

**CAREERSOURCE TAMPA BAY's JOB SEEKER FREQUENTLY ASKED QUESTIONS (FAQ'S)**

THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON APRIL 16, 2020 @ 4 p.m.

**\*New items in red**

	GENERAL: INTERNAL/EXTERNAL	<b>I need help setting a password with CONNECT (Unemployment) and Employ Florida.</b>	See attached link for a guide: <a href="https://www.careersourcetampabay.com/wp-content/uploads/2020/04/EF-CONNECT-Password-Reset-Guide-1069.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2020/04/EF-CONNECT-Password-Reset-Guide-1069.pdf</a>
	GENERAL: INTERNAL/EXTERNAL	<b>Which locations can I go and pick up a printed version of the unemployment or Reemployment Assistance Benefits application?</b>	<p><b>CSTB, Hillsborough County and FED-EX locations have paper applications:</b></p> <p>The following CareerSource Tampa Bay locations have forms available outside of the building in English, Spanish and Creole. <a href="https://www.careersourcetampabay.com/contact-us/">https://www.careersourcetampabay.com/contact-us/</a></p> <p>Currently there are two libraries in Hillsborough County where customers can pick up printed copies of the unemployment application. These are: Jan Kimmins Platt Regional Library located at 3910 S. Manhattan Avenue in Tampa 33611 and Jimmie B. Keel Library 2902 W. Bearrs Avenue in Tampa 33618. You can pick up applications between the hours of 9:30 a.m. to 5 p.m. . Use this link for the press release: <a href="https://bit.ly/2z6nHSA">https://bit.ly/2z6nHSA</a></p> <p>FedEX is offering free printing and mailing options for Reemployment Assistance paper applications at over 100 storefronts across the state. You can access the list of location here: <a href="https://local.fedex.com/en-us/fl/tampa/">https://local.fedex.com/en-us/fl/tampa/</a></p>
	GENERAL INTERNAL EXTERNAL	<b>Where can I find preventive information regarding Coronavirus?</b>	<p>Please review the following flyers. <a href="#">Stop-the-Spread-of-Germs Prevention Tips</a> <a href="#">COVID19-symptoms-FL</a></p> <p>The latest information from the Florida Department of Health: <a href="http://www.floridahealth.gov/">http://www.floridahealth.gov/</a></p> <p>For latest health advisories in Hillsborough County go to the Hillsborough County</p>

		Department of Health website: <a href="http://hillsborough.floridahealth.gov/">http://hillsborough.floridahealth.gov/</a>
GENERAL: INTERNAL/EXTERNAL	<b>What are the hours I can reach CSTB's Customer Service line?</b>	See press Release <a href="https://bit.ly/2VovCIM">https://bit.ly/2VovCIM</a> CSTB Contact Center representatives will now be available six days a week, Monday through Saturday from 7 a.m. to 11 p.m. Customers can connect to a CSTB staff member via CSTB Customer Service line at (813) 930-7400 or online via the Contact Us section of the website at <a href="http://www.careersourcetampabay.com/Contact-us/">http://www.careersourcetampabay.com/Contact-us/</a> .
GENERAL: INTERNAL/EXTERNAL	<b>I need help filing the Reemployment Claim (Unemployment Insurance) online. Can CSTB help me?</b>	See attached link might help you as you file a Reemployment claim due to a job loss and look for a new job.  Reemployment Assistance Quick Reference Sheet (1064c) <a href="https://bit.ly/2yxFRfM">https://bit.ly/2yxFRfM</a>  Re-Employment Guide (1062): <a href="https://bit.ly/2wH7LFn">https://bit.ly/2wH7LFn</a>  Un guía para servicios de Reempleo (1062): <a href="https://bit.ly/3amz9qX">https://bit.ly/3amz9qX</a>  Hillsborough County Commissioner Murman and CEO John Flanagan talking about how to get help: <a href="https://bit.ly/3dRj9PH">https://bit.ly/3dRj9PH</a>
GENERAL: INTERNAL/EXTERNAL	<b>Where can I listen to CareerSource Tampa Bay podcasts?</b>	<a href="https://www.careersourcetampabay.com/news/careersource-tampa-bay-podcasts/">https://www.careersourcetampabay.com/news/careersource-tampa-bay-podcasts/</a> . You can also search What's working with Tampa Bay on Apple and Google podcasts.
GENERAL: INTERNAL/EXTERNAL	<b>Can I submit a paper application to file my reemployment assistance benefits?</b>	Reemployment Assistance benefits, formerly known as Unemployment Compensation, can be filed online or by submitting a paper application. See this link for more information: <a href="https://www.floridajobsresources.com/">https://www.floridajobsresources.com/</a>  <a href="http://www.floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/rapaperapplication">http://www.floridajobs.org/Reemployment-Assistance-Service-Center/reemployment-assistance/claimants/rapaperapplication</a>

