

CAREERSOURCE TAMPA BAY'S FREQUENTLY ASKED QUESTIONS

THE FOLLOWING EXTERNAL FAQ'S WERE UPDATED ON MARCH 17, 2020

#	TOPIC	QUESTION	RESPONSE
	GENERAL INTERNAL/EXTERNAL	Where will the latest information regarding closings/openings be posted for CareerSource Tampa Bay.	<p>CSTB Marketing/Public Relations will have all postings during this situation on several locations including:</p> <ul style="list-style-type: none"> • Main page at https://www.careersourcetampabay.com/ • Newsroom under press releases: https://www.careersourcetampabay.com/news_category/press-releases/ • Internally on the CSTB Intranet • Internally all new press releases will be emailed to staff and partners. If you would like to get on the partner list email your request to marketing@careersourceTB.com

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#	TOPIC	QUESTION	RESPONSE
GENERAL FAQ'S			
1	GENERAL INTERNAL/EXTERNAL	Are job seekers required to sanitize their hands upon entering the centers?	Yes, all job seekers will be required to do this.
2	GENERAL INTERNAL EXTERNAL	Where can I find preventive information regarding Corona Virus?	<p>Before visiting a center please review the following flyers.</p> <p>Stop-the-Spread-of-Germs Prevention Tips</p> <p>COVID19-symptoms-FL</p> <p>CSTB ENTRANCE MESSAGE (CORONA virus 19)</p> <p>The latest information from the Florida Department of Health: http://www.floridahealth.gov/ For latest health advisories in Hillsborough County go to the Hillsborough County Department of Health website: http://hillsborough.floridahealth.gov/</p>
3	GENERAL INTERNAL/EXTERNAL	How is CSTB handling customers coming into the center showing signs of flu, cold, or corona virus?	If customer becomes hostile when questioned about symptoms CSTB staff should adhere to the disruptive policy and inform security as necessary.

4	GENERAL INTERNAL/EXTERNAL	What can be done for families that need additional nutritional support during this time?	https://www.fox13news.com/news/florida-activates-website-for-free-student-meals-during-school-closure
5	GENERAL INTERNAL/EXTERNAL	What are the Resource Room Hours of Operation?	Monday – Friday 10 a.m. – 2 p.m.
6	GENERAL INTERNAL/EXTERNAL	CSTB organization’s position on any events past the moratorium?	CSTB is monitoring this situation closely at this time and will continue to update staff accordingly. No decision has been made beyond 3.30.2020. Look for updates on the CSTB website’s press release section and/or main CSTB website @ www.CareersourceTB.com
7	GENERAL INTERNAL/EXTERNAL	Should I avoid shaking hands?	Yes, the virus can be passed by shaking hands and touching your eyes, mouth, and nose.
8	GENERAL INTERNAL/EXTERNAL	To discourage person-to-person contact should staff disengage in handshaking?	Yes. Safe greetings include a wave, a nod, or a bow.
9	GENERAL INTERNAL/EXTERNAL	Are time limits being established in the Resource Room?	Yes, time limits are being imposed in 60-minute blocks. The job seeker will be allowed to visit the Resource Room one time per day and utilize the center once based on specified timeframe.

PARTNER FAQ'S			
1	Partners INTERNAL/EXTERNAL	Does this moratorium apply to partners who have their own main entrance?	Yes, it applies to all partners that are co-located or under a sub-lease with CSTB. Staff and partners are encouraged to utilize free conference lines whenever possible: www.freeconference.com
BOARD OF DIRECTORS FAQ'S			
1	BOD Meetings INTERNAL/EXTERNAL	How will Board meetings be handled?	The CSTB BOD meetings will be conducted virtually using Zoom. Refer to public notices for updates. https://www.careersourcetampabay.com/about-us/board-meetings/
CAREER SERVICES FAQ'S			
1	Career Services INTERNAL/EXTERNAL	Will CSTB be conducting the Employability Skills Workshops during this time?	Not during this moratorium.
2	Career Services INTERNAL/EXTERNAL	How are we handling any customers that present sick?	Adhere to the current guidelines provided based on flyers and posters in the center. If someone presents with appropriate symptoms, they can be asked to leave the center and return when they are feeling better.
3	Career Services INTERNAL/EXTERNAL	How is the resource room being segmented to limit social distancing?	During this time CSTB will be limiting access to 30 computers available for usage in the Resource Room. These 30 workstations will be spaced out to allow 6-10 feet apart.
RESEA FAQ'S			
1	RESEA INTERNAL/EXTERNAL	RESEA- How are we handling job search credit activities?	DEO has not waived any credit for job searches at this time. CSTB is looking at online resources such as: Workplace Skills of the 21 st century and Allison to align with allowable ES workshops to direct customers to complete online tutorials.
2	RESEA INTERNAL/EXTERNAL	Can job search requirements be waived?	No, this is not allowable by USDOL.
MSFW FAQ'S			
1	MSFW INTERNAL/EXTERNAL	How to handle MSFW farm visits during this period?	During this period, no visits should be made to the farms. DEO Job & Benefits supervisor is checking with DEO on any ramifications to this decision and we are exploring alternative methods for accomplishing service delivery.
PROGRAMS FAQ'S			
1	Programs INTERNAL/EXTERNAL	Will we be conducting WIOA program orientation sessions during this time?	No.
2	Programs INTERNAL/EXTERNAL	Will WIOA customers that were scheduled to pick up	Yes.

		an ITA be allowed to keep their appointment?	
3	Programs INTERNAL/EXTERNAL	Will WIOA /WTP customers scheduled to pick up supportive services be allowed to keep their appointment?	Yes.
SUMMER JOB CONNECTION FAQ'S			
1	Summer Job Connection INTERNAL/EXTERNAL	Will Summer Job Connection intake sessions be scheduled during this time?	No. Not during this moratorium.
2	Summer Job Connection INTERNAL/EXTERNAL	Are SJC staff allowed to conduct external outreach events/meetings?	No. Not during this moratorium. Staff should attempt to offer conducting conference calls with any employer/partner wherever possible.
Questions about this list can be emailed to marketing@careersourcetb.com			