

CAREERSOURCE TAMPA BAY'S FREQUENTLY ASKED QUESTIONS

(Outdated information has been deleted)

#	TOPIC	QUESTION	RESPONSE
THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON May 14, 2020			
	General: INTERNAL/EXTERNAL	CareerSource Tampa Bay is opening North Florida Location effective May 19, 2020.	See press release: https://bit.ly/3fR4DIM
THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON APRIL 15, 2020			
	GENERAL: INTERNAL/EXTERNAL	I need help setting a password with CONNECT (Unemployment) and Employ Florida.	See attached link for a guide: https://www.careersourcetampabay.com/wp-content/uploads/2020/04/EF-CONNECT-Password-Reset-Guide-1069.pdf
	GENERAL: INTERNAL/EXTERNAL	Which libraries can I go to and pick up a printed version of the unemployment or Reemployment Assistance Benefits application?	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.
THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON APRIL 13, 2020			
	GENERAL: INTERNAL/EXTERNAL	What are the hours I can reach CSTB's Customer Service line?	See press Release: https://bit.ly/2VovCIM Our 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 http://www.careersourcetampabay.com/Contact-us/ .
THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON APRIL 7, 2020			
	GENERAL: INTERNAL/EXTERNAL	Can I submit a paper application to file my reemployment assistance benefits	Reemployment Assistance benefits, formerly known as Unemployment Compensation, can be filed online or by submitting a paper application. See this link for more information. https://www.floridajobsresources.com/

GENERAL: INTERNAL/EXTERNAL	If I don't have access to a printer where can I get a printed version of the unemployment or Reemployment Assistance Benefits form?	The following CareerSource Tampa Bay locations have forms available outside of the building in English, Spanish and Creole. https://www.careersourcetampabay.com/contact-us/
GENERAL: INTERNAL/EXTERNAL	Where is the latest information about how to get help for job seekers and businesses?	There is a new CSTB COVID-19 JOB RESOURCE TOOL Kit. https://bit.ly/2JPzdzP (updated 4.7.2020)
GENERAL: INTERNAL/EXTERNAL	Do you have any online employability skills training?	https://www.careersourcetampabay.com/wp-content/uploads/2020/04/Dynamic-Works-Online-Training-flyer-1065.pdf
BUILDING CLOSURES INTERNAL/EXTERNAL	How will people receive services when the buildings are closed?	This is an electronic toolkit of CSTB services and services available from our partners online: https://bit.ly/2JPzdzP (Updated 4.7.2020)
GENERAL: INTERNAL/EXTERNAL	Question, is there a way that I can get help with my energy bill?	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 https://www.careersourcetampabay.com/wp-content/uploads/2020/04/CSTB-COVID-19-Toolkit-04.06.2020.pdf (04.07.2020)
GENERAL INTERNAL	Will CSTB provide gloves and masks to staff?	No. See CDC guidance regarding masks: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html Frequent washing of hands will be the best way to prevent transmission of the coronavirus.
BUILDING CLOSURES INTERNAL/EXTERNAL	How will people receive services when the buildings are closed?	Go to our website www.careersourceTB.com Contact us: https://www.careersourcetampabay.com/contact-us/ They can also use the electronic toolkit of CSTB services and services available from our partners online: https://bit.ly/2JPzdzP

		(Updated 4.7.2020)
THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON APRIL 3, 2020		
Business Services	Is there information about Paid Leave under the Families First Coronavirus Response Act?	https://www.dol.gov/agencies/whd/pandemic
RESEA INTERNAL	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: https://bit.ly/34cHivY .
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 · RESEA CM will conduct via phone RESEA (one-on- one, EDP) along with PIRL documentation · Customers will not be coming into any offices to sign documents. All information will be obtained via online or via phone. · 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.
GENERAL: INTERNAL/EXTERNAL	I need a comprehensive guide for all reemployment services including writing a resume and using Employ Florida. Where is this located?	https://bit.ly/2yzE1et
GENERAL: INTERNAL/EXTERNAL	What hours is the DCF call center open?	To better serve DCF customers, DCF has expanded their call center hours from 7 a.m. – 6 p.m. (EST) Monday through Friday. To reach an agent, please dial 866-762-2237 or 850-300-4DCF.

THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON APRIL 1, 2020		
GENERAL: INTERNAL/EXTERNAL	I need help filing the Reemployment Claim (Unemployment Insurance) online. Can CSTB help me?	See attached sheet that might help you as you file a Reemployment claim due to a job loss. https://bit.ly/2w80mPj https://bit.ly/3aDiFLd
Business Services	Are there any COVID-19 Webinars for Small Businesses?	https://www.careersourcetampabay.com/wp-content/uploads/2020/04/SBA-Seminars-converted.pdf
GENERAL/BUSINESS SERVICES Financial Health for Individuals and Businesses	Do you have any tools to help with Financial Health for Individuals and Businesses?	See link with help from one of our partners: https://www.regions.com/next-step
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. https://www.careersourcetampabay.com/job-seekers/job-search/
Business Services	How can I post a job on the CSTB HOT JOBS website?	Reach out to our Business Services team: https://www.careersourcetampabay.com/contact-us/
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. ENGLISH: https://bit.ly/2vNogPN https://bit.ly/2wH7LFn SPANISH: https://bit.ly/2y1Oz5w https://bit.ly/3amz9qX
THE FOLLOWING INTERNAL/EXTERNAL FAQ'S WERE UPDATED ON MARCH 25, 2020		
GENERAL: INTERNAL/EXTERNAL	Where is the latest information about how to get help 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.
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
THE FOLLOWING FAQ'S WERE UPDATED ON MARCH 19, 2020		
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
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		
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 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# .
RESEA INTERNAL	Is there an update to RESEA Pool file?	The pools are now back up; The only change is DEO has waived the work requirement; An RESEA representative will still contact customers to schedule meetings telephonically
THE FOLLOWING FAQ'S WERE UPDATED ON MARCH 17, 2020		
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/ • 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
GENERAL: INTERNAL/EXTERNAL	Where is the latest information about how to	There is a new COVID-19 JOB RESOURCE TOOL KIT updated on 3.30.2020. Go to https://www.careersourcetampabay.com/wp-

		get services for job seekers and businesses?	content/uploads/2020/03/CSTB-COVID-19-Toolkit-03.30.2020.pdf look for the orange oval with the above title for the link.
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
GENERAL: INTERNAL/EXTERNAL		What sign is posted to English/Spanish speaking people at the CareerSource Tampa Bay locations?	https://bit.ly/2wyQBtD
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://www.careersourcetampabay.com/wp-content/uploads/2020/04/Reemployment-Services-Packet_03302020-1040f.pdf
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.
Questions about this list can be emailed to marketing@careersourcetb.com			