueces County
 - Nueces, Brooks, Jim Wells Counties issue Mask order for residents while in businesses.
- June 29-July 3, 2020- Week 18
 - 10th Career Center Operations Meeting
 - Weekly Childcare Team Meeting
 - Weekly Public Relations Committee Meeting
- July 6-10, 2020- Week 19
 - Unemployment Insurance Work Search Requirement Reinstated
- July 13-17, 2020- Week 20
 - Unemployment Insurance Work Search Due
- July 20-24, 2020- Week 21
- July 27-31, 2020- Week 22

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