



NOVA Workforce Board Executive Committee
April 15, 2020 Meeting
Minutes

Executive Committee members present: D. Cima, C. Cimino, R. Foust, C. Galy, J. Morrill, and A. Switky

NOVA staff: K. Stadelman, L. Jackson and E. Stanly

Meeting was held remotely via teleconference call.

1. **Call to Order:**

The meeting was called to order at 12:03 p.m.

2. **Discussion Items:**

a. **NOVA Services During COVID-19 Outbreak:** NOVA Director provided an update on the status of NOVA services and operations since the COVID-19 shelter-in-place order. Highlights of the discussion included:

During the first week, staff initially worked remotely, but have now begun to come into the office to tackle critical functions while maintaining social distancing. We are transitioning all NOVA services to an online remote format in order to continue to deliver services while keeping customers and staff safe and addressing the surge in unemployed workers. Everything is being rethought in a remote world. Progress-to-date includes:

- The Advice Line was the first service to reopen to respond to questions via phone from customers regarding their job search, training and to provide resources. In addition, NOVA provided an email address, phone number and posted updates on the website to keep customers informed and offer them a variety of ways to reach us. During the first week, all calls were about unemployment insurance benefits, which were difficult to answer.
- The ProMatch Program was also one of the first services to reopen, with the weekly general meetings held remotely via videoconference and customers connecting online to provide coaching.
- A VPN is being established that will enable career advisors to access the customer database remotely, so they may begin to provide career advisor appointments.
- Rapid Response Events are being held remotely, in partnership with staffing agencies and the airport, to assist specific companies, who have announced layoffs, and their employees with job search resources. A weekly Rapid Response webinar is being created for the NOVA website that will provide job search assistance to the general public, not just NOVA customers.
- Workshops will begin to be offered using an interactive online format in the next week. Previously, workshops lasted for about 90 minutes, which was untenable in an online environment, so were retooled and now last about 45 minutes.

- Registration for new customers will be launched in the next week that will allow those individuals who need reemployment assistance and are not current customers to access NOVA services by registering remotely without the required “wet” signature in-person requirement, which EDD recently waived during this pandemic.

NOVA will be fully operational in the next week, but will be providing services remotely. In the long-term, after the shelter-in-place order has been lifted, NOVA will continue to provide services remotely, as well as onsite using a new hybrid model. A recommendation was made to explore a new technology platform from IBM to provide career coaching remotely.

b. Funding Available to Address Impacts to COVID-19 Outbreak: A variety of funding opportunities have become available in response to the COVID-19 pandemic:

- State Discretionary Funding: EDD released a \$10 million grant solicitation for support services for dislocated workers who have been impacted by the COVID-19 pandemic. NOVA submitted a request for \$250,000 for this opportunity. (Since the meeting, NOVA was awarded \$180,000 in funding.)
- Disaster Relief Funds: The U.S. Department of Labor (DOL) has funding available to address the impacts of COVID-19 on the workforce. In response, the State invited the local Workforce Boards to submit their funding requests, which was later submitted to DOL for support.
- National Dislocated Worker Grants (NDWG): In addition, DOL announced NDWG funding to serve dislocated workers who have been impacted by layoffs during the COVID-19 pandemic.

NOVA submitted funding requests for both of these federal grant opportunities.

c. Other Updates:

- NOVA is pursuing a new partnership opportunity to provide youth apprenticeships with the San Francisco Workforce Board.
- The State has granted extensions on the current WIOA projects that have been delayed due to the pandemic and face challenges with both registering new customers for these specific programs and spending the grant funding according to the timelines specified.
- A request has been submitted to DOL to ask for a waiver on this year’s performance measures given the difficulties of operating services and meeting performance goals during these unprecedented times.
- Since March 17, NOVA has received a surge of WARN notifications from employers of impending layoffs impacting over 17,000 individuals. In comparison, NOVA usually receives notices impacting 5,000 individuals in an entire year.

3. Information Items:

a. The next Executive Committee meeting is scheduled for June 17, 2020 at 12 Noon.

4. Adjournment

The meeting was adjourned at 11:50 p.m.