

CAREERSOURCE TAMPA BAY'S FREQUENTLY ASKED QUESTIONS

THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON MARCH 24, 2020

#	TOPIC	QUESTION	RESPONSE
35	GENERAL: INTERNAL/EXTERNAL	Where is the latest information about how to get help services for job seekers and businesses?	There is a new COVID-19 JOB RESOURCE TOOL KIT updated on 3.24.2020. Go to www.CareerSourceTB.com look for the orange oval with the above title for the link.
36	GENERAL: INTERNAL/EXTERNAL	Are there any seminars I can attend to help manage my money during this time?	There is a link that you may find helpful https://bit.ly/3drEhvN
37	GENERAL: INTERNAL/EXTERNAL	What sign is posted to English/Spanish speaking people at the CareerSource Tampa Bay locations?	https://bit.ly/2wyQBtD
38	GENERAL: INTERNAL/EXTERNAL	Do you have any information regarding reemployment assistance?	The following link is a guide developed by CareerSource Tampa Bay related to reemployment, employment and family assistance resources. Please share this information with anyone you know that this might assist. https://bit.ly/2UdNYqb
39	GENERAL Plant City & Ruskin Offices	What is the update for CSTB Plant City & Ruskin Offices?	Hillsborough County Government has closed the Plant City and Ruskin offices completely, with no partner access until further notice. See closing notice of CSTB Offices: https://bit.ly/2Jf3jR3

THE FOLLOWING FAQ'S WERE UPDATED ON MARCH 19, 2020

1	BUILDING CLOSURES INTERNAL/EXTERNAL	How many offices are closed to the public?	Effective March 19, 2020 all CSTB offices are closed to the general public due to safety concerns. Partners may have limited access. See press release: See closing notice of CSTB Offices: https://bit.ly/2Jf3jR3
2	BUILDING CLOSURES INTERNAL/EXTERNAL	How will people receive services when the buildings are closed?	This is an electronic tool kit of CSTB services and services available from our partners online: https://www.careersourcetampabay.com/wp-content/uploads/2020/03/CSTB-COVID-19-Toolkit-final.pdf
35	GENERAL: INTERNAL/EXTERNAL	CEO John Flanagan put out a message to staff, partners and the community. Where can I find that message?	It is located on the main page of the CSTB website, under How we can help. https://www.careersourcetampabay.com/

THE FOLLOWING FAQ'S WERE UPDATED ON MARCH 18, 2020

#	TOPIC	QUESTION	RESPONSE
2	GENERAL: BUILDING CLOSURES	How many offices are open and what offices are closed?	CSTB Plant City and Ruskin Offices closed effective March 18, 2020. Read latest press release regarding the closure: https://bit.ly/2Jf3jR3
3	SUMMER JOB CONNECTION: INTERNAL	Which staff will be assigned from SJC, Programs and Business Services to assist the Front Desk with any customer traffic for the first few days?	SJC Hotline – 813-397-2035 Alternate Contact – Jennifer Wilson - 813-419-5398
34	GENERAL: INTERNAL/EXTERNAL	What is the latest information about free meals for children?	Agriculture Commissioner Nicole “Nikki” Fried and the Florida Department of Agriculture and Consumer Services (FDACS) activated their Summer BreakSpot website, where families can find free meals for children under 18 during the current coronavirus school closures. The meal locations may be found at SummerBreakSpot.FreshFromFlorida.com . You can review or post the full Press Release at https://www.fdacs.gov/News-Events/Press-Releases/2020-Press-Releases/UPDATED-Commissioner-Nikki-Fried-Activates-Children-s-Meals-Website-for-COVID-19-School-Closures# .
4	RESEA INTERNAL	Update to RESEA Pool file	On 3.17.2020 CSTB was notified that DEO made the decision to stop the current RESEA Pool file that populates RESEA events (scheduled appointments). They indicated that there is a possibility that the RESEA process will be put on hold for a while due to COVID-19. If this decision is made by DEO, they will notify us.
THE FOLLOWING FAQ'S WERE UPDATED ON MARCH 17, 2020			
33	GENERAL INTERNAL/EXTERNAL	Where will the latest information regarding closings/openings be posted for CareerSource Tampa Bay.	CSTB Marketing/Public Relations will have all postings during this situation on several locations including: <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/

