



**COVID-19 Catawba
Local Workforce Development
Area Reemployment Plan**

May 6, 2020



COVID-19 CATAWBA Local Workforce Development Area Reemployment Plan

Local Workforce Development Areas are expected to address the following questions in their development of a COVID-19 Reemployment Plan. DEW will incorporate local plans in state-level strategic planning and use responses to determine ongoing resource needs. Plans must be submitted to Workforce Support at WorkforceSupport@dew.sc.gov on or before Thursday, May 7th.

I. Impact Statement and Needs Assessment

a. Describe the effect of the public health emergency on the local area. The narrative should include information about center closings, the provision of remote/virtual services to individuals and businesses, business closings, whether temporary or permanent, layoffs, industries that are more heavily impacted than others, the projected demand for services, and other areas of significance.

The most recent data from DEW regarding employer closings and layoffs is below. While most layoffs are anticipated to be temporary, some smaller businesses may not be able to reopen.

Workforce Adjustment and Retraining Notification (WARN) Report 2020					
Company	Location	Projected Closure/ Layoff Date	Projected Positions Affected	Closure or Layoff	NAICS Code
Sunshine Fitness Mgmt dba Planet Fitness	Statewide	Layoff	264	4/5/2020	713940
Hooters of America, LLC	Statewide	Layoff	283	3/16/2020	722511
Cinemark USA, Inc	SC	Closure	118	3/26/2020	512131
GITI Tire Manufacturing	Richburg	Layoff	636	4/4/2020	326211
Peak Workforce Solutions	York	Layoff	38	4/8/2020	561311

Staff is pulling information from SC Works Online Services (SCWOS) to determine the industry clusters of the 22.40% reflected below that will not be returning to their jobs. Staff will contact the UI claimants by phone, text, email, etc. with information about workshops, available jobs in the area, WIOA services, etc.

COVID-19 Claimants - Job Attached

Run date: 4/20/2020 from SCUBI

Local Area	Return to Work Date Entered	Count of Claimants	% to Total
Catawba	Y	10,300	77.60%
Catawba	N	2,974	22.40%
Catawba Totals	ALL	13,274	100%

b. Provide a summary of current business needs and projected need based on information gathered through engagement of sector partnerships, a formal survey distributed to industry partners, using existing data gathered by industry organizations such as Chambers of Commerce, or labor market information.

The Catawba Area held Zoom calls with economic development representatives from Chester County, Lancaster County, York County, and the City of Rock Hill on April 23, 2020 and May 5, 2020. Also included in the meeting were the SC Economic Development Association President, SC Manufacturing Extension Partnership, York Technical College, and Catawba COG WIOA, planning, and administrative staff. Information which follows was generated through this focus group of economic development stakeholders.

All counties are seeing some short-term layoffs of 2-4 weeks at some manufacturing companies. Most companies report that they will bring all employees back with the exception of some temporary employees. Automotive and aerospace related manufacturing companies appear to be hardest hit and may be slower to come back, although hospitality, tourism, retail, restaurants have been impacted the most by COVID-19. Some small retail shops and restaurants may not be able to reopen. Some companies have begun to produce new "in demand" products such as hand sanitizer, masks, face shields, gowns, etc. Construction seems to be still going strong and there is anecdotal evidence that small machine shops are busy.

There is some concern that older workers may decide to retire rather than return to work. Also, there is concern that high-risk individuals and parents without childcare may not return to work. Access to childcare, transit, and broadband are needed services for a successful labor market and reemployment. The consensus was that employers will need to train employees to fill positions or on new processes. One county has sent a survey out to their employers to ask about business challenges, needs, etc. and will share results in early May. Another county plans to send out a similar survey soon and will share results as available. We also plan to review the results for the Department of Commerce AccelerateSC survey with the April 30, 2020 deadline.

The Catawba Region has a diversified economy with employment represented in various clusters throughout York, Lancaster, and Chester counties. This is reflected in the latest employment data from DEW which is attached as Appendix A, Catawba Workforce Development Area Community Profile and shows employment sectors by the region and by each county. The largest employment sectors by county for Catawba are:

- Chester – manufacturing (no other sector close)
- Lancaster – manufacturing, retail trade, & professional/scientific/tech services (all very close)
- York - #1 retail trade #2 manufacturing, #3 accommodations/food service

As described above, the Catawba area has many retail and hospitality jobs and Appendix B, Industry Economic Effects in the Catawba Region shows the sectors most impacted by the pandemic.

The Catawba Area also received and reviewed the Chernoff Newman Insights – Coronavirus. This is a survey that was done to determine various effects of the Coronavirus on the residents in South Carolina and North Carolina. Most notable regarding employment is the Changes in Employment Status (working from home, reduced pay, reduced hours, lost job, furloughed, employer closed). Households experiencing one or more of these conditions were 53% in SC and 57% in NC. Confidence is high among workers that their jobs will be there when the pandemic ends – with 91% in SC and 83% in NC. The full report is attached as Appendix C, Chernoff Newman Insights - Coronavirus.

- Ultimately, we will need to address the diverse hiring needs of the Catawba region’s businesses with the understanding that each situation will vary from the next. The Catawba Workforce Development Board reviews the region’s top 5 industry clusters for allowable training each year. Those clusters are Healthcare, Maintenance/Manufacturing, Transportation/Logistics, Building/Construction, Office / Computer Technology. The sectors have been purposefully kept broad to address the wide variety of jobs in the Catawba Region, and these will continue to be reviewed by the Workforce Development Board in light of the pandemic. Existing processes will need to be expanded, updated, and adjusted to meet the new, virtual expectations of area businesses as well. All of this information will help us to adapt and improve the reemployment plan as we move forward in these unfamiliar times. The need for an easily navigated hiring event/job fair platform to meet the needs of area employers has become quite clear. A virtual job fair platform is included in Appendix I, Catawba SC Works Centers Needed Supplies, Additional Cleaning, and Security Budget.

c. Provide a summary of current and projected individual needs, including the needs for career, supportive, and training services.

Our nationally recognized JET (Job Endurance Training) soft skills program is provided to all WIOA participants. Given the feedback provided from the region’s economic development partners and stakeholders referenced above, the biggest need for dislocated workers will be On the Job Training. These workers already have work history and experience but may need to learn new skills at a new job. This will be especially true for those coming from hospitality, tourism, retail, and restaurant jobs that want to increase their income and benefits. Some of these participants may need occupational skills training to become employed at a self-sustaining wage. They could also benefit from transitional employment to gain valuable work experience and improve their work history and resumes. Supportive services such as child care reimbursement, technology and internet access services, and travel reimbursement will be provided as necessary once need has been established. Access to broadband and transit are services that are critical to support individual reemployment needs.

II. Current Remote or Virtual Service Delivery Models

a. List the services that are currently being provided to individuals and businesses.

- The Business Solutions Team actively communicates via email blasts with Catawba region businesses, partners, and individuals seeking unemployment/reemployment services. We are providing valuable COVID-19 updates, SC DEW Press Releases and Factsheets along with various business and job seeker tips and informational updates on our virtual services.
- When communicating with the Business community our primary focus is on providing information regarding SC Works menu of services, including On-the-Job Training, Transitional Employment, or updates regarding Incumbent Worker Training. We also acknowledge the importance of employee retention, safety, labor market information, potential prospects, information received from Economic Development and the SC Department of Commerce (Commerce), and programs designed to financially assist businesses in maintaining their primary functions.
- Currently, the following orientations are offered virtually:
 - Three (3) to four (4) SC Works System and General Center Orientations are held monthly
 - Up to four (4) WIOA Program Specific Orientations are offered each week
- The following Career Readiness Workshops are being delivered virtually and include interactive components to ensure engagement and a clear understanding of the material being presented:
 - Resume Tips: The Bones and The Meat: This workshop will provide formatting tips and content suggestions for a strong resume
 - Resume Lab: Once you have a draft of your resume, this question and answer session will lead to the final product by providing additional pointers and guidance in transforming your skills into measurable accomplishments
 - Utilizing SCWOS – Background: Job seekers learn how to set themselves apart from others by developing a strong Background Profile
 - Utilizing SCWOS – Job Search: This session helps the job seeker learn how to do a deeper job search in their SC Works account
 - Dealing with Stress: Coping tips and self-care while navigating the landscape of today’s workforce challenges
 - Interviewing Tips - Virtual vs In Person: Those in attendance will discuss various interview formats and how to prepare for each
 - Mock Interviews: These sessions will provide a virtual interview experience, showcasing a one on one encounter as well as a virtual panel style interview
 - Job Search and Online Applications: What does the job seeker need to know to get their application to the hiring manager
 - Introduction to Linked In: Discussions will include the importance of understanding the impact of Social Media when searching for a career and discuss to pros and cons of using Facebook vs Linked In

- Networking with Linked In: Exploring the benefits of a strong network
- Job Search and Social Media – Making it Work for You! Those participating will learn about social media and its place while job searching
- Other virtual workshops are being developed to meet other career readiness needs

The following services are also being provided for area businesses and our universal job seekers:

- Account Services
 - Assisting new individuals and employers establishing new accounts
 - Assisting individuals and employers with account access and password resets
 - Providing account re-activation assistance to legitimate employers with locked out or inactive accounts
- Individual and Employer Communications
 - Responding to individuals and employer’s emails and phone calls
 - Sending correspondence, instruction materials, and updates
 - This includes COVID-19 Employer Instructions provided by UI
 - SCWOS Help Desk Assistance
- Employer Account Maintenance
 - Entering job orders and/or update job orders as requested
 - Reviewing job orders for current status: current, 30 – 60 – 90, expired, referrals
 - Review of Employer Service Codes and corresponding case notes
- Marketing Services for current job openings
- Employer SCWOS instruction and assistance
- Promoting Business Incentive Programs
 - Work Opportunity Tax Credits (WOTC)
 - Federal Bonding Program
 - Small Business Outreach
- Jobseeker Referrals

b. Describe strategies the area has implemented to continue service delivery until the return of in-person operations. Such strategies should include the use of technology to deliver employment and training services and business services.

Catawba Region SC Works has implemented virtual services to continue service delivery until the return of in-person operations. WebEx accounts were issued along with DocuSign to enable virtual appointments including orientation, intake, enrollment, career services, assessments, and workshops.

Provide a summary of the processes, procedures, and virtual platforms or software being used to provide virtual or remote service delivery.

- Currently we are utilizing our video conferencing equipment, Cisco Web Ex and Webinar Conferencing, Skype, Google Duo, and FaceTime as appropriate
- Implementing the use of the Google G-Suites application package will provide an additional as we enhance our virtual service delivery experience

We have also modified or created the following Standard Operating Procedures (SOPs) addressing the addition of the virtual components of our daily operations:

- WIOA Remote Enrollment Remote certification instruction (SOP ADWY 327)
- WIOA Remote Certification (SOP ADWY 326)
- WIOA Virtual Orientation (SOP ADWY 325)
- Virtual file authorization prior to enrollment
- Virtual Self-Review
- Virtual Data Validation, Document Storage, and Use

i. Based upon the existing telework practices, summarize how job seekers are being assessed, enrolled and served in WIOA.

- WIOA orientation is provided either in group setting or 1:1 via WebEx
- Customer needs forms are sent, completed and received back for an appointment to be made for Intake/Eligibility. If the customer has a need for additional partner services immediately, a referral is made to that agency
- Intake file is reviewed and authorized by manager or quality control and returned to Talent Development Specialist (TDS)
- Enrollment appointment scheduled and completed in which barriers are addressed, referrals to partner services made, and strengths are discovered and documented in the Objective Assessment
 - Using the Objective Assessment, an Individualized Employment Plan (IEP) is developed with the participant
 - Traitify, a scientifically-backed, user-focused personality assessment, for Career Pathways is completed by participant
 - Participants are registered in The Academy, this platform houses thousands of online courses designed to enhance both soft and hard skills, at no cost to the user
 - Assignment to prepare for the Worldwide Interactive Network (WIN) Learning system, which is the employment skill assessment, is discussed with and is to be completed by all WIOA participants
 - Participants are scheduled to complete a proctored WIN testing session (ability to facilitate this virtually by our adult education partners, has not been rolled out at this point) but will resume or assessment waivers can be completed if deemed appropriate. This is not delaying customers being enrolled.
 - Assignment to attend career readiness workshops as needed and can include LEGACY and Job Endurance Training (JET) sessions
 - The TDS discusses next steps during counseling and case notes all pertinent details
 - Career Counseling with participants is ongoing and is conducted on a one on one basis and, as appropriate, in group career counseling sessions

- The TDS works closely with the participants once they become job ready and assist with job matching and the provision of job referrals when appropriate
- All verification documents are uploaded and managed in SCWOS
- All assessments are uploaded and managed in SCWOS
- All completed resumes and background profiles uploaded and reviewed in SCWOS
- TDS trackers and daily work logs are updated
- Participants without updated technology are accommodated by mailing them the intake and enrollment documentation for their signatures and a self-addressed, stamped envelope is included for their convenience (this measure has not been needed yet)

ii. Describe the level of engagement and service delivery that is being provided per case manager.

- The level of engagement and service delivery for virtual services that are being provided per case manager is very convenient for our participants and allows us to engage more than one person at a time, safely with minimal risk to the participant and staff member
- WebEx accounts are used to case manage the participant and all staff have been trained to provide services via WebEx
- All TDS's have either Sideline or Google Voice phone lines set up for company use which allows text, voice, FaceTime, Google Duo and other telephonic and virtual means of communication which equates to individual access points
- Participants without updated technology are accommodated by mailing them the intake and enrollment documentation for their signatures and a self-addressed, stamped envelope is included for their convenience (this measure has not been needed yet)
- All other case management services would be offered via telephone and/or FaceTime/Google Duo – or a similar platform for those participants

iii. Explain how individuals will be assessed to determine if they have the appropriate level of digital literacy skills to successfully complete online or virtual training and how their progress will be monitored if approved for training.

- Individuals will be assessed for their appropriate level of digital literacy skills from the first meeting and through conversation during the objective assessment. There are also tools such as Udemy.com and Gcglobal.org that can be utilized to assess digital skill levels
- Participant progress will be monitored via email and reports provided by the training provider on a regular basis, which is anticipated to be once per month
- All progress and attendance reports will be uploaded and managed through SCWOS

iv. Describe how the need(s) for supportive services, such as Internet access and childcare, are/will be addressed.

- The need for supportive services will be addressed during the objective assessment by using a budget worksheet and conversation concerning individual participant needs such as internet access, childcare, transportation, health, financial, etc. Individuals without internet access will be connected with partner agencies that provide digital internet access.

v. Describe how the area will adapt existing internal controls to accommodate virtual service delivery and teleworking. The response should include revisions to current policies and procedures, or new policies and procedures that will be developed.

- Regional video conferences at 8:15 AM and 4:30 PM for all Catawba Region SC Works Center contractor staff to provide and receive pertinent real-time information regarding staff activities
- Telecommuting Log records staff activities daily to ensure efficient productivity regarding job responsibilities
- Telecommuting Log is reviewed daily but can also be reviewed in real-time by the staff member's direct supervisor
- Daily check-ins with staff by direct supervisor are conducted via video conferencing technology such as Web Ex, Skype, and Google Duo
- Use of the recently purchased Google G-Suites application package to provide a platform for the provision of virtual services such as:
 - Virtual Workshops
 - WIOA Orientation
 - SC Works Orientation
 - SCWOS registration instructions
 - Virtual Employer Services
 - Links to partner services
- Our Google G-Suites platform houses our new myscworksorks-catawba.com website and will provide updated information regarding regional SC Works activities, services, workshop offerings, partner information and links, WIOA program information, partner information, general Catawba Region workforce data, Covid-19 updates, and other pertinent workforce news – once published and will be updated as needed
- Our internal Quality Assurance (QA) Plan is being followed and revisions to include additional protocols detailing the review of the delivery of virtual services, is being implemented and include the following components:
 - Desktop SCWOS review of WIOA Application is conducted by appropriate leadership team members prior to proceeding with enrollment
 - Once data validation documents are verified and enrollment completed, a QA review takes place

- The designated QA Reviewer also performs random, cross-reference reviews of team members Daily Telecommuting Log with SCWOS case notes, IEP, and activities to ensure consistency
- Project Director also randomly selects and reviews files virtually while reviewing team members Telecommuting Logs
- Internal Standard Operating Procedures (SOPs) have been created to accommodate virtual service delivery and working remotely

III. Plans for Reopening SC Works centers to the Public

- a. *Describe the local area’s timeline and planned approach for reopening SC Works centers to the public.*

When researching applicable data and current standards, the following information is being taken into consideration as we work toward the re-opening of SC Works Centers in the Catawba Region:

CDC Information & Guidelines with the Occupational Health and Safety Administration (OSHA)

According to OSHA’s classification of exposure risks factors, SC Works Centers would fall into the following category of exposure risks:

“Medium”

What defines a “Medium Risk” job?