GENERAL: INTERNAL/EXTERNAL	<b>If I don't have access to a printer where can I get a printed version of the unemployment or Reemployment Assistance Benefits form?</b>	The following CareerSource Tampa Bay locations have forms available outside of the building in English, Spanish and Creole. <a href="https://www.careersourcetampabay.com/contact-us/">https://www.careersourcetampabay.com/contact-us/</a>
GENERAL: INTERNAL/EXTERNAL	<b>Where is the latest information about how to get help for job seekers and businesses?</b>	<b>There is a new CSTB COVID-19 JOB RESOURCE TOOL Kit.</b> <a href="https://bit.ly/2JPzdzP">https://bit.ly/2JPzdzP</a> (updated 4.7.2020)
GENERAL: INTERNAL/EXTERNAL	<b>Do you have any online employability skills training?</b>	<a href="https://www.careersourcetampabay.com/wp-content/uploads/2020/04/Dynamic-Works-Online-Training-flyer-1065.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2020/04/Dynamic-Works-Online-Training-flyer-1065.pdf</a>
GENERAL: INTERNAL/EXTERNAL	<b>Are there any seminars I can attend to help manage my money during this time?</b>	<b>There is a link that you may find helpful</b> <a href="https://www.regions.com/next-step">https://www.regions.com/next-step</a>
BUILDING CLOSURES INTERNAL/EXTERNAL	<b>How many offices are closed to the public?</b>	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: <b>See closing notice of CSTB Offices:</b> <a href="https://bit.ly/2Jf3jR3">https://bit.ly/2Jf3jR3</a>
BUILDING CLOSURES INTERNAL/EXTERNAL	<b>How will people receive services when the buildings are closed?</b>	This is an electronic toolkit of CSTB services and services available from our partners online: <a href="https://bit.ly/2JPzdzP">https://bit.ly/2JPzdzP</a> (Updated 4.7.2020)
GENERAL: INTERNAL/EXTERNAL	<b>What is the latest information about free meals for children?</b>	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 <a href="http://SummerBreakSpot.FreshFromFlorida.com">SummerBreakSpot.FreshFromFlorida.com</a> . You can review or post the full Press Release at <a href="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#">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#</a> .

GENERAL: INTERNAL/EXTERNAL	<b>Question, is there a way that I can get help with my energy bill?</b>	The Low-Income Home Energy Assistance Program (LIHEAP) and Emergency Home Energy Assistance Program (EHEAP) helps Hillsborough County residents pay for energy bills so they don't have to choose between electricity and groceries. Assistance is provided for as long as program funds are available. Click Here for additional information. • Energy Application Requirements- EHEAP • Energy Application Requirements- LIHEAP. See page 20 of the COVID TOOLKIT <a href="https://www.careersourcetampabay.com/wp-content/uploads/2020/04/CSTB-COVID-19-Toolkit-04.06.2020.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2020/04/CSTB-COVID-19-Toolkit-04.06.2020.pdf</a> (04.07.2020)
	<b>STAFF FAQ'S</b>	
Staff Training INTERNAL	<b>How are future staff training events being handled?</b>	These have been postponed during this moratorium.
GENERAL INTERNAL	<b>What regular work hours are expected for staff and partners?</b>	Regular work hours apply to staff and partners working remotely or at the office. Any changes must be approved by a supervisor.
GENERAL INTERNAL/EXTERNAL	<b>What can be done for families that need additional nutritional support during this time?</b>	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 <a href="http://SummerBreakSpot.FreshFromFlorida.com">SummerBreakSpot.FreshFromFlorida.com</a> . You can review or post the full Press Release at <a href="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#">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#</a>
GENERAL: INTERNAL/EXTERNAL	<b>Are there any seminars I can attend to help manage my money during this time?</b>	<b>There is a link that you may find helpful</b> <a href="https://www.regions.com/next-step">https://www.regions.com/next-step</a>
GENERAL INTERNAL/EXTERNAL	<b>What are the Resource Room Hours of Operation?</b>	The Resource Room is now closed to the public until further notice.

