

California AJCC Re-Opening Guidelines

Developed by CWA/EDD AJCC Workgroup
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Our workgroup understands the complexity of opening up America's Job Centers of California (AJCCs). It is clear that operators of AJCCs come from a variety of organizations and will need to adhere to and incorporate their organizational protocols and procedures around social distancing. We are aware that these procedures vary from county to county and may differ from organization to organization. We believe that local workforce stakeholders that operate within the AJCC system will work together to identify essential services and prioritize these services based on which need to be delivered in-person.

The following recommendations are meant to serve as guidelines for our State's AJCC Operators and local workforce boards. Our workgroup will continue to meet and build out the details below as we continue to move towards full re-opening our State's workforce system.

HEALTH AND SAFETY:

Health and Safety Plan must be in place. See State protocols [here](#).

Center Physical Distancing and Cleaning Protocols must be in place as each AJCC opens. The following considerations are highly recommended.

Signage: All social distance signage will be prominently displayed throughout the AJCC that instructs patrons on the rules of social distancing in place. Signage must be multiple languages if possible. Tape and other floor markers will be used to direct traffic and maintain social distancing.

Space: Chairs and other furniture will need to be appropriately removed or blocked from use to maintain social distancing guidelines. All conference and classrooms will need to be modified to ensure that social distancing is maintained. Placing plexiglass on high traffic desks (such as greeter, information desk, help desk, etc.). Installation of hand sanitizing stations in high traffic areas is suggested. As part of the Health and Safety plan, each AJCC should determine maximum capacity based on square footage. This capacity can be maintained and monitored.

PPE: We do understand that the requirement to wear face coverings will likely be dictated by local and county government ordinances. However, the workgroup makes the following recommendations:

Mask will be provided to all staff and customers. Masks must be worn in all common areas (such as kitchen, restroom, etc.)?

Boards will work with one-stop operators and service providers. The boards will provide "return-to-work" guidance and then leave it up to service providers to make any additional requirements as they deem necessary.

Sanitization: The AJCCs will have hand sanitizers and disinfectant wipes. Workstations must be thoroughly wiped down after each use in the resource room. All other areas in the resource room including reception, conference rooms, tables, must be disinfected several times daily. Cleaning logs can

be kept and maintained for tracking purposes. AJCCs and Local Boards are required to ensure that proper cleaning material is on hand for staff such as antibacterial soap, gloves, etc.

Safety Training: Staff will be trained on all safety protocols. Assurance that all staff are trained must be included in Health and Safety plan above. Staff should be given proper resources including the Governor's page ([covid19.ca.gov](https://www.covid19.ca.gov)) and the CDPH ([cdph.ca.gov](https://www.cdph.ca.gov)).

Some local areas are already providing "return-to-work" training for staff. It will be mandatory. Several local areas are bringing together workforce stakeholders in safety teams. They are focusing on training and one of the key areas. There will be joint safety training with partners when they are ready.

Janitorial vendors: Will be instructed to wipe down all common counters and tables, as well as all doorknobs. AJCC will ensure all janitorial services follow all CDC guidelines for disinfecting and social distancing.

Quarantine Protocols: Each center must have in place a process in place to address instances of positive COVID/symptoms. This includes: If staff is sick, they must stay at home, process for quarantine of staff or others/partners who become ill, process and policy if customer is deemed positive, etc.

If your local area determines their process included taking the temperature of customers before they enter the AJCC, it is recommended that the Center notify individuals of this practice before they arrive. Several local workforce areas are doing this when appointments with customers are made.

Local Boards need to determine the proper disinfecting procedures to use when an instance of positive COVID has been identified. We need to identify the CDC Guidelines here for public spaces

Security: AJCCs should consider additional security as we begin to re-open. This can help ensure crowd control, safety, etc. Multiple entrances to buildings and centers should be locked to the public. All AJCCs should have one entrance and exit points should be clearly marked.