- Jobs that require frequent and/or close contact people who may be infected, but who are not known of having COVID-19.
- In areas without ongoing community transmission, but may be in frequent contact with those who have travel from locations with wide-spread COVID-19.
- In an area where there is ongoing community transmission. Workers who may have contact with the general public: (e.g., schools, high-population-density work environments, some high-volume retail settings).

Implementation of Workplace Controls

- Engineering Measures:
 - Place physical barriers Plexiglas / acrylic sneeze guards at the reception desk
 - Each computer terminal in the Resource Center should be separated by a cubicle
 - Remote Communication Services (e.g., Online assistance, Tele-conferencing, etc.)
 - Social Distancing marks for lines (i.e. sidewalks, hallways, and centers)
 - Touchless Thermometer – Note: Consider medical and legal components of acceptability.
 - Signs “EMPLOYMENT SERVICES” - To reduce the number of unnecessary contact from unemployment claimants, employment services should be emphasized
 - Constant Ventilation

- Administrative Controls
 - Encouraging sick workers to stay home
 - Screening of customers entering the center
 - No admittance of symptomatic customers
 - No admittance for person not doing business
 - May consider an attendant or helper
 - No unauthorized persons in the staff area
 - Staff Training
 - Safety Protocols, Updated COVID-19 information, Risk Factors, & Current Protective Behaviors
 - Proper Use of PPE
 - Use of touchless thermometer (If Used)

- Safe Work Practices
 - Maintain supplies of personal hygiene supplies (i.e. Tissues, Sanitizers, No-touch trash cans, Disinfectants etc.)
 - Encourage regular handwashing
 - Note – Handwashing after removal of PPE

- Personal Protective Equipment (PPE)
 - Notice – Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs. (CDC / OSHA Regulations)
 - Maintain PPE Supplies
 - Consistently wear PPE when working with the public

A more specific timeline will be determined after AccelerateSC committees meet the week of May 4th. Catawba Regional COG planning staff are monitoring progress of the pandemic and confirmed positive cases throughout the Catawba Region in the following ways: 1) since inception, 2) 28 days, and 3) 14 days. Within each of these, trend lines and 7-day rolling averages are calculated. This monitoring has been completed on a county by county basis, a region-wide basis, and a commuter-shed basis, which includes the adjacent NC counties of Gaston, Mecklenburg, and Union (NC). Please see the attached Appendix D, Catawba Region COVID-19 Cases as of May 5, 2020.

Based upon this comprehensive data and the White House Guidelines for Opening Up America, a consistent 28-day decline in confirmed cases is desirable before opening Catawba Region SC Works Centers on a limited basis, described below:

Phase I: Data will be considered by county level. Services would begin with an “appointment only” system. Staff would work in the centers on a rotating schedule to maintain social distancing requirements. All staff will be required to wear a mask and observe social distancing at all times. Customers will need to bring and wear a mask in order to be served in the SC Works Centers. This requirement will be posted at centers, on appropriate websites, via social

media, EZ Text blasts, etc. The notifications will include CDC provided guidance regarding acceptable mask. Each customer will have their temperature checked by no-touch, infrared thermometers. If a customer's temperature is over 100.0 degrees Fahrenheit, they will not be admitted into the center. CDC guidance on acceptable masks are included as Appendix E, Use of Cloth Face Coverings to Help Slow the Spread of COVID-19.

Based on the number of UI claimants that have tried to gain access to the closed SC Works Centers and the damage at one center, we anticipate some unhappy customers when they arrive and realize they must make an appointment. Armed security in each center is necessary to provide a safe environment. There will also have to be cleaning/sanitizing of all surfaces when a customer leaves. This will require sanitizing wipes, spray, disposable keyboard covers, disposable iPad covers (for SCWOS Greeter), etc.

Phase II: If the downward trend continues for an additional 280 days (day 56) the "appointment only" system would be amended. The data will be evaluated at the county level. We would open the centers to the public but will continue to observe CDC guidelines regarding social distancing. In-person group activities such as hiring events, workshops and information sessions etc. will not resume without honoring the social distancing guidelines. In-person staff outreach would begin slowly and would adhere to social distancing standards. Group activities would continue to be provided virtually to prevent possible exposure to infectious disease. All in-person, one-on-one services would be provided while observing all CDC guidelines regarding Covid-19. Armed security shall remain on-site as long the threat of confrontation remains high due to the elevated UI claims. Daily sanitization of all surfaces as described in Phase I will be adopted as standard practice to minimize the potential spread of any infectious diseases.

Phase III: If the downward trend continues for an additional 28 days (day 84) or if there are not new cases for 30 days at the county level, in-person group activities would resume in conjunction with one-on-one services if appropriate based on CDC guidelines at that time. From the initial date centers open by appointment only, the minimum number of days necessary for the resource area and computer lab capacity levels to return to pre Covid-19 levels (based on CDC guidelines) would be 84 days. Virtual services would remain an option and be encouraged for job seekers who prefer this method of service. Daily sanitization of all surfaces as described in Phase I will be adopted as standard practice to minimize the potential spread of any infectious diseases. When UI claims decrease to a manageable level, armed security would no longer be required. Realistically, this could take an additional six (6) months to a year based on the trend established as we move from Phase I to Phase III.

Please note: If at any point there is a significant spike in COVID19 cases or deaths, we will revert to the previous phase or close centers, as necessary, to keep staff and customers safe.

In order to reach as many customers as possible, multiple forms of communication about moving to each Phase of operations will be used. These methods include: text blast, email blast, phone messages, Facebook, multiple web sites, press release, CN2, Chester TV network, link to information emailed to local Economic Development staff and County officials, etc.

b. Describe measures that will be taken to practice “social distancing” and ensure compliance with guidelines published by the Centers for Disease Control to protect the health and safety of staff and center customers.

In our resource and computer rooms, tables, chairs, and computers will be removed to leave only those that allow the recommended 6 feet of space between them. Based on this, we estimate that there will be a maximum of 3 public access computers in Chester, 4 public access computers in Lancaster, and 6 public access computers in Rock Hill at any one time. Staff will work on a rotating schedule to adhere to the social distancing requirement. More detailed center assessments are included as Appendix F, SC Works Rock Hill Center Assessment for Re-opening During COVID-19, Appendix G, SC Works Lancaster Center Assessment for Re-opening During COVID-19, and Appendix H, SC Works Chester Center Assessment for Re-opening During COVID-19.

IV. Reemployment Strategies

a. Describe strategies already being implemented or in development to assist businesses as they transition to normal operations.

As identified earlier, the Catawba Region held a Zoom call with economic development stakeholders and representatives from Chester County, Lancaster County, York County, and the City of Rock Hill to gather information about area employers and impacts as a result of COVID-19. The call also included the SC Economic Development Association President, York Technical College, SCMEP, and Catawba Regional COG staff. Bi-weekly calls are also being conducted through the Catawba Regional COG with city and county executives (managers/administrators/supervisors), and those calls provide an update on employers as well.

The Business Solutions Team has made an effort to assure that businesses have access to all of the resources necessary to sustain existing business and operate in our “new normal”. The transition to virtual services is necessary and we continue to be in contact by email and phone to keep our business partners well-informed. Examples of information shared to date include, but is not limited to:

- Employer Related Unemployment Data
- “Round 2 of PPP”
- Healthcare Webinar
- Internal Mobility Webinar
- SC Launches Online COVID-19 Supplies Portal
- Apprenticeship in the News
- Business Survey

When information is received from reputable sources like Catawba Regional Council of Governments, Regional Economic Development, the South Carolina Department of Commerce, Regional Chambers of Commerce, the South Carolina Department of Employment and Workforce, and the Small Business Administration to assist in the facilitation of understanding with regards to government programs, funding, and assistance for our region’s businesses and

their incumbent, furloughed, and laid off employees. The Business Solutions Team is committed to being a constant point of contact to assure a consistent flow of information to guarantee that our businesses are receiving the same level of service that they had prior to COVID-19. We do know that development of an easy to navigate platform for hiring events and job fairs is necessary to properly serve our employers moving forward.

b. Describe strategies the area will use to recruit and engage COVID-19 dislocated workers. Additionally, describe strategies already being implemented or in development to help dislocated workers reenter the workforce. Strategies may include individual assessment, employment preparation activities (soft skills), and training in high-growth, high-demand industries.

- Recruitment and Engagement Strategies for those impacted by COVID-19 will include, but are not limited to:
 - Recruiting blasts are being sent out by text and email to individuals identified as recently registering in SCWOS due to the impact of COVID-19
 - Groups identified by industry sector will receive targeted blasts through email and text with information regarding growth in that particular or a related industry
 - Groups identified as underemployed pre COVID-19, will receive Industry Sector rack cards through text and email spotlighting industries in an attempt to interest them in pursuing career opportunities within one of our in-demand industry sectors
 - SC Works will partner with area SCPATH approved training providers and share training opportunities through text and email with our Catawba Region COVID-19 impacted job seekers that will prepare them for in-demand positions in our area which pay a livable wage
 - Concentrated and targeted advertising through text, email, and Facebook of our Job Endurance Training (JET) and the benefits of gaining the sought after employability skills
 - Concentrated and targeted advertising through text, email, and Facebook of our LEGACY Job Readiness preparation curriculum designed for our 17 to 24-year-old young adults
 - Collaborating with workforce partners, participants are able to benefit from being co-enrolled with other community agencies that can provide support services necessary for individual employment success
 - Assessing participants based on their interests and placing them in virtual group WebEx settings using WebEx, forming cohorts with similar goals

- Strategies to assist impacted job seekers' reentry into the workforce post COVID-19 will include, but not limited to:
 - These cohorts will be industry specific and will move as a unit to participate in the following activities throughout this process:

- TDS led cohorts will be involved in group case management activities that include labor market research; success rate of curriculum of interest while preparing them to enter training
 - SC Works will partner with training providers to establish a timeline for training classes as interest is indicated in specific courses.
 - A JET Session will be facilitated to occur on the next business day following the conclusion of the training program and each participant will leave with an updated resume as a part of their professional portfolio
 - Next, the Business Solutions Team will facilitate a small scale hiring event (in-person or virtual depending on current phase) for the successful completers with spot interviews and potential on-the-job-training (OJT) opportunities
- Transitional employment opportunities will be provided to COVID-19 impacted dislocated workers that lack substantial work history and have been underemployed. The Transitional Employment could likely lead to the execution of an OJT contract
 - The 17 to 24 year olds that lost their jobs due to COVID-19 may be eligible to participate in a paid Work Experience opportunity which could lead to a direct hire or OJT
 - Talent Development and Business Solutions staff will analyze the needs of each participant to identify barriers for reemployment and develop strategies to support the participant to succeed with Work Experience, Transitional Employment, OJT and/or direct hire opportunities

V. Funding

a. Describe how the area will leverage existing funds to implement reemployment strategies described above.

The Catawba Region would use current and PY20 WIOA funds for various occupational skills training (Catawba WIOA industry clusters are: Healthcare, Maintenance/Manufacturing, Transportation/Logistics, Building/Construction, Office/Computer Technology in our five approved industry clusters) and On the Job Training. Funds could also be used for supportive services including required books/materials/uniforms, mileage reimbursement, child care reimbursement, etc.

The Catawba Region has also requested \$100,000 in RR COVID funds for OJT for COVID19 affected Dislocated Workers. We plan to target those from the hospitality, restaurant, and retail industries to provide training for higher wage jobs with benefits. We will ensure that those affected by COVID19 are given priority for the RR funds. Staff will work with DEW staff to send emails to COVID-19 displaced workers to let them know about WIOA services. During the discussion that occurs during WIOA Intake and Enrollment, we will also glean information regarding the reason for being displaced. WIOA staff will also reference the recently created

Activity Code – 019 which indicates that an individual was laid off due to COVID-19 so these participants can be more easily tracked in SCWOS.

Additionally, the Catawba COG has applied for a United Way York County grant in the amount of \$100,000 to support their goal of “Helping 3,000 York County families achieve financial stability by 2030.” Our proposal is to target the under employed and provide JET soft skills training, job shadowing, potential transitional employment and potential OJT opportunities.

The COVID-19 incremental costs budget is attached as Appendix I and represents the projected supplies and costs to reopen the three Catawba SC Works Centers for 3, 6, 9, and 12 months. For the first three months, the anticipated costs are \$86,128.08, which include one-time purchases on infrared digital thermometers, initial office cleaning, PPE, and virtual job fair set-up. After that, the next three months will be an additional \$42,057.11. Even with cost sharing in the centers, our current funds and projected PY20 funds will not be able to cover the anticipated cost of \$128,185.19 for at least six months of PPE and cleaning for the centers. If there is a return/spike in COVID19 cases in the fall, the costs may fall even higher as shown in the projected nine and twelve month columns of the budget.

If additional space is needed to serve customers at the Rock Hill SC Works Center, the estimated cost for 3 months is \$19,499.10. After that, the next three months will be an additional \$3,272.50 with a cumulative 6 month cost of \$22,771.60. The cost estimate includes lease and facility set up expenses, is based on a three-year lease, and includes 756 square feet of additional space.

b. Describe additional discretionary funds, such as RR Additional Assistance and National Dislocated Worker Grant (disaster) funds, the area will need to support reemployment strategies and how the funds will be used. If the area will not seek discretionary funds, please indicate that decision in the response.

Additional funds will be needed for security guards in all three SC Works Centers, additional PPE, cleaning supplies, etc. just to provide a safe environment. As previously mentioned- a robust platform to host hiring events and job fairs virtually is needed and a requisite for the foreseeable future. Although estimates are expensive (over \$30,000 per year), and have increased dramatically due to the pandemic, the best price for unlimited events is \$32,400 from Easy Virtual Fair. Estimates are included in the attached Appendix I, Catawba SC Works Centers Needed Supplies, Additional Cleaning, and Security Budget.

Broadband internet is something that all county officials have mentioned as a big need. All believe the Catawba Region will continue to see significant numbers of people working from home for the foreseeable future, making broadband internet in rural areas critical. With most training being conducted on-line now, the lack of internet access in rural areas presents a huge barrier to training for those without home internet access.

c. If SC were to ask for a waiver to allow up to 20% for administrative costs, as authorized by the CARES Act, how would the additional funding be used?