GENERAL INTERNAL	<b>What can employees do to help slow the spread of the Corona Virus?</b>	<ul style="list-style-type: none"> <li>•Wash your hands frequently and when not possible, using hand sanitizer (at least 60% alcohol content)</li> <li>•Do not touch your face</li> <li>•Stay home if sick</li> </ul>
GENERAL INTERNAL	<b>Will CSTB provide gloves and masks to staff?</b>	No. See CDC guidance regarding masks:  <a href="https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html">https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html</a> Frequent washing of hands will be the best way to prevent transmission of the coronavirus.
GENERAL INTERNAL	<b>How should we deal with staff working from home or may have flu like symptoms?</b>	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.
BUILDING CLOSURES INTERNAL/EXTERNAL	<b>How will people receive services when the buildings are closed?</b>	Go to our website <a href="http://www.careersourceTB.com">www.careersourceTB.com</a> Contact us: <a href="https://www.careersourcetampabay.com/contact-us/">https://www.careersourcetampabay.com/contact-us/</a>  They can also use the electronic toolkit of CSTB services and services available from our partners online: <a href="https://bit.ly/2JPzdzP">https://bit.ly/2JPzdzP</a> (Updated 4.7.2020)
GENERAL INTERNAL	<b>Are staff allowed to conduct external outreach events/meetings?</b>	No. Not during this moratorium.
GENERAL INTERNAL	<b>Can CSTB management ask staff if they have the flu, a cold, a fever, or any other Corona virus symptoms?</b>	Yes.
GENERAL INTERNAL	<b>Have the partners (mandatory and co-located) been notified?</b>	Yes, our One Stop Operator notified these partners on 3.13.2020.
GENERAL INTERNAL	<b>Will staff assigned to external affiliate site still be maintained to fulfill</b>	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.

		<b>their regular work schedule?</b>	
GENERAL INTERNAL		<b>Has the request been made to DEO regarding Tampa deep cleaning?</b>	Our COO, is inquiring about this to DEO Facility Dept.
GENERAL INTERNAL/EXTERNAL		<b>CSTB organization's position on any events past the moratorium?</b>	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 @ <a href="http://www.CareersourceTB.com">www.CareersourceTB.com</a>
GENERAL INTERNAL/EXTERNAL		<b>Should I avoid shaking hands?</b>	Yes, the virus can be passed by shaking hands and touching your eyes, mouth, and nose.
GENERAL INTERNAL/EXTERNAL		<b>To discourage person-to-person contact should staff disengage in handshaking?</b>	Yes. Safe greetings include a wave, a nod, or a bow.
GENERAL INTERNAL		<b>What type of leave should be permitted if schools or daycare centers of the children of staff are closed?</b>	Staff will be permitted to use PTO if available. If PTO is not available, then the employee should be approved for unpaid leave.
GENERAL INTERNAL		<b>During this time as no groups or offsite events are allowed, what tasks should staff be reassigned to complete?</b>	Please discuss with your direct supervisor.
GENERAL INTERNAL		<b>Any limitations to working evenings and the weekends?</b>	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.
GENERAL INTERNAL		<b>Can management still conduct staff meetings?</b>	Yes, we can still conduct, but we need to continue practicing social distancing.
GENERAL INTERNAL		<b>If we have extra hand sanitizer and Clorox wipes in our department at the CSTB center, who should this be provided to?</b>	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.
GENERAL INTERNAL/EXTERNAL		<b>Where will the latest information regarding closings/openings be posted for CareerSource Tampa Bay?</b>	CSTB Marketing/Public Relations will have all postings during this situation on several locations including: <ul style="list-style-type: none"> <li>• Main page at <a href="https://www.careersourcetampabay.com/">https://www.careersourcetampabay.com/</a></li> <li>• Internally on the CSTB Intranet</li> </ul>

