
Workforce Center Response to Pandemic

March 18, 2020

Over the past week, as the threat of the Coronavirus (COVID-19) became imminent, we have implemented measures in our Workforce Centers using the guidance of health professionals and government officials at the federal, state, and local level to protect Workforce Solutions North Texas' staff and customers. The following includes a comprehensive list-to-date of the attention we have taken to minimize exposure for our customers and staff.

Emergency Plan

- Local emergency disaster plan includes pandemic flu; it has been updated and reviewed with all staff.
- ResCare has created a Business Continuity Toolkit to help guide us through operational strategies and ways to continue to provide services to the public.

Social Distancing

- All four offices closed to the public effective 03/18/2020.
 - Services are being provided virtually and via phone.
 - Facebook Live Q&As are being conducted every day at 9a, 12p, and 3p to answer questions.
 - No customers are being penalized in the SNAP or Choices program.
 - We are utilizing DocuSign to complete forms electronically.
 - Transportation support services are provided by scheduled appointment. Staff are meeting the customers at their car and taking necessary precautions.
 - Clothing support services are being provided through Walmart.com
 - Since most/all colleges have gone to online classes we are polling WIOA customers to see if they need a laptop.
- Two employees are working from home.
- ResCare implemented a mandatory daily, self-attestation health screening for all employees
- All face-to-face meetings, including non-essential meetings among staff, have been moved to virtual or phone meetings.
- All events, including hiring events and job fairs, through the end of April have been cancelled.
- We have adjusted physical space within our resource rooms, classrooms, and lobby to provide the recommended 6-foot social distancing.
- Orientations for SNAP, Choices, WIOA, and RESEA programs are being recorded to provide a virtual option to customers.

Cleaning and Sanitation Supplies

- Staff sanitize equipment and surfaces between each customer and throughout the day
- We have ordered additional cleaning and sanitation supplies.

Communication

- Signage has been posted throughout the centers to advise customers to call us, instead of coming in.
- We have posted signs explaining our additional cleaning routines and "how to wash your hands".
- Social Media is updated as events and communication changes.
- We have daily calls with ResCare leadership to plan for the coronavirus outbreak.
- We have two staff dedicated to answering all incoming phone calls instead of customers waiting for an automated phone system. We have also changed the phone recording per TWC guidance.
- Calls with TWC are ongoing at least twice weekly until further notice for further guidance as this situation is fluid and continues to change.

Equipment

- IT is setting up laptops and has ordered additional laptops should we need to increase the number of people working from home.