WIOA funded COG staff have been and will continue to spend many hours on COVID19 related tasks. These tasks have significantly increased the amount of time staff is dedicating to maintaining and operating workforce development programs and services throughout the region. Additionally, as PPE and other physical center modifications are necessary to re-open centers, staff will need to develop RFPs/get quotes for equipment, PPE, safety barriers and modifications, security, additional cleaning/sanitation of centers, and technology enhancements. Meetings with potential vendors, communication with SC Works partner agencies (and where necessary, approval from SC DEW) and contracts will need to be developed and negotiated for center improvements and safety enhancements. Additionally, from the start of the crisis and continuing, WIOA staff is spending time on the following:

- Conference calls with DEW
- Zoom or conference calls with local county, city, town officials
- Zoom or conference calls with local economic development staff
- Emails with local officials and economic development
- Call/emails regarding SC Works services, virtual services, closures, additional cleaning, signage, resources
- Reviewing many documents from DEW regarding UI, signage, grants, procedure changes, etc.
- Reviewing the CARES Act and other state and federal guidance and legislation
- Reviewing various documents, websites, etc. related to COVID19.
- Sending out information to staff, elected officials, economic development, etc.
- Adding information to websites, Facebook
- Conference calls with ResCare Young Adult Works staff, A&DW staff, Business Solutions staff
- Technical visit – Done by zoom with youth program manager and youth staff
- Calls to youth program manager to advise and assist with providing virtual assistance to clients
- Calls/emails and video tutorials on DocuSign/Adobe Sign
- Research and planning to reopen COG offices and SC Works Centers

VI. Technical Assistance Needs

a. Describe in detail guidance that the area will need from the state and/or national office in order to successfully develop and implement the strategies identified above.

- Continuous updates to changes in policies that will enable Catawba region SC Works to continue to offer virtual services (we anticipate that many customers/participants will not want to go back to the “old way” of doing things)
- Guidance regarding exceptions to performance measures that are not feasible due to the pandemic
- Guidance on funding sources to purchase necessary PPE, plexiglass shields, additional cleaning for centers, security, technology, hiring event/job fair platform which is cost prohibitive based on our current level of funding, even with cost sharing

b. Identify additional information and data the area needs in order to further refine and tailor reemployment strategies.

We will need to continuously receive up to date data regarding COVID19 cases, unemployment, industries most affected, employer hiring practices,

- Guidance regarding the requirement of Test for Adult Basic Education (TABE) Increases for Young Adult participants wanting to attend training
- Guidance regarding the requirement of WIN Assessment tests for Adult/DW participants wanting to attend training

VII. Additional Information

a. Provide any additional information about the area's ongoing efforts that would be helpful in developing a statewide reemployment strategy.

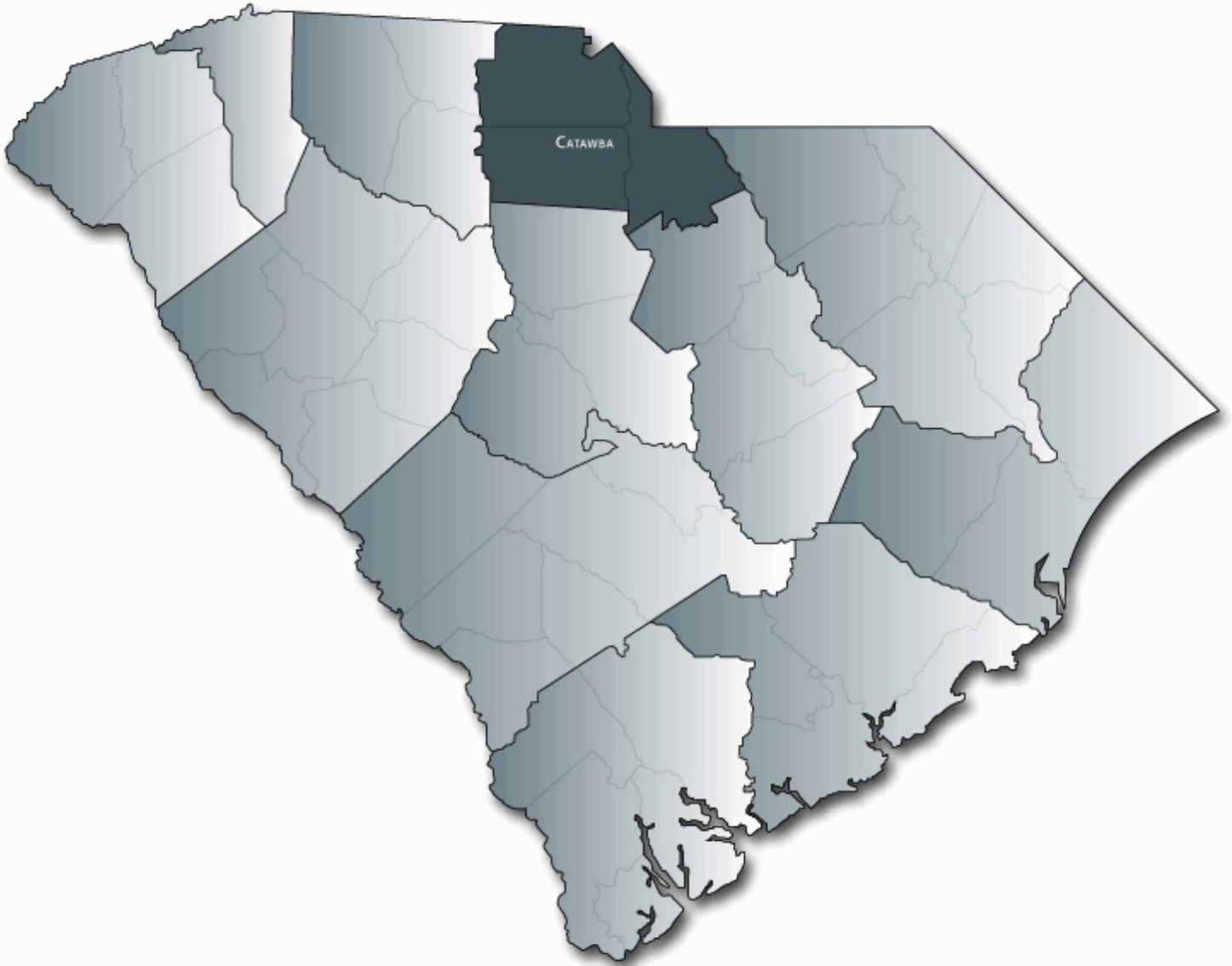
Appendices

- Appendix A, Catawba Workforce Development Area Community Profile
- Appendix B, Industry Economic Effects in the Catawba Region
- Appendix C, Chernoff Newman Insights – Coronavirus
- Appendix D, Catawba Region COVID-19 Cases as of May 5, 2020
- Appendix E, Use of Cloth Face Coverings to Help Slow the Spread of COVID-19
- Appendix F, SC Works Rock Hill Center Assessment for Re-opening During COVID-19
- Appendix G, SC Works Lancaster Center Assessment for Re-opening During COVID-19
- Appendix H, SC Works Chester Center Assessment for Re-opening During COVID-19
- Appendix I, Catawba SC Works Centers Needed Supplies, Additional Cleaning, and Security Budget

COMMUNITY PROFILE

Catawba

Workforce Development Area



S.C. Department of Employment & Workforce

Business Intelligence Department

1550 Gadsden Street, PO Box 995

Columbia, SC 29202

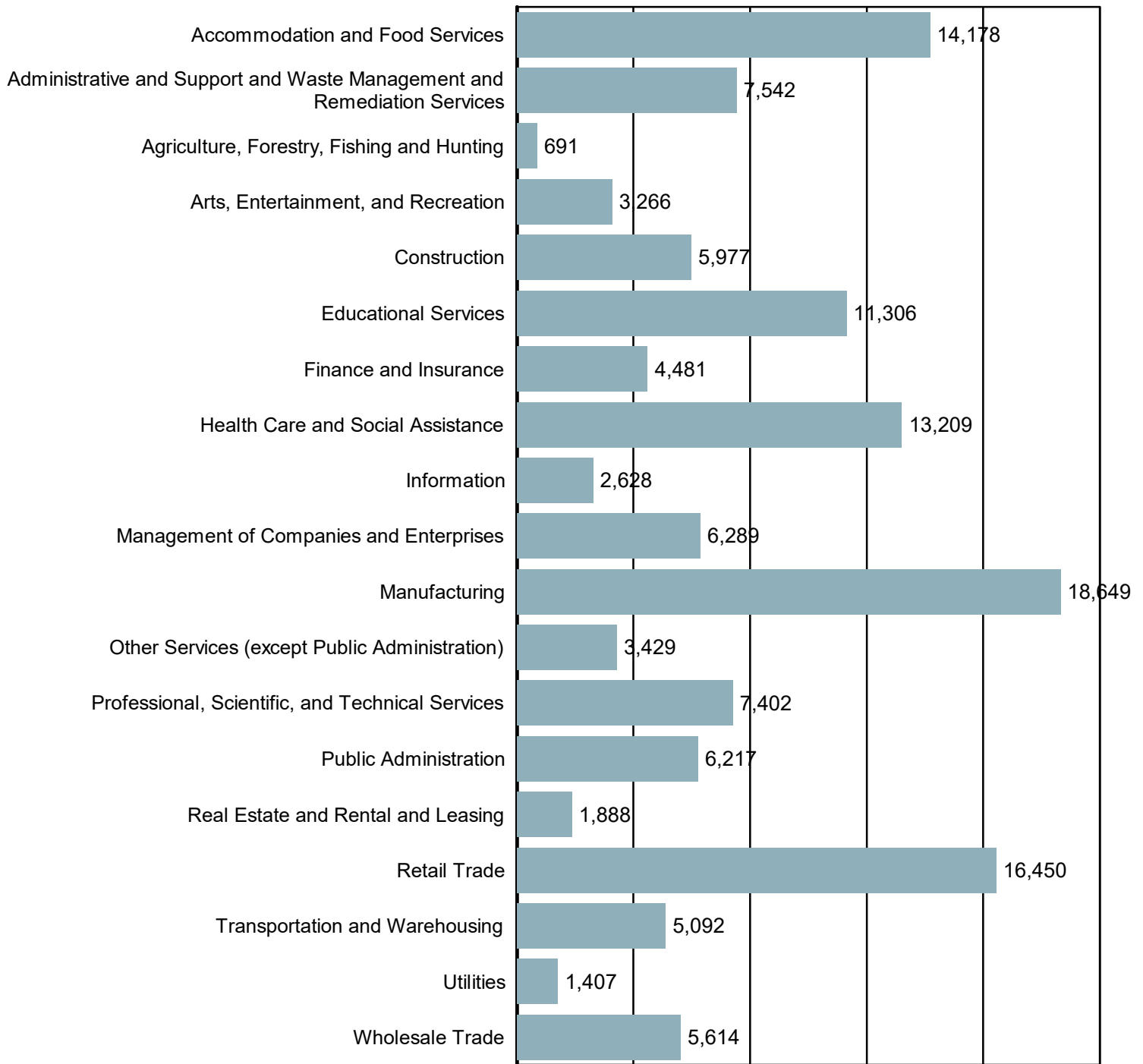
803.737.2660

www.SCWorkforceInfo.com

Updated: 04/16/2020

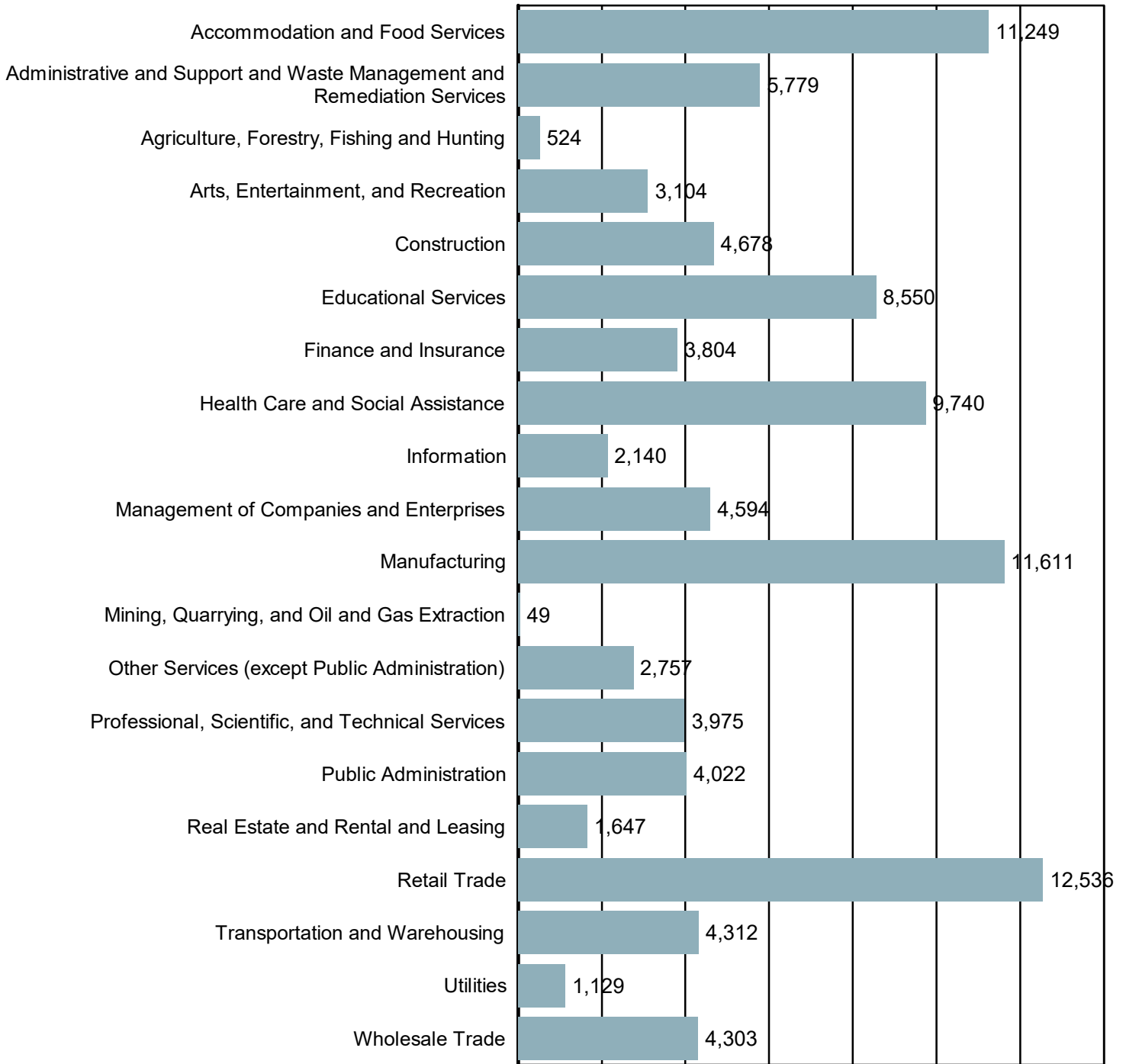


Employment by Industry



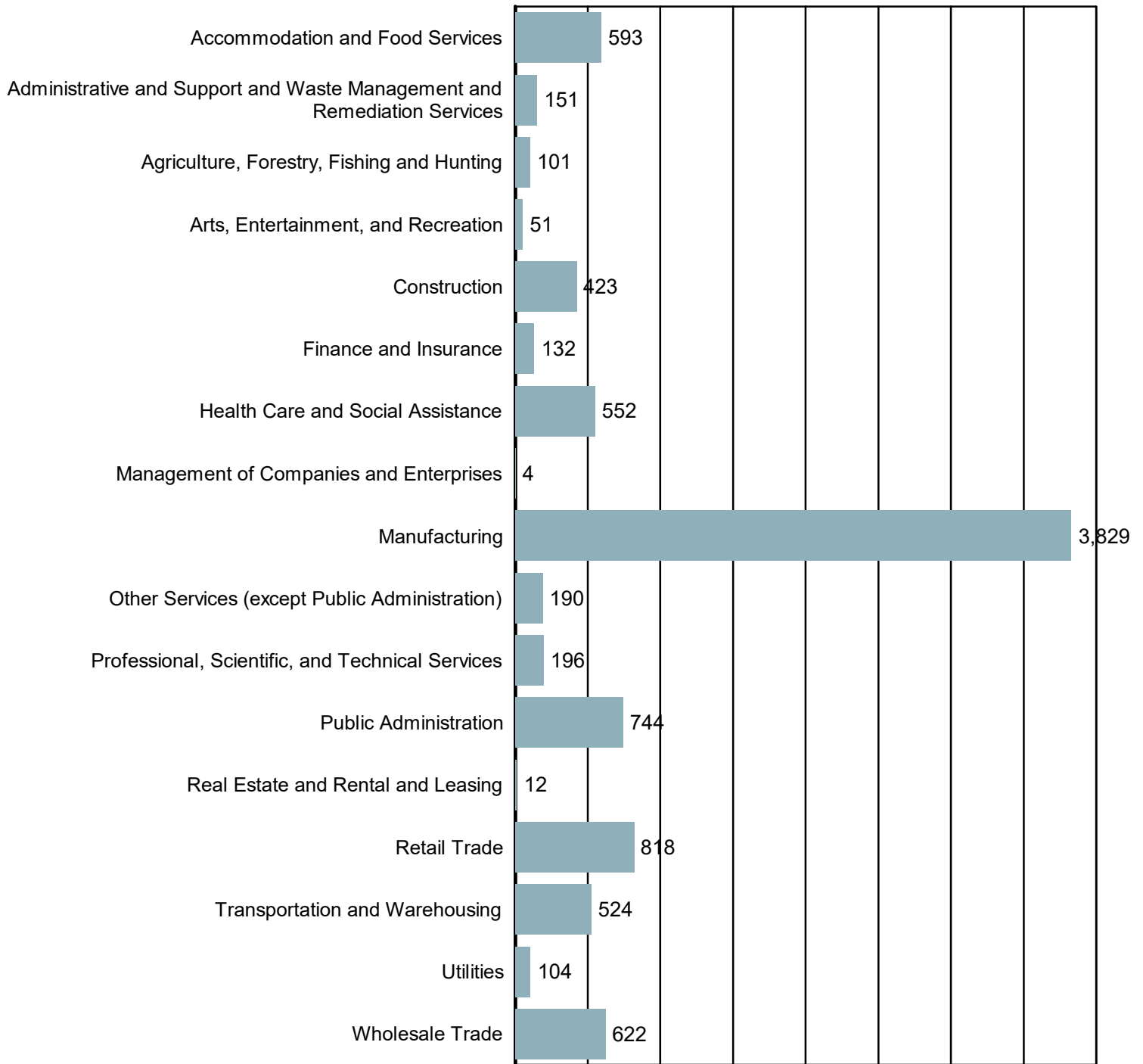
Source: S.C. Department of Employment & Workforce
 Quarterly Census of Employment and Wages (QCEW) - 2019 Q3