		<ul style="list-style-type: none"> <li>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 <a href="mailto:marketing@careersourceTB.com">marketing@careersourceTB.com</a></li> </ul>
GENERAL: INTERNAL/EXTERNAL	<b>CEO John Flanagan put out a message to staff, partners and the community. Where can I find that message?</b>	It is located on the main page of the CSTB website, under How we can help. <a href="https://www.careersourcetampabay.com/">https://www.careersourcetampabay.com/</a> <a href="https://bit.ly/3dRj9PH">https://bit.ly/3dRj9PH</a>
GENERAL: INTERNAL/EXTERNAL	<b>What sign is posted to English/Spanish speaking people at the CareerSource Tampa Bay locations?</b>	<a href="https://bit.ly/2wyQBtD">https://bit.ly/2wyQBtD</a>
GENERAL: INTERNAL/EXTERNAL	<b>Do you have any information regarding reemployment assistance?</b>	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. ENGLISH: <a href="https://bit.ly/2wH7LFn">https://bit.ly/2wH7LFn</a>  SPANISH: <a href="https://bit.ly/3amz9qX">https://bit.ly/3amz9qX</a>
GENERAL Plant City & Ruskin Offices	<b>What is the update for CSTB Plant City &amp; Ruskin Offices?</b>	<b>Hillsborough County Government has closed the Plant City and Ruskin offices completely until further notice.</b>
GENERAL: INTERNAL/EXTERNAL	<b>What are the hours I can reach CSTB's Customer Service line?</b>	The Call center at 1-800-681-8102 or (813) 930-7400 is open Monday through Friday 8 a.m. – 5 p.m.
GENERAL: INTERNAL/EXTERNAL	<b>I need help filing the Reemployment Claim (Unemployment Insurance) online. Can CSTB help me?</b>	See attached sheet that might help you as you file a Reemployment claim due to a job loss. <a href="https://bit.ly/3bFTBDp">https://bit.ly/3bFTBDp</a>
<b>GENERAL/BUSINESS SERVICES</b> <b>Financial Health for Individuals and Businesses</b>	<b>Do you have any tools to help with Financial Health for Individuals and Businesses?</b>	See link with help from one of our partners: <a href="https://www.regions.com/next-step">https://www.regions.com/next-step</a>

General:	Where can I go to find jobs in Hillsborough County?	There are hundreds of jobs on our HOT JOBS section. Go to this page. <a href="https://www.careersourcetampabay.com/job-seekers/job-search/">https://www.careersourcetampabay.com/job-seekers/job-search/</a>
<b>BUILDING CLOSURES</b>		
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: <a href="https://www.careersourcetampabay.com/wp-content/uploads/2020/03/CareerSource-Tampa-Bay-Closes-All-Public-Offices-Due-to-COVID-19-03.18.2020.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2020/03/CareerSource-Tampa-Bay-Closes-All-Public-Offices-Due-to-COVID-19-03.18.2020.pdf</a>
<b>PARTNER FAQ'S</b>		
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: <a href="http://www.freeconference.com">www.freeconference.com</a>
<b>BOARD OF DIRECTORS FAQ'S</b>		
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. <a href="https://www.careersourcetampabay.com/about-us/board-meetings/">https://www.careersourcetampabay.com/about-us/board-meetings/</a>
<b>CAREER SERVICES FAQ'S</b>		
Career Services INTERNAL/EXTERNAL	Will CSTB be conducting the Employability Skills Workshops during this time?	Not during this moratorium.
Career Services INTERNAL/EXTERNAL	How is the resource room being segmented to limit social distancing?	The Resource Room is currently closed to the public.
<b>RESEA FAQ'S</b>		
RESEA INTERNAL/EXTERNAL	RESEA- How are we handling job search credit activities?	DEO has waived all job search requirements as it pertains to any Unemployment Claimants from March 15,2020 through May 2, 2020; Claimants will still be required to log onto the CONNECT system every 2 weeks to request their benefits. If you did not search for work due to the waiver in Emergency Order No. DEO 20-11, you may put not applicable or not able to search