			<ul style="list-style-type: none"> 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
35	GENERAL: INTERNAL/EXTERNAL	Where is the latest information about how to get help services for job seekers and businesses?	There is a new COVID-19 JOB RESOURCE TOOL KIT updated on 3.24.2020. Go to www.CareerSourceTB.com look for the orange oval with the above title for the link.
36	GENERAL: INTERNAL/EXTERNAL	Are there any seminars I can attend to help manage my money during this time?	There is a link that you may find helpful https://bit.ly/3drEhvN
37	GENERAL: INTERNAL/EXTERNAL	What sign is posted to English/Spanish speaking people at the CareerSource Tampa Bay locations?	https://bit.ly/2wyQBtD
38	GENERAL: INTERNAL/EXTERNAL	Do you have any information regarding reemployment assistance?	The following link is a guide developed by CareerSource Tampa Bay related to reemployment, employment and family assistance resources. Please share this information with anyone you know that this might assist. https://bit.ly/2UdNYqb
39	GENERAL Plant City & Ruskin Offices	What is the update for CSTB Plant City & Ruskin Offices?	Hillsborough County Government has closed the Plant City and Ruskin offices completely until further notice.
THE FOLLOWING FAQ'S WERE UPDATED ON MARCH 16, 2020			
#	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</p> <p>Prevention Tips</p> <p>COVID19-symptoms-FL</p> <p>CSTB ENTRANCE MESSAGE (CORONA virus 19)</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/
3	GENERAL INTERNAL	What can employees do to help slow the spread of the Corona Virus?	<ul style="list-style-type: none"> •Wash your hands frequently and when not possible, using hand sanitizer (at least 60% alcohol content) •Do not touch your face •Stay home if sick
4	GENERAL INTERNAL	How will we address customers that enter the building that do not follow the protocol to sanitize at entrance?	These individuals will be treated as a disruptive customer.
5	GENERAL INTERNAL	What symptoms should we be looking for and is it okay to ask questions?	<p>The symptoms you should be looking for are:</p> <ul style="list-style-type: none"> • fever • cough • shortness of breath <p>If we believe the customer has any of the above symptoms, then we may proceed to ask the customer if they have a fever, cough, or shortness of breath.</p> <p>If they answer yes to any of the above: “At this time we are asking that you do not enter the center for the health and public safety of others in the office.”</p>
6	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.
7	GENERAL INTERNAL	What regular work hours are expected for staff and partners?	Regular work hours apply to staff and partners working remotely or at the office. Any changes must be approved by a supervisor.
8	GENERAL INTERNAL/EXTERNAL	What can be done for families that need	Agriculture Commissioner Nicole “Nikki” Fried and the Florida Department of Agriculture and Consumer Services (FDACS)