Employment by Industry



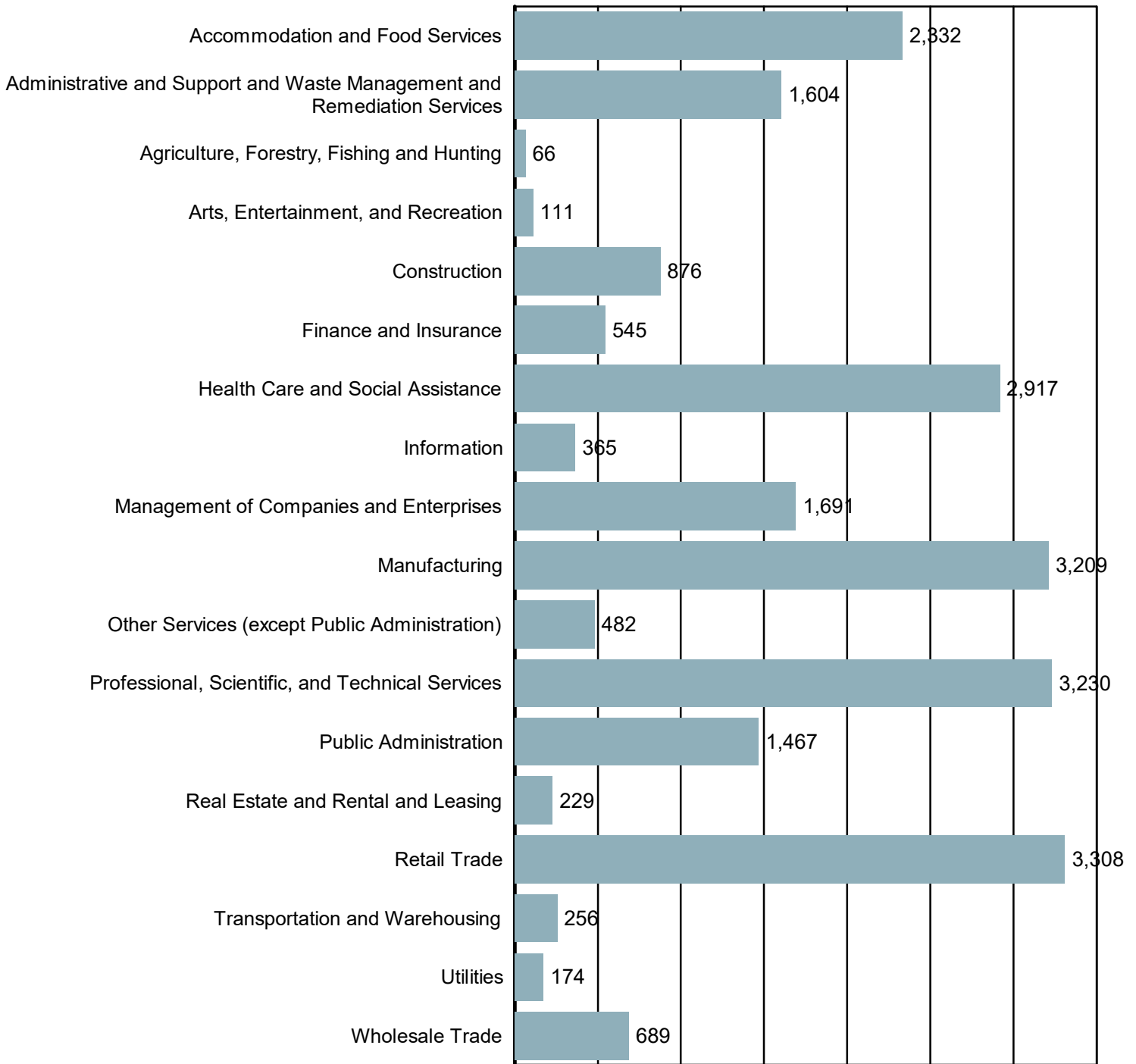
Source: S.C. Department of Employment & Workforce
 Quarterly Census of Employment and Wages (QCEW) - 2019 Q3

Employment by Industry



Source: S.C. Department of Employment & Workforce
 Quarterly Census of Employment and Wages (QCEW) - 2019 Q3

Employment by Industry



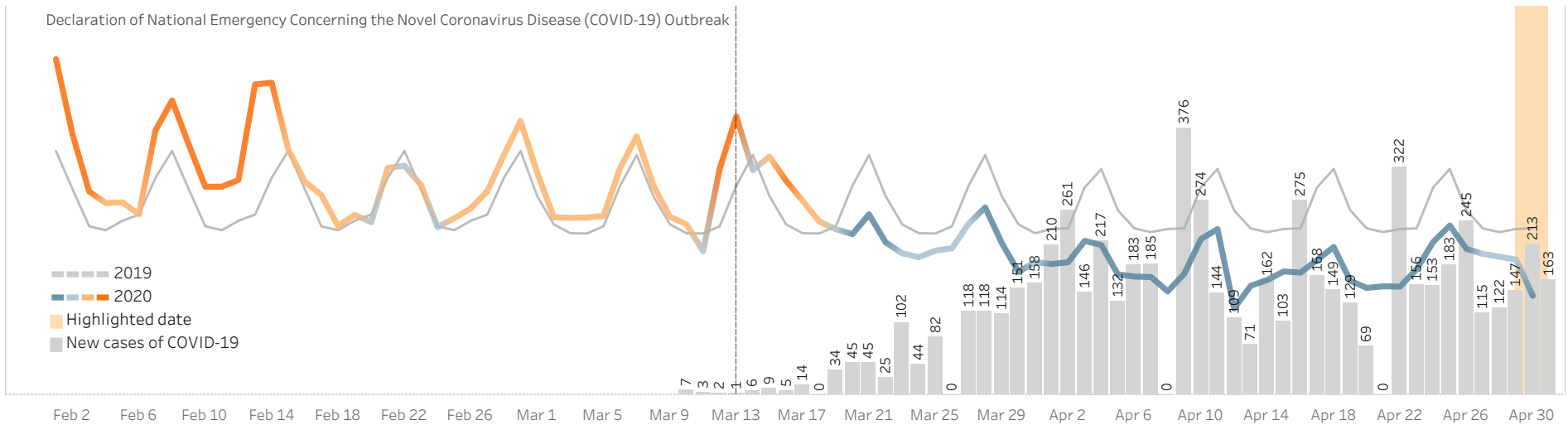
Source: S.C. Department of Employment & Workforce
 Quarterly Census of Employment and Wages (QCEW) - 2019 Q3

Appendix B, Industry Economic Effects in the Catawba Region

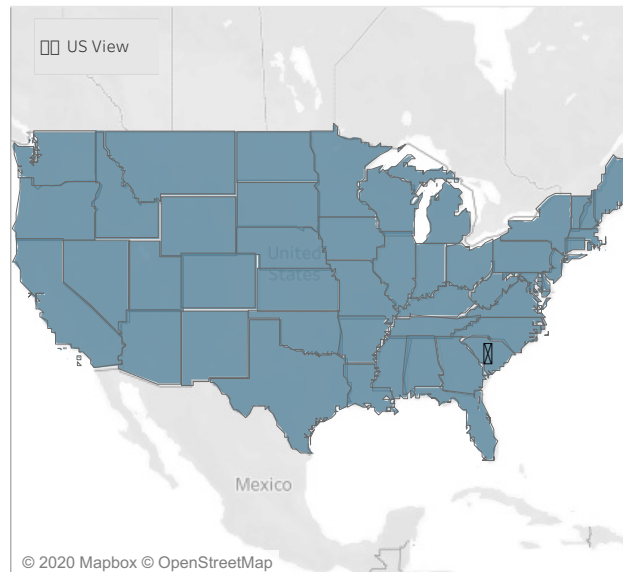
COVID19 Impact By:

Last updated human mobility data: 5/1/2020
 Last updated COVID-19 cases: 5/2/2020 7:39:07 AM

Industry General Retail State South Carolina On 4/30/2020



- Industry rank - South Carolina**
- 1 Home Goods & Improvement
 - 2 Miscellaneous Goods
 - 3 Grocery & Food Retail
 - 4 **General Retail**
 - 5 Auto Dealerships & Car Rentals
 - 6 Pets
 - 7 Services
 - 8 Restaurants
 - 9 Wellness & Fitness
 - 10 Beauty & Grooming
 - 11 Healthcare
 - 12 Entertainment & Hobby
 - 13 Travel & Hospitality
 - 14 Clothing & Accessories
- Cold



Cold

4/30/2020 - General Retail in South Carolina saw more than 20% drop in foot traffic compared to same time last year

COLD

COOL

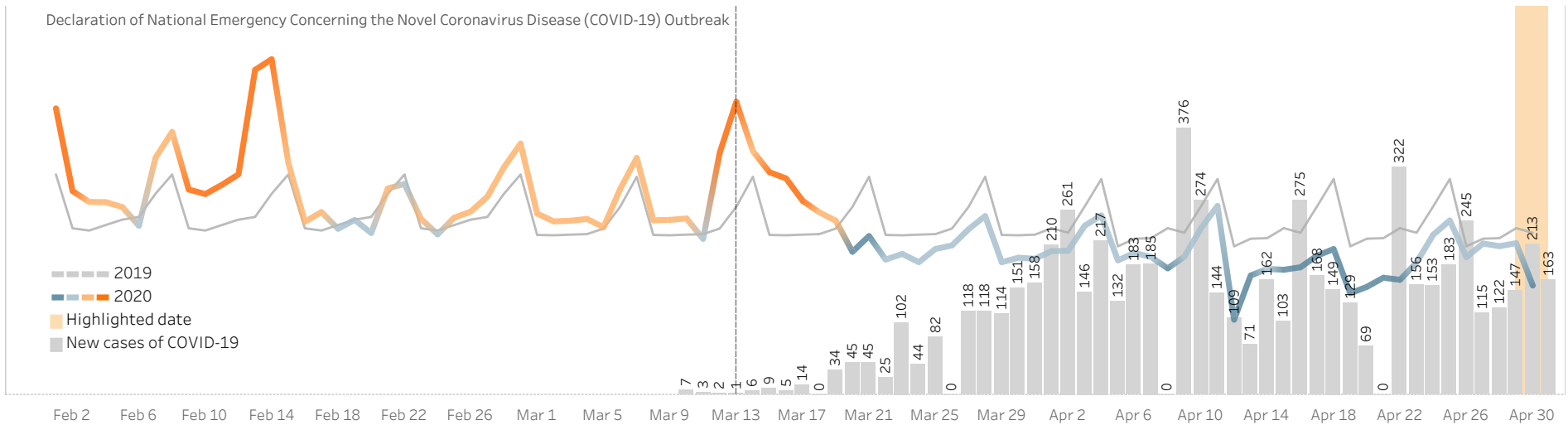
WARM

HOT

COVID19 Impact By:

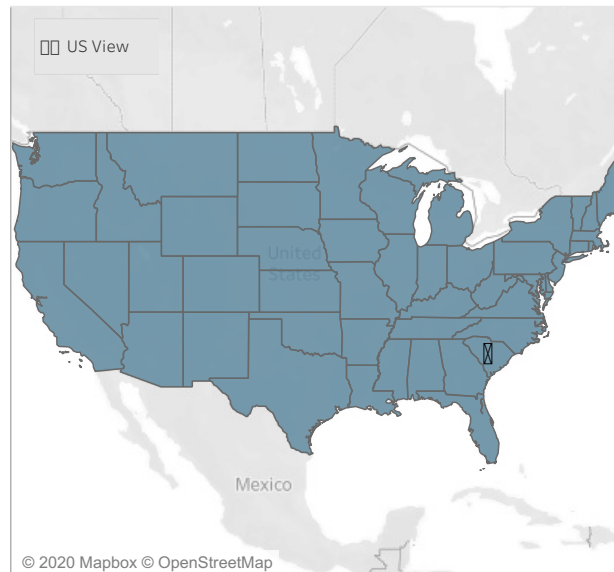
Last updated human mobility data: 5/1/2020
 Last updated COVID-19 cases: 5/2/2020 7:39:07 AM

Industry Miscellaneous Goods State South Carolina On 4/30/2020



Industry rank - South Carolina

- 1 Home Goods & Improvement
- 2 **Miscellaneous Goods**
- 3 Grocery & Food Retail
- 4 General Retail
- 5 Auto Dealerships & Car Rentals
- 6 Pets
- 7 Services
- 8 Restaurants
- 9 Wellness & Fitness
- 10 Beauty & Grooming
- 11 Healthcare
- 12 Entertainment & Hobby
- 13 Travel & Hospitality
- 14 Clothing & Accessories