			for work and proceed through to the next step in the request process. More information can be found: <a href="https://bit.ly/34cHivY">https://bit.ly/34cHivY</a> .
RESEA INTERNAL	<b>How are we handling RESEA customers?</b>		<p>A work around procedure has been established for RESEA customers during this period. The RESEA team is taking the following action:</p> <ul style="list-style-type: none"> <li>• Orientation slides will be sent to RESEA customer via email along with the press release document</li> <li>• RESEA CM will conduct via phone RESEA (one-on- one, EDP) along with PIRL documentation</li> <li>• Customers will not be coming into any offices to sign documents. All information will be obtained via online or via phone.</li> <li>• RESEA claimants that do not complete their Telephonic appointment will have their information submitted to DEO for review of their compliance with the RESEA program and UC benefits.</li> </ul>
RESEA INTERNAL	<b>Update to RESEA Pool file</b>		The pools are back up; The only change is DEO has waived the work requirement; and a RESEA representative will still contact customers to schedule meetings telephonically.
<b>VETERANS FAQ'S</b>			
Veterans INTERNAL	<b>How are we handling Veteran's outpost locations?</b>		All DVOP Outpost locations have been suspended during this moratorium.
<b>BUSINESS SERVICES FAQ'S</b>			
Business Services INTERNAL	<b>If an employer contacts us, how should Career Services handle?</b>		<p>Welcome the employer to the center, explain our current organization position and provide a CSTB Employer brochure/packet #1001. <a href="https://www.careersourcetampabay.com/wp-content/uploads/2019/10/Business-Services-Brochure-Final-08-09-2019-1001.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2019/10/Business-Services-Brochure-Final-08-09-2019-1001.pdf</a></p> <p>Business Services website and contact info: <a href="https://www.careersourcetampabay.com/employers/">https://www.careersourcetampabay.com/employers/</a></p>

	<b>Business Services</b>	<b>How can I post a job on the CSTB HOT JOBS website?</b>	<b>Reach out to our Business Services team:</b> <a href="https://www.careersourcetampabay.com/contact-us/">https://www.careersourcetampabay.com/contact-us/</a>
	<b>GENERAL/BUSINESS SERVICES</b> <b>Financial Health for Individuals and Businesses</b>	<b>Do you have any tools to help with Financial Health for Individuals and Businesses?</b>	<b>See link with help from one of our partners:</b> <a href="https://www.regions.com/next-step">https://www.regions.com/next-step</a>
	<b>Business Services</b>	<b>Are there any COVID-19 Webinars for Small Businesses?</b>	<a href="https://www.careersourcetampabay.com/wp-content/uploads/2020/04/SBA-Seminars-converted.pdf">https://www.careersourcetampabay.com/wp-content/uploads/2020/04/SBA-Seminars-converted.pdf</a>
<b>MSFW FAQ'S</b>			
	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.
<b>PROGRAMS FAQ'S</b>			
	Programs INTERNAL/EXTERNAL	Will we be conducting WIOA program orientation sessions during this time?	No.
	Programs INTERNAL/EXTERNAL	Will WIOA customers that were scheduled to pick up an ITA be allowed to keep their appointment?	No
	Programs INTERNAL/EXTERNAL	Will WIOA /WTP customers scheduled to pick up supportive services be allowed to keep their appointment?	No.
<b>SUMMER JOB CONNECTION FAQ'S</b>			
	Summer Job Connection INTERNAL/EXTERNAL	Will Summer Job Connection intake sessions be scheduled during this time?	No. Not during this moratorium.
	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 <a href="mailto:marketing@careersourcetb.com">marketing@careersourcetb.com</a>			