



## Capital Workforce Partners COVID-19 Response

Capital Workforce Partners (CWP) is committed to the health and safety of our staff, customers, and partners. We have been monitoring the situation and working diligently with our State partners to develop strategies to prevent the spread of the virus, and to provide guidance and support to the dedicated staff members working across our system. CWP is in constant communication with the Governor's office through DOL and other state agencies to stay informed and up to date on the effects of COVID-19 on our region and State.

### General Guidance on the COVID-19:

CWP is adopting guidance aligned with the State of Connecticut's issuance, and is encouraging its contractors to consider doing the same. CWP will continue to respond to the rapidly changing environment and circumstances presented by the COVID-19 pandemic, and will make every effort to continue operations and provide the services and programs that are relied upon by the citizens and employers on the North Central region of CT.

There are six (6) specific scenarios involving the coronavirus that will be addressed with your Human Resource Manager/department to request flexible work arrangements, including Work from Home (WFH) and PTO:

- You are ill with the coronavirus or manifesting symptoms of the virus.
- You are caring for a family member or someone living at the same residence that is ill with the coronavirus or manifesting symptoms of the virus.
- You are providing care to a family member or someone living at the same household; or you are impacted by the mandatory Statewide school closures.
- You returned from traveling from one of the Level 2 or Level 3 countries as defined by the CDC and are showing no symptoms.
- You have a family member who lives with you who returned from traveling to one of the Level 2 or Level 3 countries as defined by the CDC, and the family member is showing no symptoms of the coronavirus.
- Other situations based on individual circumstances – which will be clearly described.

Employees with circumstances that are consistent with the any of the 6 scenarios listed above should:

- Complete a Flexible Work Arrangement Request Form and submit to their supervisor.
- Provide HR with the FWA request and appropriate documentation to support either their absence from work (PTO) or authorization to work from home.
- Supervisors will be required to identify the tasks to be accomplished by the staff member.
- Requests will be reviewed on a case by case basis.
- The CEO will review and approve all requests deemed appropriate.
- Human Resources will notify the staff member.



## American Job Centers (AJC)

CWP is working to make sure that AJC staff and customers are safe and that we do all that we can to keep the Centers a healthy, safe and secure environment. As noted by the Connecticut Health officials, social distancing is widely seen as the most effective means of slowing the spread and reducing the impact of COVID-19 among employees, their families and the communities in which we all live. Based on this advice, CWP is notifying our contractors, service providers and community partners that we are taking the following steps in response to COVID-19 (Coronavirus). Effective Monday March 16, 2020, we are taking the following precautions and they may be changed as circumstances dictate:

- To curtail the potential impact of COVID-19, all large group activities are cancelled, including but not limited to CSIS, in house recruitments, and jobseekers' workshops.
- JFES required services will be impacted as follows:
  - JFES programmatic services and requirements have been suspended (Per DOL and DSS);
  - JFES Orientations (STS) are cancelled until further notice. Clients will be granted TFA benefits immediately without attending the JFES Orientation.
  - Face to face interview requirements for JFES clients are waived. As of March 16, 2020, case managers will begin reaching out to their clients immediately to notify them of the suspension of all in-person appointments.
  - JFES clients will not have to meet the 35-hour work search requirements during this interim period unless they voluntarily choose to do so. JFES CLIENTS WILL CONTINUE TO RECEIVE TFA BENEFITS DURING THIS INTERIM PERIOD.
- DOL RESEA workshops are postponed until further notice.
- Services in the online classrooms will be limited to no more than six customers at a time; facilitators will ensure that customers' seating will be assigned to maximize distance between individuals.
- All Open Houses will be cancelled until further notice.
- Cleaning contractors have been instructed to sanitize frequently touched surfaces daily.
- When possible and preferable, meetings and other gatherings will be held virtually.
- CDC guidance is being provided to all employees.
- **Space Changes**
  - The Governor has requested that everyone practice social distancing which means maintaining a distance of **6 feet** between staff and their customers. To make this more feasible for staff, the AJC management team will relocate several WIOA CAs to different desks. This should provide each team member with more space to keep the recommended distance.

## Staffing for CWP, Contractors and Providers - Work from Home:

We have given a great deal of thought relating to the potential impact on you and your family members and would like to make sure that we are proactive and flexible during these unprecedented times. As we all continue thinking about the concept and process of working remotely, please know that we are always evaluating and updating our policies to reflect and address the needs of our staff, contractors and providers.



### **CWP Staff:**

- The administrative offices will remain in operation.
- The Annual Meeting is scheduled for June 19, 2020. Considering the circumstances surrounding the COVID-19, we are evaluating our options relating to the format and assembly.
- Board Meetings, committee/sector meetings, individual appointments and other services addressing community needs will be virtual.
- Organizational capacity will be expanded to ensure all business functions are available remotely, which will be achieved by Friday, March 20, 2020.
- Training on Office 365 to enable secure access to business files and working documents through OneDrive and Microsoft Teams will be provided.
- Supervisors will identify technology needed to support working from home for their team members.
- In the temporary WFH situation, CWP will ensure the staff has the appropriate tools and IT support (laptop, RDS, Microsoft Teams, OneNote, CT Hires, ETO...) to effectively deliver documented results.

### **Contractors and Service Providers' Staff**

- AJC and Service Providers' staff will follow EDSI/ Service Providers' policies and procedures for remote work; such policies and procedures will be designed to protect AJC/Providers and program data in accordance with CWP Policy for Protecting Personally Identifiable Information.
- Staff requests will be reviewed and approved, as deemed appropriate by the contractors/ service providers' leadership/ HR team. All consideration will be reviewed on a case by case basis with respect to the provision of operations and services.
- The AJCs located at Asnuntuck & Tunxis Community Colleges and the Hartford Public Library (HPL) are closed. The staff have been deployed to other centers.
- CWP staff will work with the Youth service providers to determine the continuation of services and assess the level of services each provider is prepared to deliver.

Our intent is to minimize disruption in services due to the COVID19 virus through a flexible approach to center operations and providing technology solutions that work for staff and customers alike.

### **Cleanliness & Hygiene**

- CWP will work with its contractors to ensure that cleaning and sanitizing services are provided daily at the administrative offices and the American Job Centers.

### **Travel Out of State**

- All work-related out of state travel has been suspended until further notice.

### **Communications**

- As information becomes available and meetings are cancelled or postponed, it will be posted on CWP's website, as appropriate.
- COVID-19 Posters will be placed in all the Centers and forwarded to the service providers.
- CWP encourages our staff, contractors, service providers and community partners to be vigilant and knowledgeable about COVID-19 and protect yourselves, family and community. To serve this purpose, we are recommending the CDC website as a resource. In addition, you may call 2-1-1, text "CTCOVID" to 898211 or visit the State's coronavirus information website at [www.ct.gov/coronavirus](http://www.ct.gov/coronavirus).