Cold

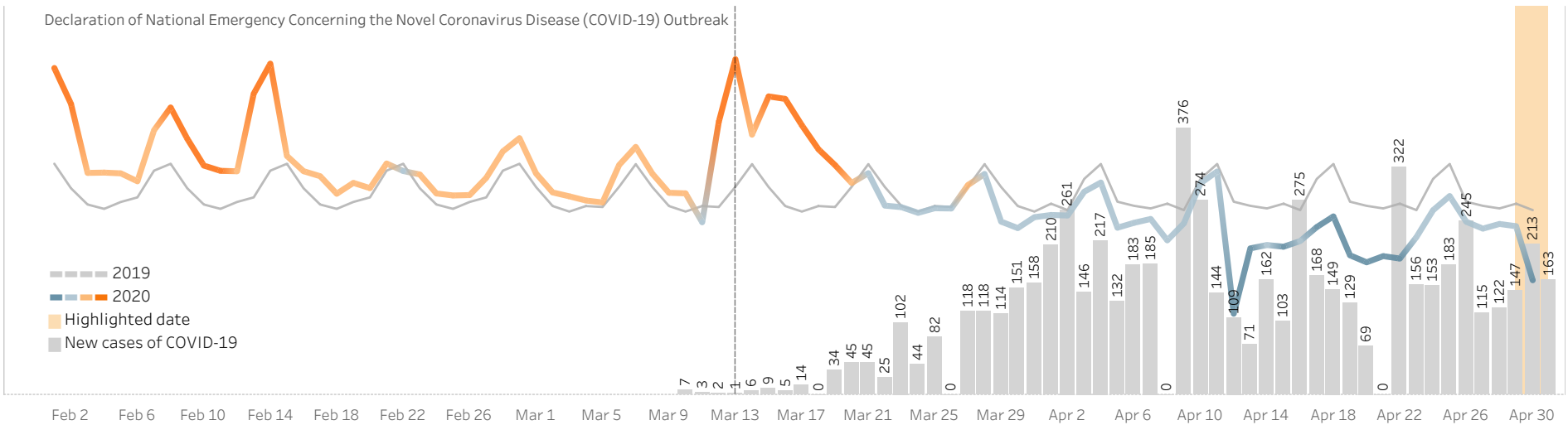
4/30/2020 - Miscellaneous Goods in South Carolina saw more than 20% drop in foot traffic compared to same time last year

COLD COOL WARM HOT

COVID19 Impact By:

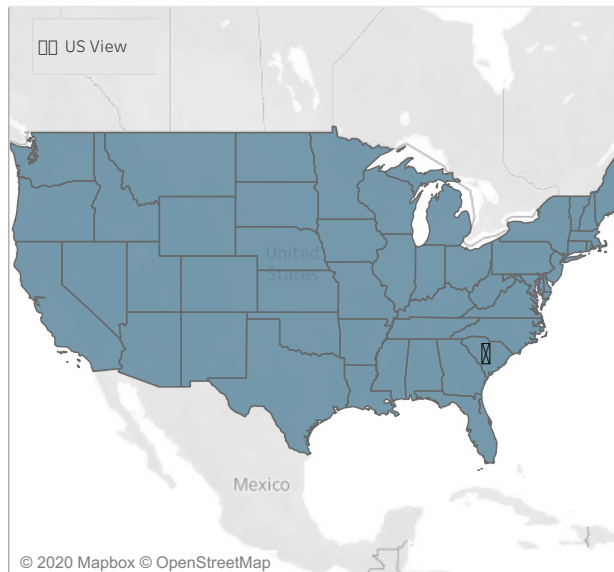
Last updated human mobility data: 5/1/2020
 Last updated COVID-19 cases: 5/2/2020 7:39:07 AM

Industry Grocery & Food Retail State South Carolina On 4/30/2020



Industry rank - South Carolina

- 1 Home Goods & Improvement
- 2 Miscellaneous Goods
- 3 Grocery & Food Retail
- 4 General Retail
- 5 Auto Dealerships & Car Rentals
- 6 Pets
- 7 Services
- 8 Restaurants
- 9 Wellness & Fitness
- 10 Beauty & Grooming
- 11 Healthcare
- 12 Entertainment & Hobby
- 13 Travel & Hospitality
- 14 Clothing & Accessories



Cold

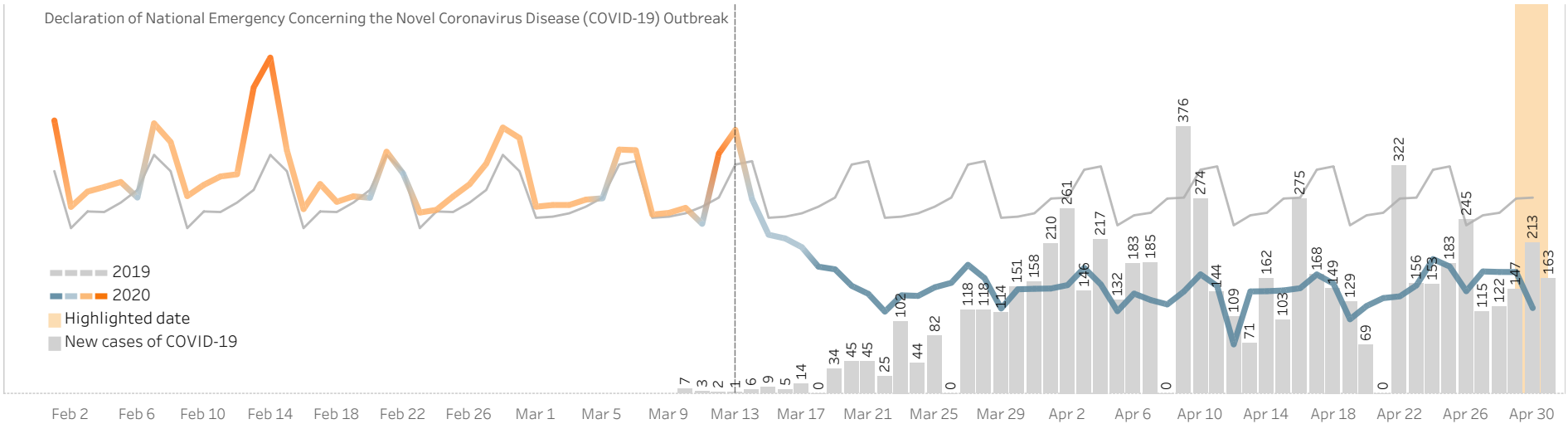
4/30/2020 - Grocery & Food Retail in South Carolina saw more than 20% drop in foot traffic compared to same time last year

COLD COOL WARM HOT

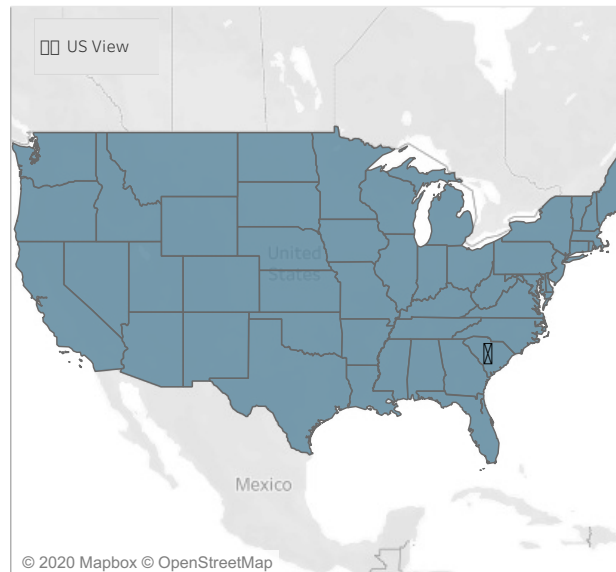
COVID19 Impact By:

Last updated human mobility data: 5/1/2020
 Last updated COVID-19 cases: 5/2/2020 7:39:07 AM

Industry Restaurants State South Carolina On 4/30/2020



- Industry rank - South Carolina**
- 1 Home Goods & Improvement
 - 2 Miscellaneous Goods
 - 3 Grocery & Food Retail
 - 4 General Retail
 - 5 Auto Dealerships & Car Rentals
 - 6 Pets
 - 7 Services
 - 8 **Restaurants**
 - 9 Wellness & Fitness
 - 10 Beauty & Grooming
 - 11 Healthcare
 - 12 Entertainment & Hobby
 - 13 Travel & Hospitality
 - 14 Clothing & Accessories
- Cold



Cold

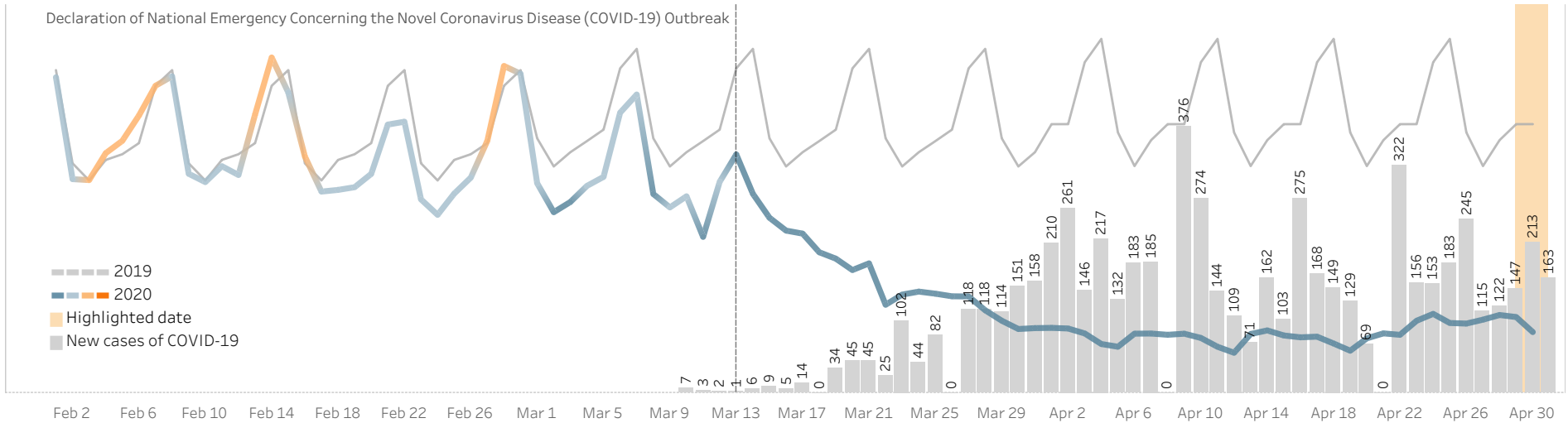
4/30/2020 - Restaurants in South Carolina saw more than 20% drop in foot traffic compared to same time last year

COLD COOL WARM HOT

COVID19 Impact By:

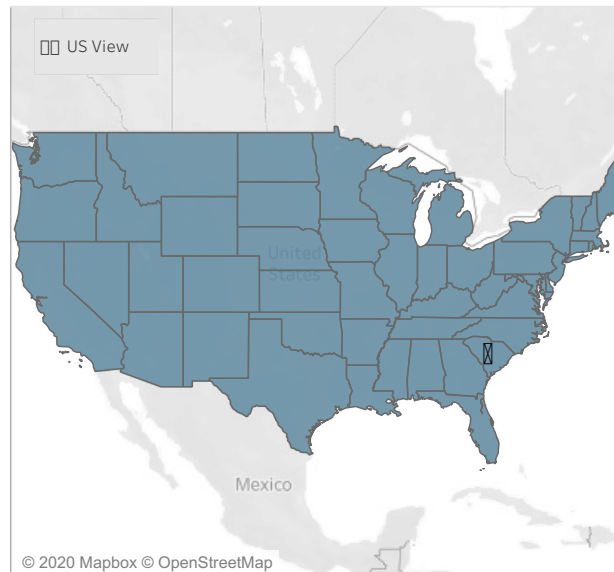
Last updated human mobility data: 5/1/2020
 Last updated COVID-19 cases: 5/2/2020 7:39:07 AM

Industry Travel & Hospitality State South Carolina On 4/30/2020



Industry rank - South Carolina

- 1 Home Goods & Improvement
- 2 Miscellaneous Goods
- 3 Grocery & Food Retail
- 4 General Retail
- 5 Auto Dealerships & Car Rentals
- 6 Pets
- 7 Services
- 8 Restaurants
- 9 Wellness & Fitness
- 10 Beauty & Grooming
- 11 Healthcare
- 12 Entertainment & Hobby
- 13 **Travel & Hospitality**
- 14 Clothing & Accessories



Cold

4/30/2020 - Travel & Hospitality in South Carolina saw more than 20% drop in foot traffic compared to same time last year

COLD COOL WARM HOT

Chernoff Newman Insights — Coronavirus

Whether working, going to school, exercising, basic functions such as eating and socializing, making summer vacation plans, or all of the above, the coronavirus pandemic has upended people's lives in countless ways.

The impact on the economy in the Carolinas is unlike anything we have ever seen. When hurricanes or floods have ravaged parts of the Southeast in the past, neighboring areas of the state and the country raced in to help. The coronavirus outbreak is affecting everyone, everywhere. Solutions are not clear and every path forward is fraught with potential repercussions.

A new poll conducted by integrated marketing communications agency Chernoff Newman provides a snapshot into the effects the coronavirus has had on the lives and psyches of North and South Carolinians to date.

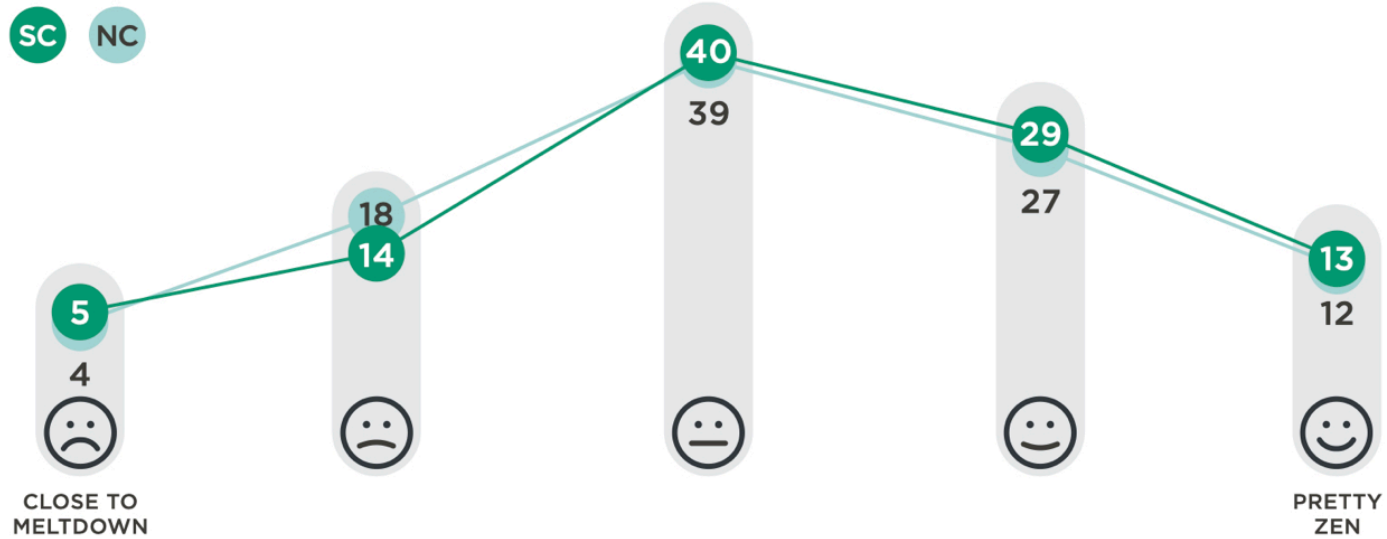
Following are key findings from the agency's recent study, conducted April 13-20:

The environment around the coronavirus pandemic is clearly one of great concern; it is not, however, one of panic.

When asked about the level of household stress, nearly one in five consumers view themselves in "meltdown" mode (S.C. 19%, N.C. 22%).



