



Region VII Workforce Development Board

MEMO

Date: March 25, 2020
To: All Region VII staff, EWVCAA, Region VII WDB members, Region VII LEOs
Subj: COVID-19 & Region VII One-Stop Career Center Work Schedule
From: T.J. Van Meter, Executive Director

Beginning March 19, 2020, we followed suit with state directives and allowed staff to work from home, as well as closing our office & One-Stop Career Centers to the public. In our offices in Moorefield & Martinsburg there is a directory posted on the front door for all case managers, programs, as well as for senior staff. The posted directory includes staff cell phone numbers & email information. If a customer needs to be seen and it is deemed necessary by me or the One-Stop Director, Mr. Peter Christensen, we will have the appropriate staff person meet with them by appointment only.

Obviously, these are unprecedented and uncertain times. The COVID-19 situation has been very fluid and has changed rapidly in the past ten days. My priority at this point is the safety of our staff and the well-being of their families. Unfortunately, at present, WIOA services are second. I believe I speak for all of our staff when I say, we truly desire to return to normal operations as soon as possible. However, currently that is not possible. Furthermore, I found it irresponsible not to take some action to protect our staff and their families the best way I could from the COVID-19 pandemic.

Supervisors have been working with our frontline staff to develop work-plans from home. Activities include but are not limited to:

- 1) Follow-up with customers (phone calls, email, letters)
- 2) Updating MACC services/case notes
- 3) Assigned professional development a) online tutorials. b) review of Region VII manuals & policies. c) sharing workforce related info via social media
- 4) Website maintenance & updates
- 5) Informational mailings to clients & prospective clients
- 6) Staff is to check messages and email at 3X per work day.
- 7) All other regularly assigned reports.

While under a state of emergency our offices will continue to be operational. In Martinsburg, Peter Christensen will be in the office daily. In Moorefield, Assistant Executive Director, Mr. Matt Martin, & I will be in the office. This is to answer phone-calls, process invoices, and continue all other essential functions. In addition, we will still have our weekly staff meetings by conference call. We appreciate your support and understanding as we navigate this unprecedented event together.

If there are any questions, please feel free to contact me.

Thank you,

T.J. Van Meter
Executive Director