

Colleagues,

In order to be in compliance with the City of Fresno, "Shelter in Place," Emergency Order 2020-02 we have revised our previous COVID-19 guidelines. Therefore, effective Thursday - 19MAR20, and until further notice, the FRWDB is implementing the following guidelines for ALL Workforce Connection Offices.

- ALL SERVICES, RESOURCE ROOM OR CAREER COUNSELING, MUST BE SCHEDULED BY APPOINTMENT ONLY.
- Resource Room Services: Customers desiring to use the Resource Room will call (559) 230-4092 to schedule an appointment. Appointments will be limited to a maximum of 1 hour per customer per day. Individuals that have cold or flu symptoms (such as a cough) will not be allowed to access services. Individuals are not allowed to wait in the lobby; the children's room will be closed until further notice.
- Career Counseling Services – all appointments will be conducted telephonically, or communication via email, or other technologies, face to face appointments will be discontinued.
- All group activities such as meetings, orientations and workshops are prohibited.
- Workforce Connection Hours of Operation: Operational hours at the Manchester office will be revised as follows:
  - Monday – Friday: 8:00 am to 5:00 pm.
- EDD Services: EDD has suspended in person services. Unemployment claimants will continue to follow the current process and will utilize the EDD phones regarding any questions related to UI. EDD will provide a direct phone number for individuals seeking other EDD services, i.e., Veterans Services, or to schedule an appointment with EDD staff.
- Orientations: All in-person, group orientation sessions are prohibited. Staff is to utilize the Orientation video for individuals.
- Assessments: All mandatory WorkKeys and O-Net\* assessments will be suspended until further notice. CASAS will be conducted by appointment only where needed for eligibility determination.
- Workshops: All in-person, group workshops are prohibited.
- Self-Reliance Team Interviews – All in-person, face-to-face self-reliance team interviews are prohibited. Telephonic interviews may be conducted.

Blake Konczal

Executive Director - FRWDB