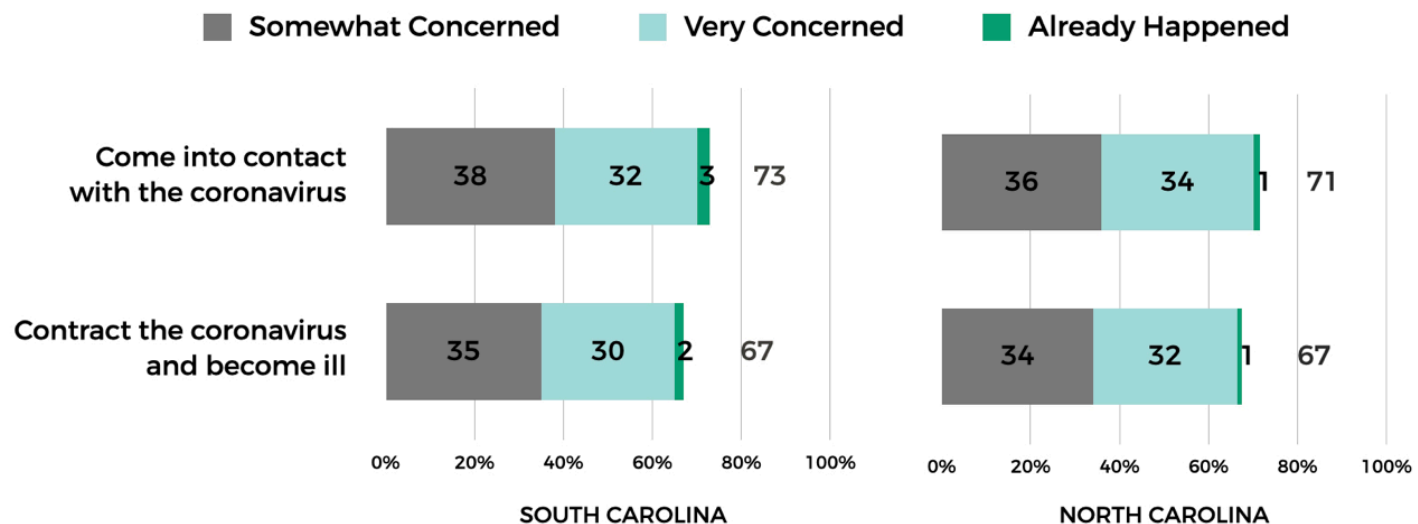
Stress Level in Consumer Household



However, consumers have real concerns about coming into contact with the coronavirus (S.C. 73%, N.C. 71%) and/or catching it and becoming ill (N.C. 67%, S.C. 67%). The vast majority feel like it will take at least until the fall, with many predicting longer until things return to normal.



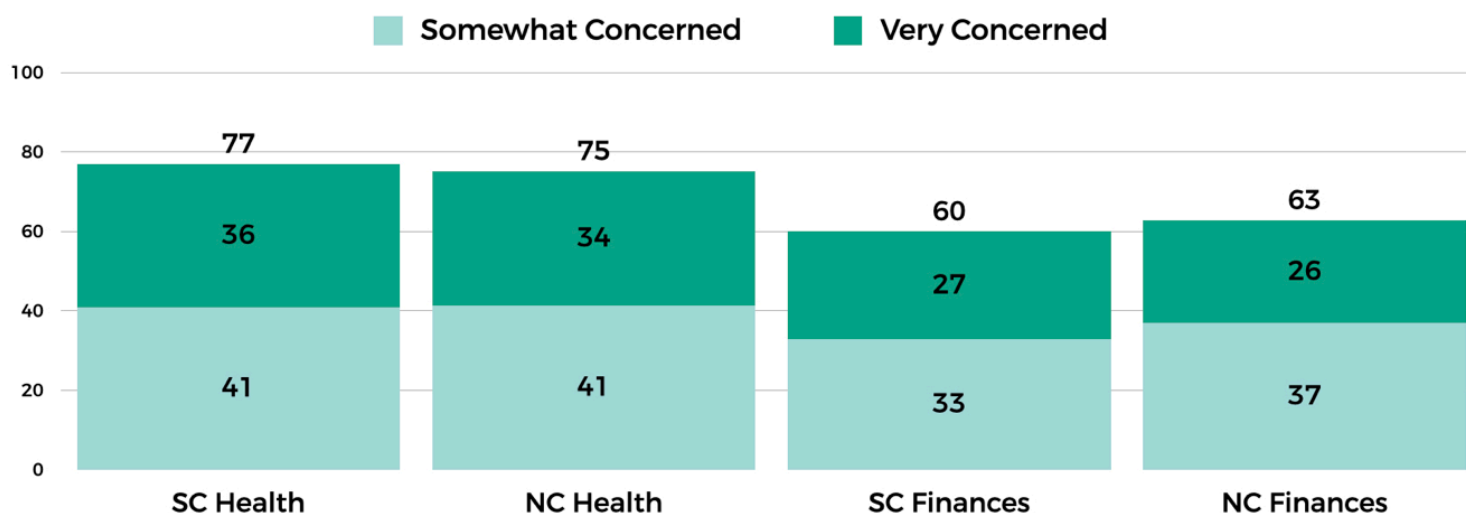
Concern Level of Households



While consumers are concerned about their health (S.C. 77%, N.C. 75%), they are also concerned about their finances (S.C. 60%, N.C. 63%). The conflict between wanting to stay healthy and financially stable is creating further tension for consumers who do not want to get sick but are ready for the economy to open.



Extent of Concern



Consumers are confident about keeping their jobs, but the coronavirus has disrupted work in most households.

Over half of households report changes at work, ranging from working from home to having someone in the household become furloughed or lose a job altogether.



Changes in Employment Status



WORKING FROM HOME

26 33



EXPERIENCED A CUT IN PAY

12 17



EXPERIENCED A REDUCTION OF HOURS (BUT REMAINED EMPLOYED)

25 28



LOST A JOB

12 10



BEEN FURLOUGHED

13 12



WORKED OR EMPLOYED AT A BUSINESS THAT HAS CLOSED

9 9

SC NC

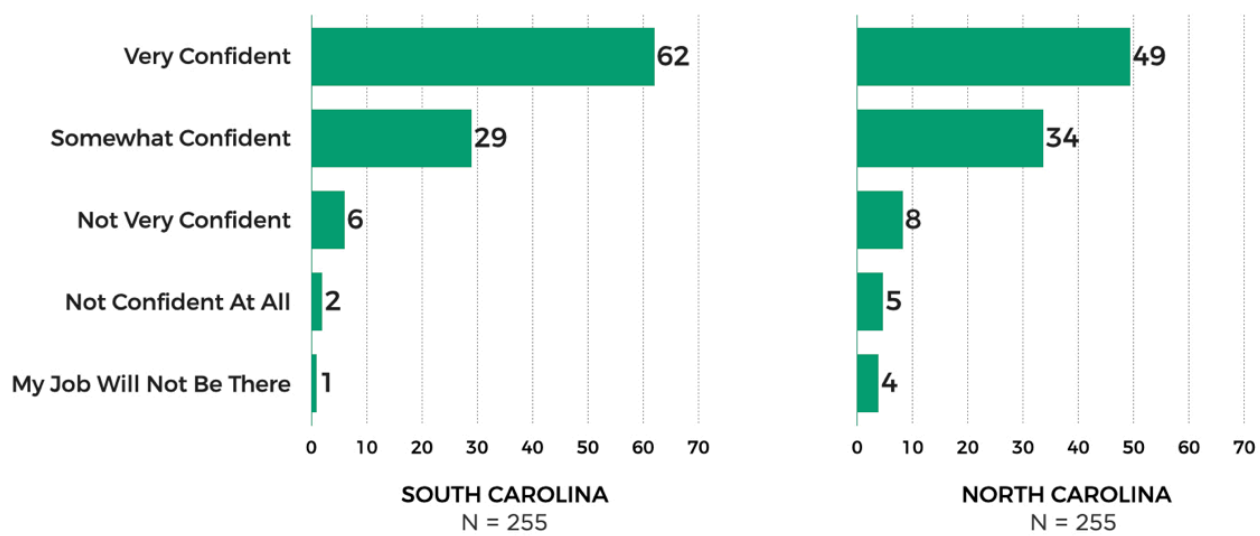
HOUSEHOLDS EXPERIENCING ONE OR MORE OF THE ABOVE CONDITIONS

53 57

The good news is that confidence is high when it comes to the proportion of working consumers (S.C. 91%, N.C. 83%) who feel their job will be there when the pandemic ends.



Confidence in Returning to Work



Some changes in behavior caused by the coronavirus will have lasting

effects.

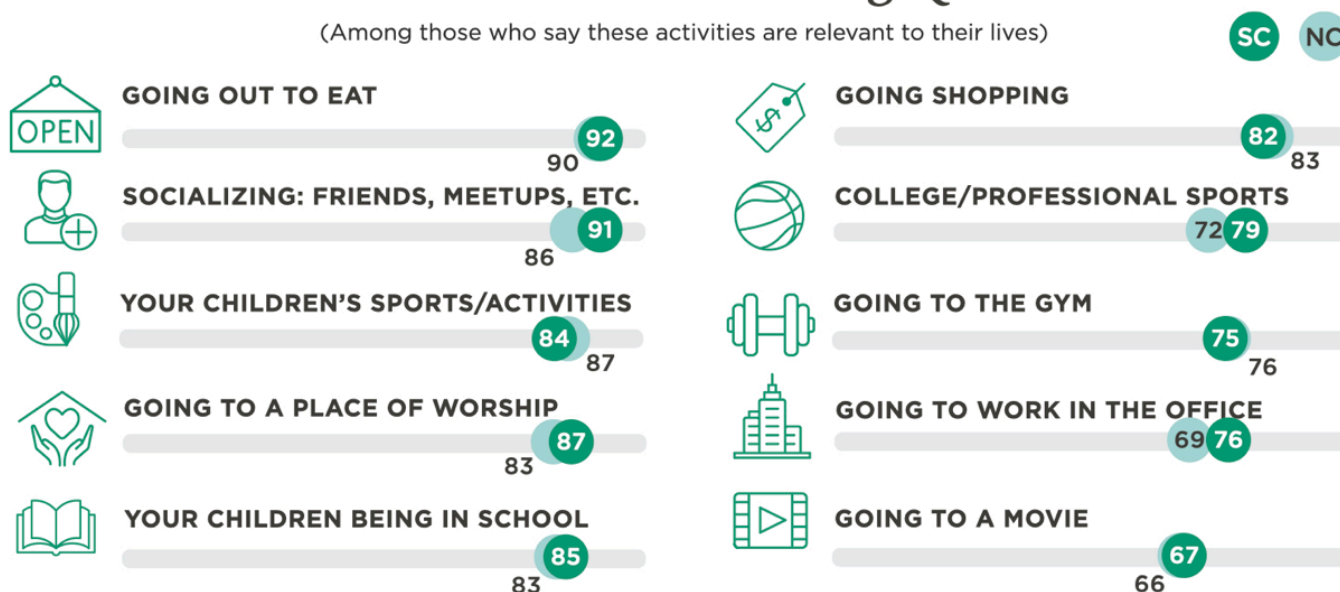
Consumers miss their old routines and want things to return to pre-pandemic norms. However, they are remaining optimistic about the future and embracing parts of a “new normal” that will be here for quite some time, regardless of whether the timeline is set by government or their own wants and needs.

Consumers want to go out to eat (S.C. 92%, N.C. 91%), but they also say they may continue to practice social distancing (S.C. 70%, N.C. 71%), cook more at home (S.C. 67%, N.C. 69%) and order take-out rather than dine in (S.C. 41%, N.C. 45%) once the pandemic subsides. They miss going to movies (S.C. 67%, N.C. 66%), but they also say they might be more likely to stream movies at home (S.C. 56%, N.C. 61%) rather than go to the theater after the pandemic ends.



Activities Missed Most During Quarantine

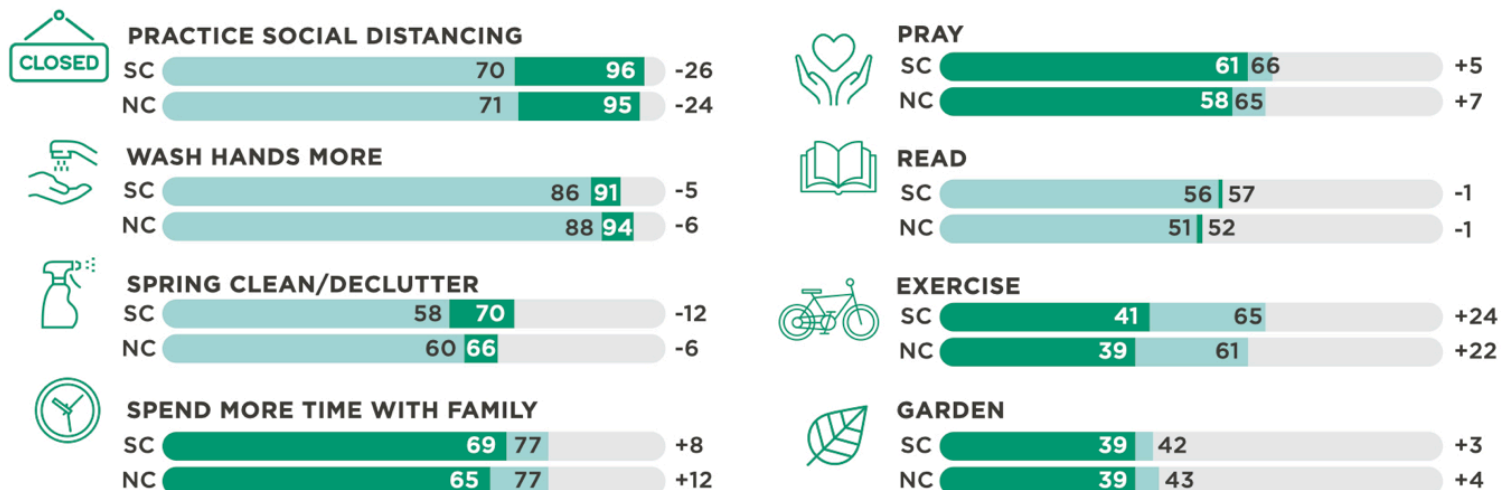
(Among those who say these activities are relevant to their lives)





Consumer Activities Expected to Continue After Quarantine

● CURRENTLY DOING IN QUARANTINE ● PLAN TO CONTINUE AFTER QUARANTINE



Consumers are more likely to feel coronavirus is not being taken seriously enough than they are to feel it is being exaggerated.

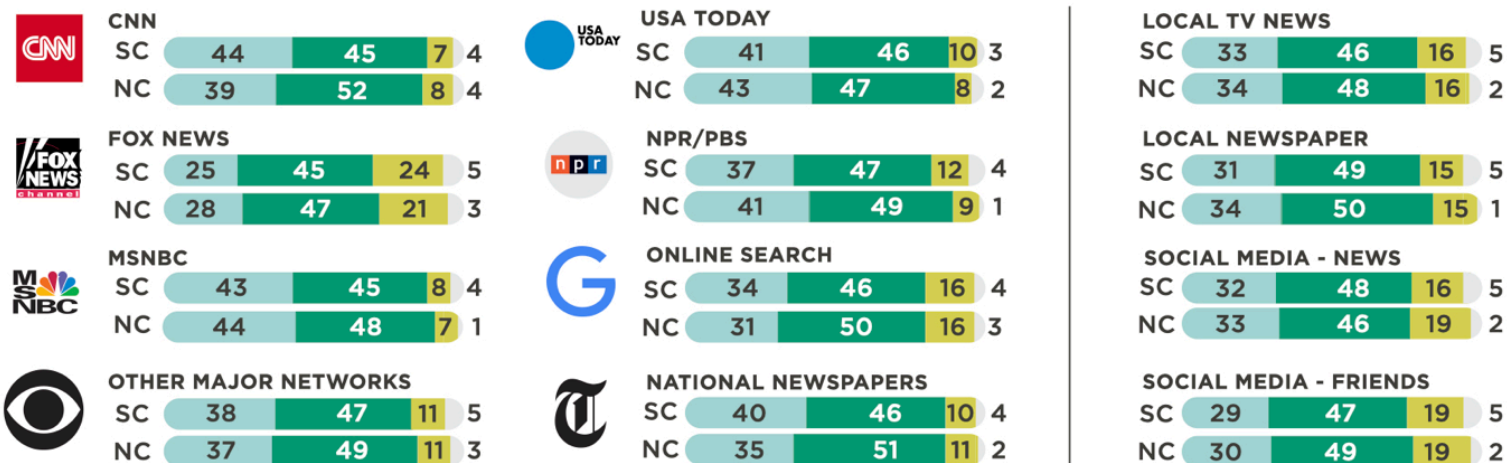
Local TV news and the major news networks (ABC, CBS and NBC) are the most trusted sources for news about the coronavirus.