		additional nutritional support during this time?	activated their Summer BreakSpot website, where families can find free meals for children under 18 during the current coronavirus school closures. The meal locations may be found at SummerBreakSpot.FreshFromFlorida.com . You can review or post the full Press Release at https://www.fdacs.gov/News-Events/Press-Releases/2020-Press-Releases/UPDATED-Commissioner-Nikki-Fried-Activates-Children-s-Meals-Website-for-COVID-19-School-Closures#
9	GENERAL INTERNAL	What is the Dress Code during this time?	Dress Code will remain the same as normal, Business Professional Monday through Thursdays with Business Casual on Fridays.
10	GENERAL INTERNAL/EXTERNAL	What are the Resource Room Hours of Operation?	This is now closed to the public until further notice.
11	GENERAL INTERNAL	How far apart should we keep staff from the public and other staff members?	Try to limit public and personal workspace to six to 10 feet apart for social distancing which can limit the spread of the coronavirus. Make sure people use hand sanitizers before entering the center. Refrain from handshakes.
12	GENERAL INTERNAL	Can we still have pot-luck lunches?	There will be no potlucks during this time to prevent any possible contamination.
13	GENERAL INTERNAL	Can staff have protective gloves when they are wiping down the public areas?	If employees feel they are safer with gloves when cleaning public areas, they can do so at their own discretion. The guidelines we have received from CDC is to wash your hands frequently. Please review this flyer on best practices to stop the spread of germs. https://www.careersourcetampabay.com/wp-content/uploads/2020/03/stop-the-spread-of-germs-FL.pdf
14	GENERAL INTERNAL	Will CSTB provide gloves and masks to staff?	No. See CDC guidance regarding masks: https://www.cdc.gov/flu/professionals/infection-control/maskguidance.htm . Frequent washing of hands will be the best way to prevent transmission of the coronavirus.
15	GENERAL INTERNAL	How should we deal with staff working from home or may have flu like symptoms?	Anyone with any fever or flu-like symptoms must stay home. Work with your supervisor to determine what type of leave you will use. PTO will be used if they can't work from home. If

			they don't have PTO, they will be granted unpaid leave. Reach out to HR if you have any questions.
16	DELETED		
17	GENERAL INTERNAL	Are staff allowed to conduct external outreach events/meetings?	No. Not during this moratorium.
18	GENERAL INTERNAL	Can CSTB management ask staff if they have the flu, a cold, a fever, or any other Corona virus symptoms?	Yes.
19	GENERAL INTERNAL	Have the partners (mandatory and co-located) been notified?	Yes, our One Stop Operator notified these partners on 3.13.2020.
20	GENERAL INTERNAL	Will staff assigned to external affiliate site still be maintained to fulfill their regular work schedule?	Currently all staff will maintain their regular work schedule. Staff assigned to external affiliate sites should check with their Supervisors. These partners were notified on 3.13.2020.
21	GENERAL INTERNAL	Has the request been made to DEO regarding Tampa deep cleaning?	Our COO, is inquiring about this to DEO Facility Dept.
22	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 4.20.2020. Look for updates on the CSTB website's press release section and/or main CSTB website @ www.CareersourceTB.com
23	GENERAL INTERNAL/EXTERNAL	Should I avoid shaking hands?	Yes, the virus can be passed by shaking hands and touching your eyes, mouth, and nose.
24	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.
25	GENERAL INTERNAL	What type of leave should be permitted if schools or daycare centers of the children of staff are closed?	Staff will be permitted to use PTO if available. If PTO is not available, then the employee should be approved for unpaid leave.
26	GENERAL INTERNAL	During this time as no groups or offsite events are allowed, what tasks should staff be reassigned to complete?	Please discuss with your direct supervisor.