WORKFORCE PARTNERSHIPS:

All Partners will be given a copy of the AJCCs Health and Safety Plan.

Health and Safety plan development shall be done in coordination with all partners. It is noted that many AJCC operators will need to work with and follow county, city and other local organizational guidance and ordinances. This must be considered and incorporated in the development of plan.

The development of a Systems Management Team or some form of cross-stakeholder group of workforce partners can be assembled to help guide and develop protocols and procedures. Meet regularly (daily, weekly, etc.) to ensure communication.

When possible encourage partners to attend virtual meetings and service delivery options. Services like rapid response, customer orientation, access to services/benefits under COVID, etc. are great opportunities to engage and rekindle current and build new relationships with partners.

PUBLIC RELATIONS/COMMUNICATION:

Effective practices to let the communities know your open and what level of services provided are as follows:

Access to COVID-19 related stimulus benefits: Information about UI and other COVID related services (including services for small business) are being delivered through information sessions, social media, joining town-halls sponsored by local elected officials, and websites.

Webinars/Social Media: These platforms have been used to share to the community what is currently available for job seekers and businesses at the AJCCs. Facebook has been used to host questions and answer pages. Local areas are seeing high volume of this activity.

YouTube: YouTube is becoming increasingly used and popular. Videos are begin developed for employers and job seekers.

Hotlines: Phone hotlines as well as virtual/chat features are being used to answer questions and/or quickly direct customers to services available. These have also seen a high volume of activity.

Websites: Local websites include highlighting services and current delivery methods used during COVID-19. Additionally, site leads customers to virtual services such as workshops, rapid response, orientation, etc. EDD has “how to” videos that can be posted on local websites. These have proven useful.

Partner Agencies: Working with workforce stakeholders and partners to continue cross referrals and cross promotion of each other’s services.

AJCC STAFFING:

Care must be taken to ensure all staff of the AJCCs are protected, feel safe and remain healthy. The safety of our frontline workers is paramount.

Mental Health: Plans need to be in place to ensure that staff “feel” safe returning to work. Safety and social distancing measures should be clearly communicated to all staff and partners. AJCCs should provide training and tools to ensure mental health, stress reduction and peace of mind during this stressful time.

Telecommuting: Staff will resume working in AJCCs on a rotational basis. AJCCs will work to develop and adhere to telecommuting guidelines. Tools such as work-logs and other form of work notes and productivity can be used. Staffing guidelines for telecommuting could include stipends and reimbursement policies for support of personal telephone, internet, supplies, etc.

Partnerships: Joint partner meetings should be held to determine staffing for each center. Individual partners may return to work differently and at different times. Care should be taken to accommodate these differences as much as possible.

SERVICE TO CUSTOMERS:

Access to COVID-19 related stimulus benefits: Information about UI and other COVID related services (including services for small business) are being delivered through information sessions, social media, joining town-halls sponsored by local elected officials, and websites.

In-Person Services: AJCCs are currently being encouraged to serve as many job seekers and businesses virtually if possible. In-person visits can be managed by appointments to allow for AJCCs to practice social distancing.

Access to Internet: Many customers seek access to internet and broadband through our AJCCs. Services are being provided.....

Case Management: Most case management is being done remotely via phone, or computer. Local and State policies are needed around collecting documentation, client signatures, etc. Tools such as Docusign are being researched and should be shared as effective practices emerge.

Local Boards are looking to further define working telecommuting guidelines. Some locals will attempt to keep some staff working remotely as a new practice. We need to understand how the State will monitor work conducted while telecommuting.

Rapid Response Services: Rapid Response services are being delivered primarily via remote services. AJCCs and local workforce boards have been reaching out to business to let them know they are here and how they can help. Orientations and workshops for affected workers are also being done virtually through web-based platforms.

In-person appointments if needed, as well as job coaching and case managing remotely. We are also in contact with all businesses who have provided WARN notices.