Perceptions of News

(Among those who use the source for news at least some)

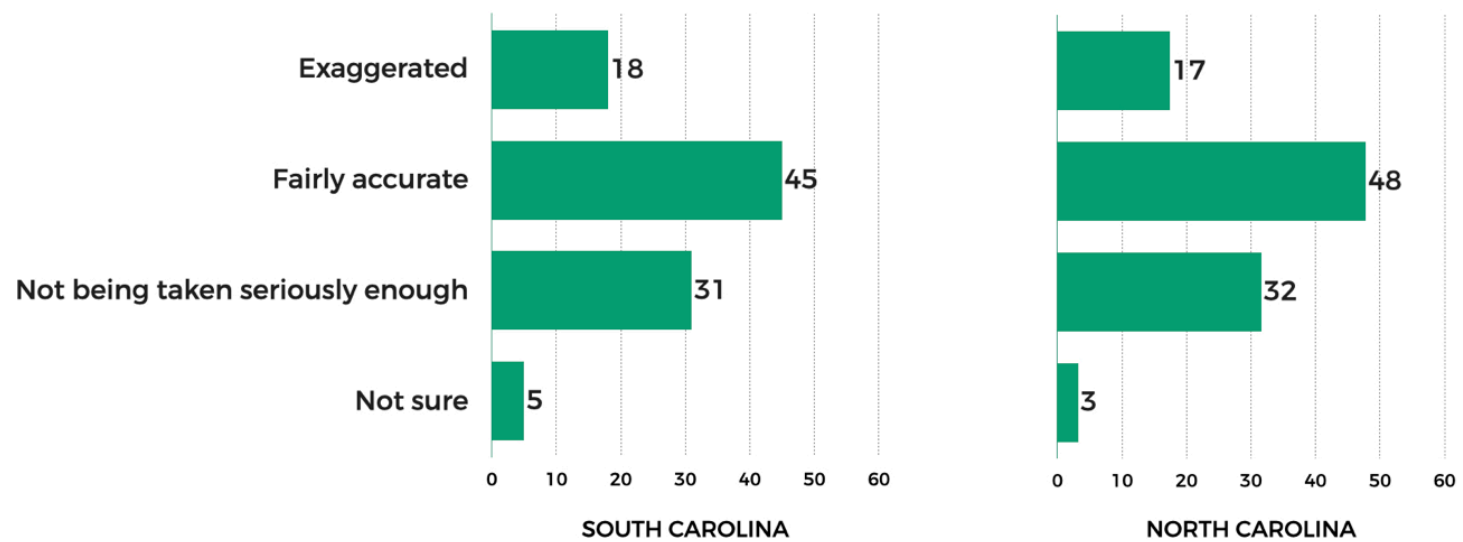
■ NOT SERIOUS ENOUGH ■ FAIRLY ACCURATE ■ EXAGGERATED ■ NOT SURE



While many consumers (S.C. 45%, N.C. 48%) feel the news they hear is “fairly accurate,” many feel it is not being taken seriously enough (S.C. 31%, N.C. 32%) while an even smaller number of consumers believe it’s being exaggerated (S.C. 18%, N.C. 17%).



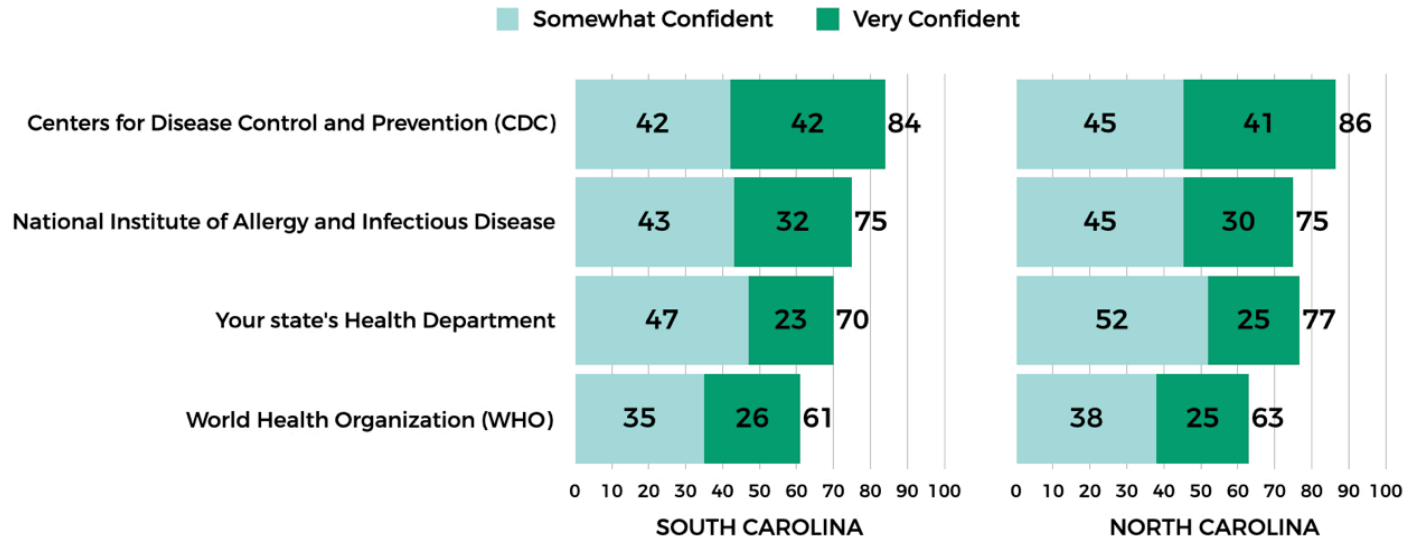
Seriousness of the Pandemic in the Media



Generally speaking, consumers have confidence in federal and state health entities. That being said, North and South Carolinians vary in their confidence levels for federal versus state agencies, such as the federal Centers for Disease Control and Prevention (S.C. 84%, N.C. 86%), the National Institute for Allergies and Infectious Disease (S.C. 75%, N.C. 75%), the World Health Organization (S.C. 61%, N.C. 63%), and their state’s health department (S.C. 70%, N.C. 77%).



Confidence in Sources of Information



Consumers are not sure what the impact will be on travel.

The pandemic is having a tremendous impact on tourism and travel. Two-thirds of consumers (S.C. 65%, N.C. 67%) say they have already canceled or postponed travel plans.



Consumers Who Have Canceled or Postponed Trips



SOUTH CAROLINA



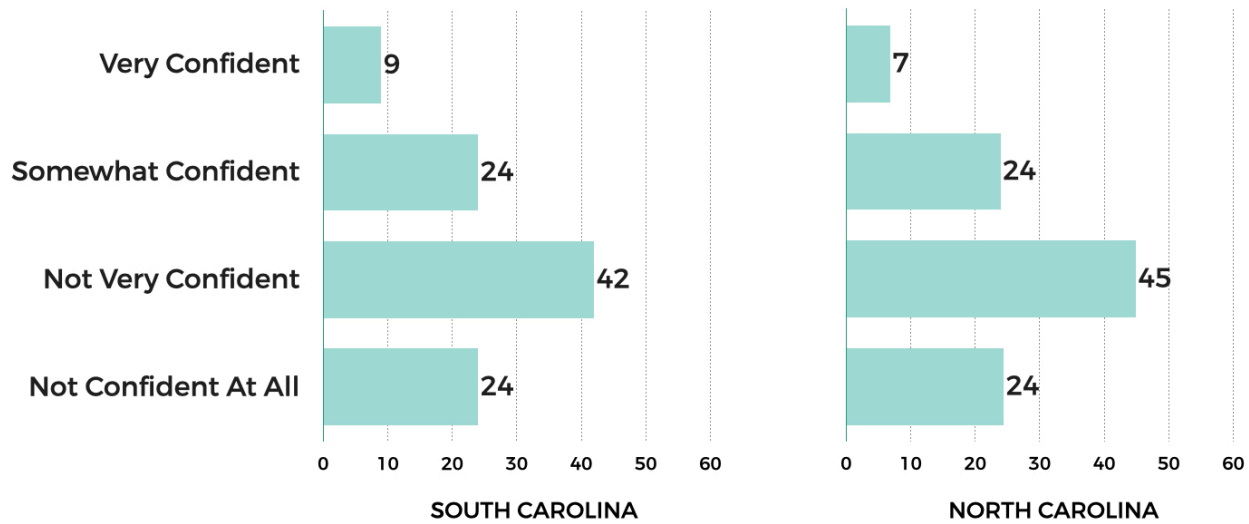
NORTH CAROLINA

Further, over two-thirds (S.C. 66%, N.C. 69%) are not confident they will be able to take a summer vacation.



Confidence in the Ability to Take a Summer Vacation

(Among those who typically take a summer vacation, n=340SC/352NC)



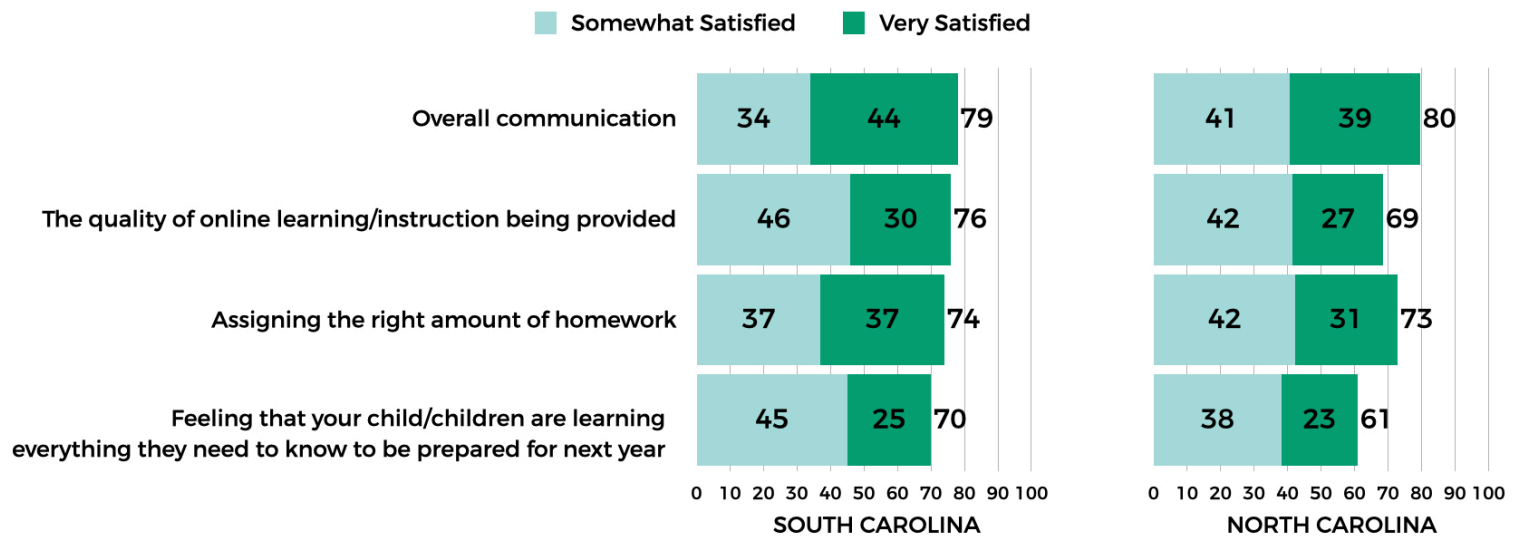
Consumers with school-aged children want their children back in school but are balancing this want with concerns about coming into contact with the coronavirus and becoming ill.

While many children – and parents – have struggled to continue with education at home, most families with school-aged children say they are satisfied with their children’s schools when it comes to overall communication (S.C. 79%, N.C. 80%), quality of online instruction being provided (S.C. 76%, N.C. 69%), the amount of homework being given (S.C. 74%, N.C. 73%) and with the feeling their children will be prepared for next year (S.C. 70%, N.C. 61%).



Satisfaction with Schools

(Among those with children in the home, n=126SC/118NC)

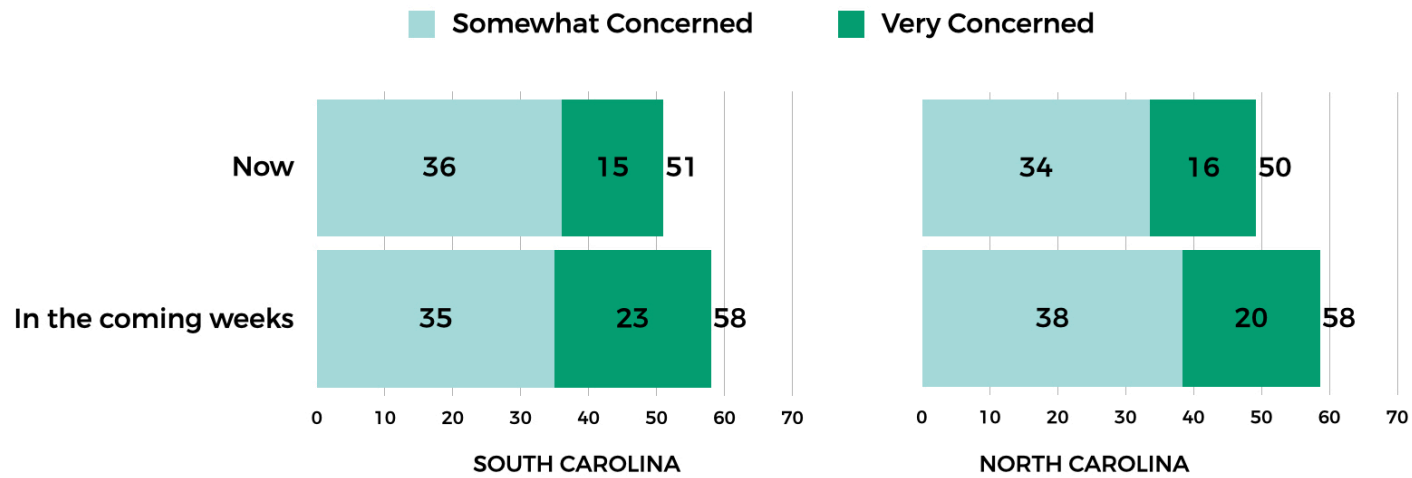


Availability of groceries – both now (S.C. 51%, N.C. 50%) and in the coming weeks (S.C. 58%, N.C. 58%) – has many consumers concerned.

Concerns vary on a number of demographic and socio-economic variables, with women, households with children and low-income households being most concerned about the availability of groceries.



