



Innovative Workforce Solutions

### **Comprehensive One-Stop**

ARIZONA@WORK Comprehensive One-Stop is open Monday–Friday from 8 am–4:45 pm. One-Stop has 4 computers available that addresses social distancing. Unemployment (UI) claims are primary focal point. Some staff are now on the “virtual hot line” 877-600-2722, which is receiving upwards of 700 calls a seconds – advise folks that patients are required. Other staff are working the “back office” reaching out to individuals on the phone. One-Stop is staffed by Patrick Kuykendall, AZ State Veterans Manager, who is driving from Prescott daily. Foot traffic is at or exceeding 100 daily. No workshops are being conducted at this time.

### **Programs of Note:**

- **Unemployment Benefits** - Call Center 877-600-2722 is for those without Internet. Those with Internet can access UI online [www.azui.com](http://www.azui.com).
- **CARE Act** – Federal funds – UI benefits extended for 39 weeks, plus \$600 per week from CARE funding. Funds also available to self-employed and contract workers.
- **Family First** – Requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19.
- **211 Hotline** - This hotline serves as an entry point to any questions and concerns you have about COVID-19. The line will operate from 8:00 a.m. to 8:00 p.m. each day of the week and can be reached by dialing 2-1-1 while an individual is located in Arizona.
- **Shared Work** – Allows an employer to divide available work or hours of work among a specified group of affected employees in lieu of a layoff, and it allows the employees to receive a portion of their UI benefits while working reduced hours.

### **Vocational Rehabilitation**

All group orientations for VR are cancelled. If someone is interested in scheduling an orientation or individuals needing assistance, please give them Melinda Harrington’s office number (928) 213-3984 or email at [mharrington@azdes.gov](mailto:mharrington@azdes.gov).

### **HHS Career Services**

Effective March 23, 2020 Coconino County Health and Human Services (CCHHS), Career Services is changing the way services are delivered to our customers. This change is to help to prevent the spread of the COVID-19 virus, which is thought to be spread from person-to-person who are in close contact with one another (within about 6 foot).

CCHHS Career Services Workshops are canceled until further notice.

Please visit the following website for Job Seeker Resources:

- Resumes
  - <https://arizonaatwork.com/find-jobs/create-or-edit-resumes>
- Job Search
  - <https://arizonaatwork.com/find-jobs/search-jobs>
- Training and Apprenticeship Programs
  - <https://arizonaatwork.com/find-jobs/find-training-and-apprenticeships>

How to become a more effective job seeker:

Become a more effective job seeker by increasing your job-search skills, improving your job-search strategy, take effective action, persist in the face of setbacks, and become a more confident job seeker. Identifying your strengths and weakness will help you hear the words you're hired. Lack of job-search skills, rather than lack of occupational skills, is the key factor to job search failure.

<https://www.careeronestop.org/GetMyFuture/employment/employment.aspx>

For more information please contact CCHHS Career Services at 928-679-7400

### **HHS Health Department**

Health and Human Services offers continued service at the COVID-19 testing site. HHS is offering testing to individuals who have a doctor's order and who are experiencing symptoms. Most days HHS has a provider on site who can screen patients and write orders **IF** they meet testing criteria.

One issue observed is people being sent by their employers to be tested. Sometimes, patients report that their employers sent them even though they're not symptomatic and just to rule out the possibility that they're positive carriers.

Unfortunately, HHS cannot prioritize testing for individuals in this situation. HHS has also spoken with patients who do exhibit symptoms but who have been told by employers that they will only be given time off if they test positive for COVID-19.

The public health recommendation is that anybody experiencing symptoms should stay home and isolate to prevent transmission of coronavirus or any other respiratory virus, so permission to miss work should not be contingent upon a positive COVID-19 test if the individual is sick.

### **Goodwill**

All Goodwill Career Centers are closed to the public at this time; however, services are available by phone and via our website My Career Advisor ([www.mycareeradvisor.com](http://www.mycareeradvisor.com)). Locate your local Career Center at [www.goodwillaz.org](http://www.goodwillaz.org) or call 602-535-4444.

Note that in-person services such as classes and hiring events have been postponed until further notice. Please contact your local Career Center and we can offer virtual resume assistance, mock interviews, online training, referrals to community assistance, job referrals, scheduling appointments with a Career Navigator, and assistance applying for unemployment benefits.

Our new no-cost trainings include Digital Literacy and Career Advancement workshops. Details can be found on My Career Advisor ([www.mycareeradvisor.com](http://www.mycareeradvisor.com)). Northern Arizona retail stores are now closed for shopping until further notice. Donations are still being accepted.