27	GENERAL INTERNAL	Any limitations to working evenings and the weekends?	Staff can still work flex schedules to conduct required applicant pre-screenings. If there is any question on the team's schedule, please discuss with your direct supervisor.
28	GENERAL INTERNAL	Can management still conduct staff meetings?	Yes, we can still conduct, but we need to continue practicing social distancing.
29	GENERAL INTERNAL/EXTERNAL	Are time limits being established in the Resource Room?	The Resource Room is currently closed to the public.
30	GENERAL INTERNAL	If DEO closes all the state-owned facilities, which would impact CSTB Tampa Career Center, how would this decision impact the other CSTB offices?	If DEO makes the decision to shut down the Tampa facility, CSTB will close all other career centers.
31	GENERAL INTERNAL	If Hillsborough County shuts down their facilities, which would impact the CSTB Plant City and our Ruskin Career Centers, how would this decision impact the other CSTB offices?	This decision would not have an impact on the other offices. Staff would be reassigned to work at either our Brandon, CPC or Tampa Career Center offices.
32	GENERAL INTERNAL	If we have extra hand sanitizer and Clorox wipes in our department at the CSTB center, who should this be provided to?	Please centralize any extra CSTB company cleaning supplies you may have by providing them to facilities director, Gamal Zahran. He will account for what we have in inventory and work to ensure that everyone has access to our limited resources.
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BUILDING CLOSURES			
1	BUILDING CLOSURES INTERNAL/EXTERNAL	How many offices are closed to the public?	Effective March 19, 2020 all CSTB offices are closed to the general public due to safety concerns. See press release: https://www.careersourcetampabay.com/wp-content/uploads/2020/03/CareerSource-Tampa-Bay-Closes-All-Public-Offices-Due-to-COVID-19-03.18.2020.pdf
2	BUILDING CLOSURES INTERNAL/EXTERNAL	How will people receive services when the buildings are closed?	https://www.careersourcetampabay.com/wp-content/uploads/2020/03/CSTB-COVID-19-Toolkit-final.pdf
3	BUILDING CLOSURES INTERNAL/EXTERNAL	How many offices are open and what offices are closed?	CSTB Plant City and Ruskin Offices closed effective March 18, 2020. On March 23, 2020 Plant City and Ruskin had no partner access. Read latest press release regarding the closure: https://bit.ly/38ZWJZ5
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/
STAFF TRAINING FAQ'S			
1	Staff Training INTERNAL	How are future staff training events being handled?	These have been postponed during this moratorium.
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?	The Resource Room is currently closed to the public.
4	Career Services INTERNAL	If a customer refuses to adhere to our request or code of conduct?	Staff must strictly enforce our code of conduct and Disruptive Behavior Policy. Involve security guards as necessary.
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.
3	RESEA INTERNAL	How are we handling RESEA customers?	A work around procedure has been established for RESEA customers during this period. The RESEA team is taking the following action: <ul style="list-style-type: none"> • Orientation slides will be sent to RESEA customer via email along with the press release document

			<ul style="list-style-type: none"> • RESEA CM will conduct via phone RESEA (one-on- one, EDP and assignment of work search activity) along with PIRL documentation <ul style="list-style-type: none"> ○ Customers <i>will not be coming in to sign documents</i> and the <i>CM will be required to notate in EF case notes that services were provided telephonically due to COVID-19 in our region</i> ○ Work search activity options will be online using the following sites: https://edu.gcfglobal.org/en/ and https://alison.com/ or complete (5) Self-referrals using EF or other job search websites <ul style="list-style-type: none"> ▪ Customers will send a screen shot to the RESEA CM to validate that the work search activity has been completed. ▪ For resulting the workshop code for proof that the activity is completed upon receipt of the screen; <ul style="list-style-type: none"> • RESEA CM will use the 153 Computer Skills Workshop Code
4	RESEA INTERNAL	Update to RESEA Pool file	On 3.17.2020 CSTB was notified that DEO made the decision to stop the current RESEA Pool file that populates RESEA events (scheduled appointments). They indicated that there is a possibility that the RESEA process will be put on hold for a while due to COVID-19. If this decision is made by DEO, they will notify us.
VETERANS FAQ'S			
1	Veterans INTERNAL	How are we handling Veteran's outpost locations?	All DVOP Outpost locations have been suspended during this moratorium.
BUSINESS SERVICES FAQ'S			
1	Business Services INTERNAL	If an employer comes in how should Career Services handle?	Welcome the employer to the center, explain our current organization position and provide a CSTB Employer brochure/packet #1001.

<https://www.careersourcetampabay.com/wp-content/uploads/2019/10/Business-Services-Brochure-Final-08-09-2019-1001.pdf>

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.
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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 an ITA be allowed to keep their appointment?	No
3	Programs INTERNAL/EXTERNAL	Will WIOA /WTP customers scheduled to pick up supportive services be allowed to keep their appointment?	No.

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.
3	Summer Job Connection/ INTERNAL	Which staff will be assigned from SJC, Programs and Business Services to assist the Front Desk with any customer traffic for the first few days?	SJC Hotline – 813-397-2035 Alternate Contact – Jennifer Wilson - 813-419-5398

Questions about this list can be emailed to marketing@careersourcetb.com