

A long, long time ago – way back in February 2020 - COVID-19 was a distant mention of something to keep our eyes on. Now, it's changed virtually everything in the world, our community, the way we live and the way we do business. But what's not changed is our commitment to serve. It was not easy to pick just a few from the long list of accomplishments, but here are our top picks for April.

## OUR COVID-19 RESPONSE IMPACT



### 1. Virtual Learning Opportunities

**CSCF Virtual Workshops** - Earlier this month, we debuted our first-ever virtual workshops for career seekers and businesses and the response has been great. The workshops provide the same engaging and interactive experiences as one-on-one appointments and include subjects on improving their LinkedIn profiles, resume tips, acing a virtual interview and interviewing and onboarding candidates virtually. [See how our customers register and get more information about our virtual workshops.](#)

**Skillup Metrix e-Learning** - We've partnered with Metrix Learning to provide free access to a library of over 5,000 online e-learning programs. The state's stay-at-home order is the perfect time for job seekers to 'skill-up' on their existing – or learn new skills – ones that employers will be looking for. [See how Skillup works.](#)

**LevelUP Learning** – Why should customers have all the fun? Staff can now take advantage of online learning opportunities with LevelUp Learning. The online learning portal has over 8,000 professional development courses and opportunities to help staff meet their professional and personal development goals while they become LevelUp Sherpas.

## 2. CSCF Support to DEO

### 311 – Paper Applications – PIN Resets

To further help with historically high unemployment claims, we partnered with the Orange County Convention Center's to have their 311 displaced contact center employees assist us with high call volume and help triage questions related to DEO's reemployment application process including PIN resets. We have printed out 17,500 paper applications for reemployment assistance and distributed to all our career centers and downtown office.

## 3. Extended Work Hours

To better serve our customers, we extended our work hours providing virtual services from 7AM to 7PM since April 22<sup>nd</sup> to help with the increased call volume. We surveyed staff asking them for their preference on work hours and asked them to provide information regarding daycare, home schooling and caring for family members. All front-line staff received their first choice on schedule with an eye towards peak time of day for calls and making sure there was IT and manager support on each shift as well. We're a week in with updates on lessons learned and best practices to come soon.

## 4. Expanding Our Outreach

We have received a huge uptick for media requests in the past month and a half, positioning our message in front of 1.4M viewers. CSCF received invitations to participate in community forums regarding the economic impact on Central Florida and its recovery. Pam, along with other community leaders, participated at the Orlando Business Journal roundtable, a livestream Town Hall hosted by WKMG, a live TV COVID special on WESH and at the Seminole County Press Conference. Other CSCF leaders have also supported media interviews as subject matter experts. We have also collaborated with Hispanic media outlets. These interviews have allowed us to not only strengthen our relationships with media but also deliver our message about our value and how we help our customers and the community. [Click here to see CSCF in the news.](#)

## 5. We Are a True Resource

With the launch of our Coronavirus Support page as helpful COVID-19 resource within our CSCF website, we took advantage of creating a [Hiring Now](#) page that includes a list of businesses and types of positions available. We have been building strong relationships with local businesses and connecting career seekers to those employers who are offering jobs amid the pandemic. This list of openings is also regularly shared with Orlando Sentinel to reach more audience. CSCF also offers [Paid Internships](#) for humanitarian outreach – including those hospitality workers who have been displaced and for businesses who are impacted. In preparation for community recovery and reopening plans, Pam has been designated to Orange County Economic Recovery Task Force in forming recommendations, while CSCF also develops strategic reopening plans for June.

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Employ Florida links all of Florida's state and local workforce services and resources through the partnership of the [Department of Economic Opportunity and CareerSource Florida, Inc.](#) There are [24 Local Workforce Development Areas](#) and nearly 100 CareerSource Centers located statewide offering in-person, one-on-one personalized assistance to job seekers. The Employ Florida toll free number is **1-800-438-4128**.

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