### **Job Corps**

Students are still on Spring Break till April 15<sup>th</sup> and will be determined for extension per CDC guidelines. Task Team have been formed to propose possible Distance Learning curriculum, if CDC proposes longer social distance or Shelter in Place guidelines.

Job Corp Staff are working from home, calling students on a weekly basis for well being checks, referral service in employment, resume building, job coaching skills, or other resources or services students may need.

CTS (Career Transition Specialist) are calling employers for job opportunities, verification of employment updates, virtual job fairs, partnerships, weekly and monthly update with students employment status & well being, unemployment referrals, virtual soft skill training, job search & hiring opportunities.

Some staff are still on center caring for students that do not have a home to go to during this time. "As our President and CEO Lisa Odle and Outreach and Communications Director Trish Jones-Mondero expressed on last week's conference call, community partner engagement has never been more important during these trying weeks ahead. We need to strengthen our existing partnerships and create new and exciting ones for the benefit of our students" per Randy Savoie, Outreach and Communications Manager Odle Management.

### **Adult Education**

At the direction of Sheryl Hart, State Director of Adult Education, Arizona Adult Education programs are to follow K-12 education directives. For us, that means there will be no more face-to-face instruction for the remainder of the school year. As of now, no GED testing is being conducted by the college and our annual GED commencement ceremony scheduled for May 28<sup>th</sup> has been postponed.

Coconino Community College is following suit and, as of April 1<sup>st</sup>, all instructors and support staff must request permission from the Provost to be on campus for instructional or other essential services. No students or staff family members are allowed on campus.

Since adult ed intake, registration, orientation and assessment must be conducted in-person, CCC's adult ed program will not be accepting any new students from now until the end of this program year on June 30<sup>th</sup>. Adult Education Services is allowing programs to set policies to conduct remote student registration but the college's program is not currently undertaking such efforts. Current students at all sites will continue to receive instruction through a variety of virtual modalities. These include online instructional software, virtual classes on Zoom and paper assignments and materials provided by instructors for student pick-up and submission. Some instructors will be using Canvas, the college's online instructional platform, to facilitate instruction.

Donovan Wiedmann, the program's Transition Coordinator, will continue to make appropriate referrals to partner agencies whenever possible under the current conditions. Prospective students can find more info and updates at [www.coconino.edu/adult-education](http://www.coconino.edu/adult-education)

### **Veterans Resource Center**

Homeless Veterans that are 60+ years of age or have a documented medical condition are placed into hotels for housing. The VA has offered a 2+ weekly stay. Rent assistance also for Veterans who are without the financial ability to make rent payments. Regulations are changing daily. Have Veterans call the VRC at 928-266-1984 for further information.

### **Phoenix Indian Center**

The Phoenix Indian Center is here for you! We are continuing to provide our programs and services to the community by phone, as well as electronically via email and webinars.

We know that our community members have many needs right now and we are working with community partners to ensure we can provide clients with access to the necessary resources to meet their needs.

Our Flagstaff office can assist individuals searching for employment with individualized career and employment coaching, job leads, job readiness workshops and other supportive services.

Clients and community partners can reach our Flagstaff team members Monday-Friday from 8:00 am – 5:00 pm at (928) 220-8762.

A list of online webinars for all of Phoenix Indian Center's services, including our Job Readiness Workshops, is updated weekly and can be found on our website at:

<https://phxindcenter.org/online-options/>.

### **Coconino Community College**

In response to Governor Ducey's Executive Order, instruction will continue at Coconino Community College, but all courses will be held online starting March 31, 2020. CCC buildings will be closed through April 30, 2020. However, potential students and community members can still register for summer and fall courses.

Please click on the link below to access information on how to start your educational journey at CCC! <https://www.coconino.edu/covid19-students>

### **Flagstaff Shelter**

Offering:

- Emergency shelter for any adult in need
- Sandwiches during the day and hot meal in the evening
- Daily bed linen laundry and cleaning
- Housing Programs
- Front Door Services
- North Country onsite Mondays and Wednesdays
- Coordination with behavioral health homes

COVID-19 Response:

- Staff use of PPE regularly
- Masks available to clients
- Screening questions at check in time. If symptoms are present, they are to call their provider to get a referral for COVID testing
- Beds are strictly enforced to be head to toe and are spread out as much as our space allows
- Cleaning crew to clean and sanitize every half hour to an hour
- 2 portable hand washing stations set up at the check in gate and inside along with bathroom sinks
- Increased signage for hygiene and coughing etiquette
- Provide clients with as much safety and health information as possible
- Admin staff is almost entirely working remotely to observe social distancing as much as possible
- All Front Door and Housing Programs are on a virtual basis