Concern Around the Availability of Groceries

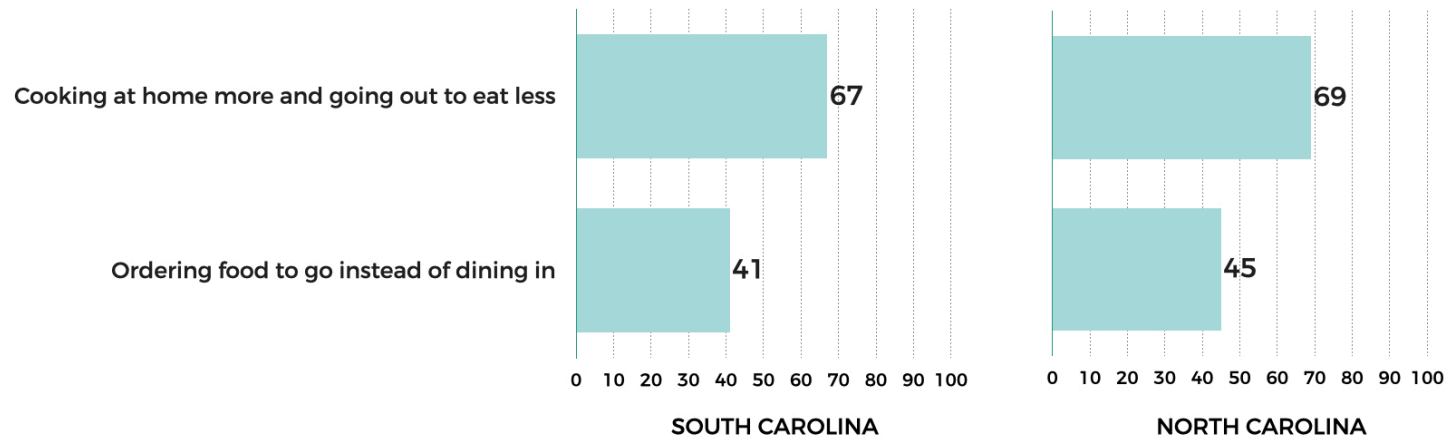


Consumers miss going out to eat. At the same time, they also say they may continue to practice social distancing (S.C. 70%, N.C. 71%), cook more at home (S.C. 67%, N.C. 69%) and take out rather than dine in (S.C. 41%, N.C. 45%) once the pandemic subsides. As restaurants look to reopen, they need to be mindful of these trends and communicate the precautions they are taking to minimize the risk of exposure.



Eating Habits Expected to Continue

(Among those who say these activities is relevant to their lives)



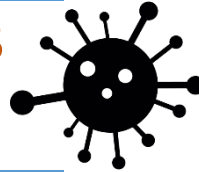
Methodology: Chernoff Newman conducted a statewide online study of North Carolina and South Carolina consumers with a total sample size of 500 in each state and a corresponding sampling error of +/- 4.4 percentage points at the 95-percent confidence level. To learn more about Chernoff Newman Insights and view research findings, please visit [Insights.ChernoffNewman.com](https://insights.chernoffnewman.com).

Appendix D, Catawba Region COVID-19 Cases

CATAWBA REGION COVID-19 CASES

Chester, Lancaster, Union, York Counties, SC

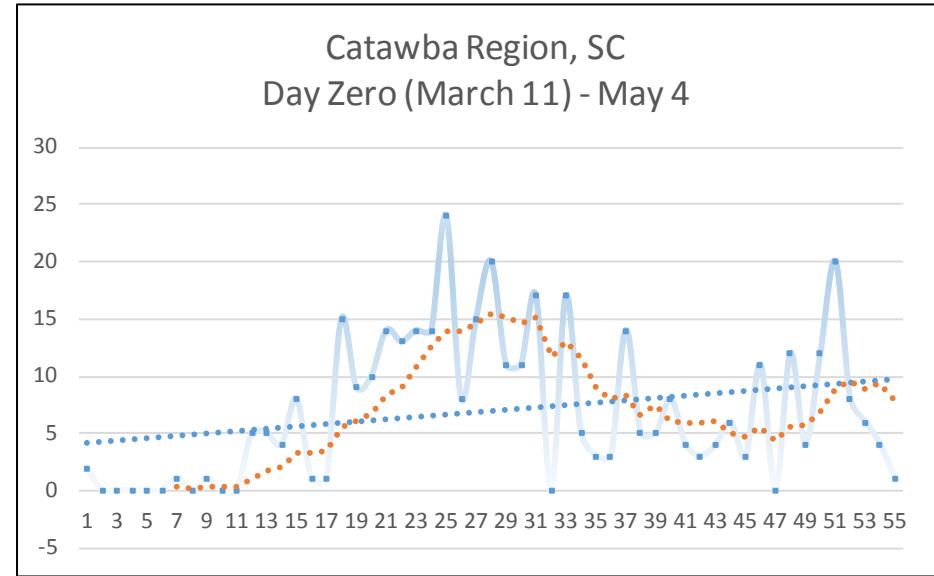
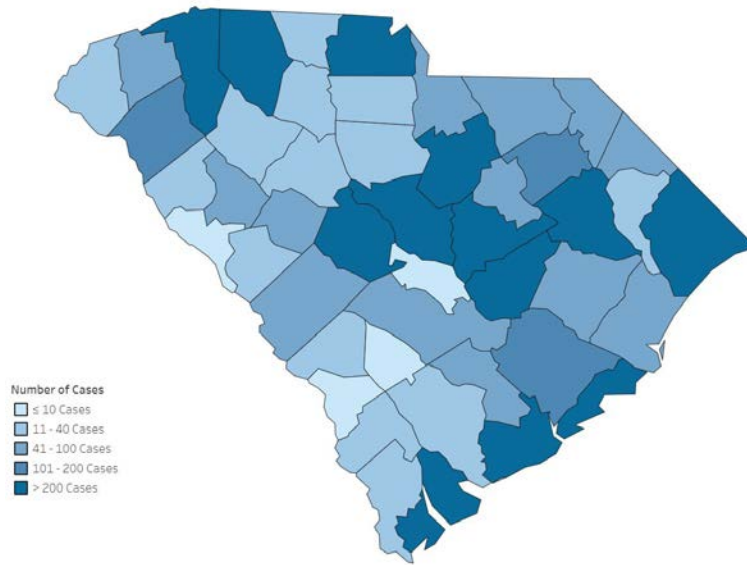
May 5, 2020



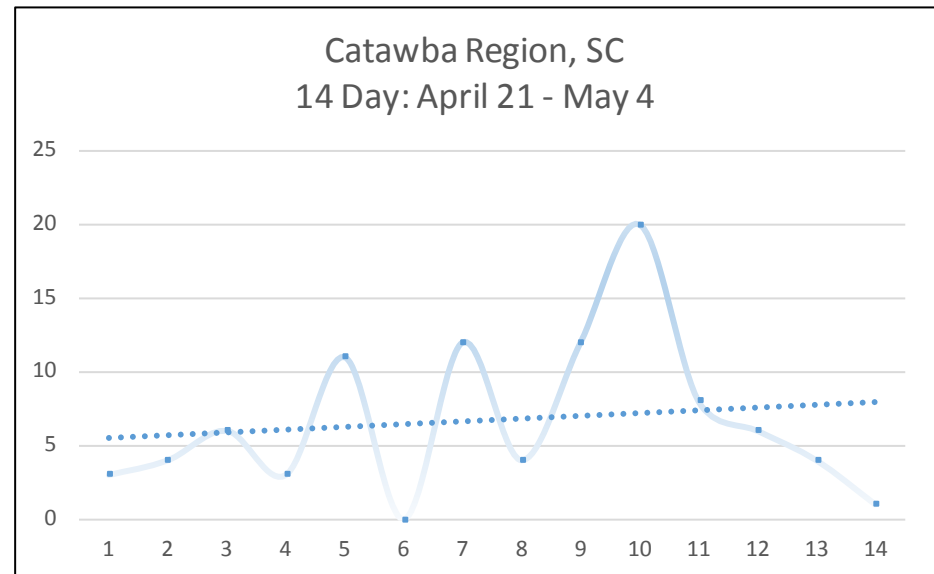
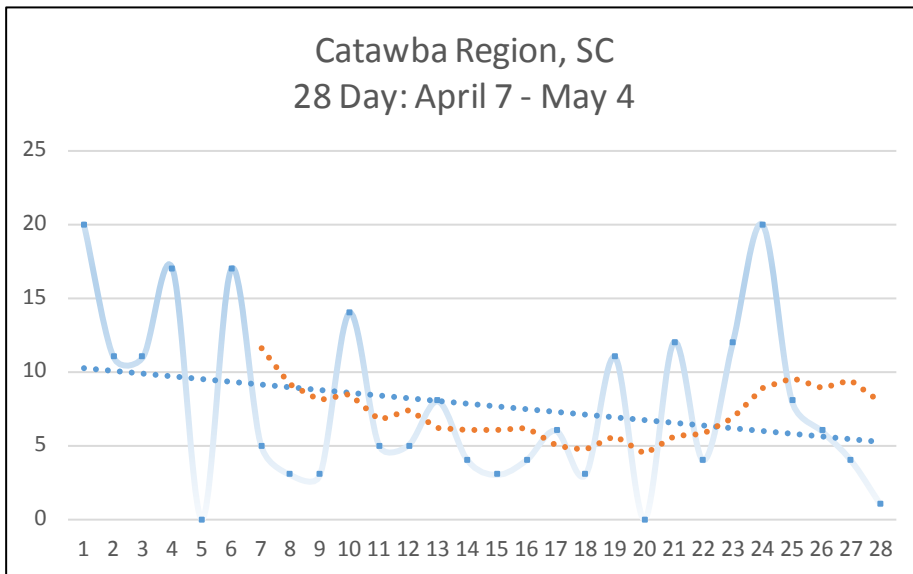
NOTICE: Data contained herein is strictly for informational purposes only. Any decisions made based upon presented data are neither the responsibility of Catawba Regional Council of Governments nor of its employees or contractors.



COVID-19 Cases in South Carolina, by County



..... = Dataset Trend = 7-day Rolling Average



Data Sources: Catawba Regional Council of Governments, USAFacts, South Carolina DHEC, United States CDC

CHESTER COUNTY COVID-19 CASES

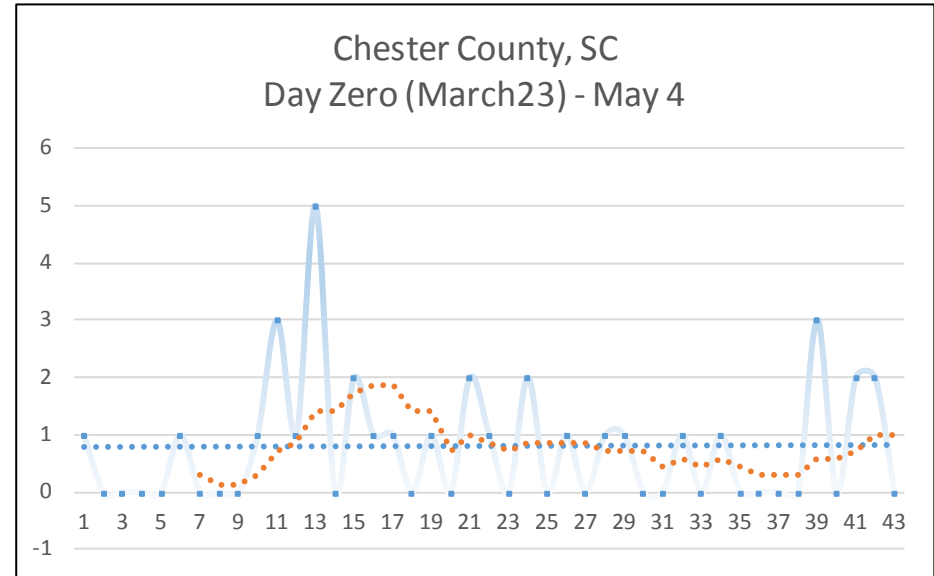
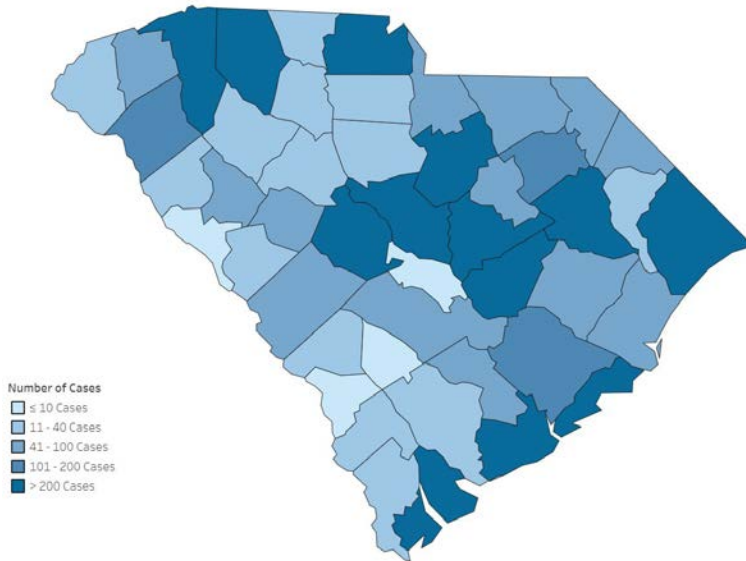
May 5, 2020



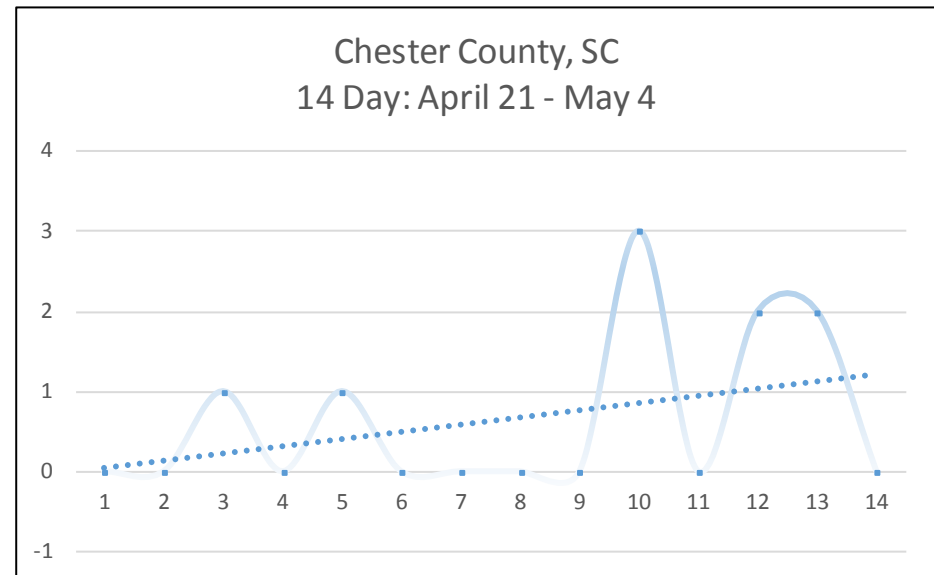
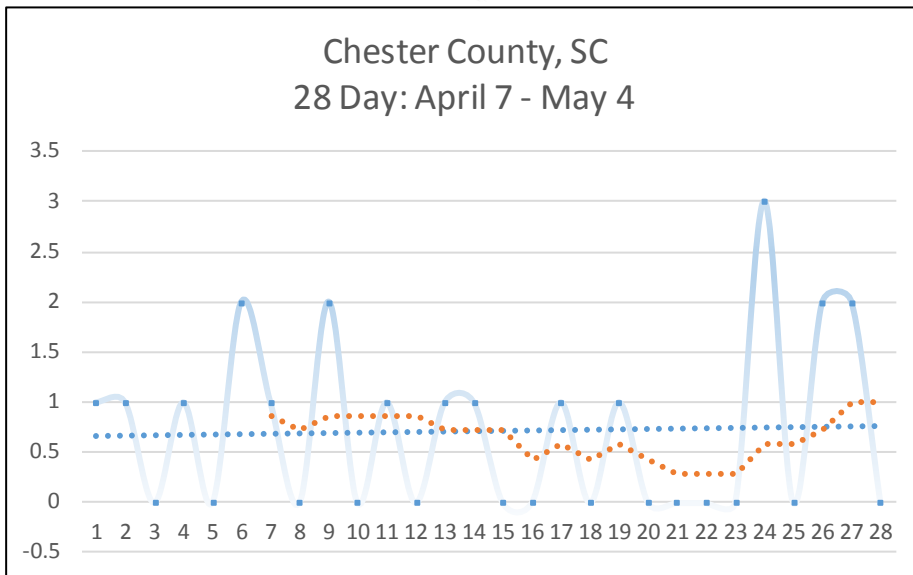
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COVID-19 Cases in South Carolina, by County



..... = Dataset Trend = 7-day Rolling Average



Data Sources: Catawba Regional Council of Governments, USAFacts, South Carolina DHEC, United States CDC

LANCASTER COUNTY COVID-19 CASES

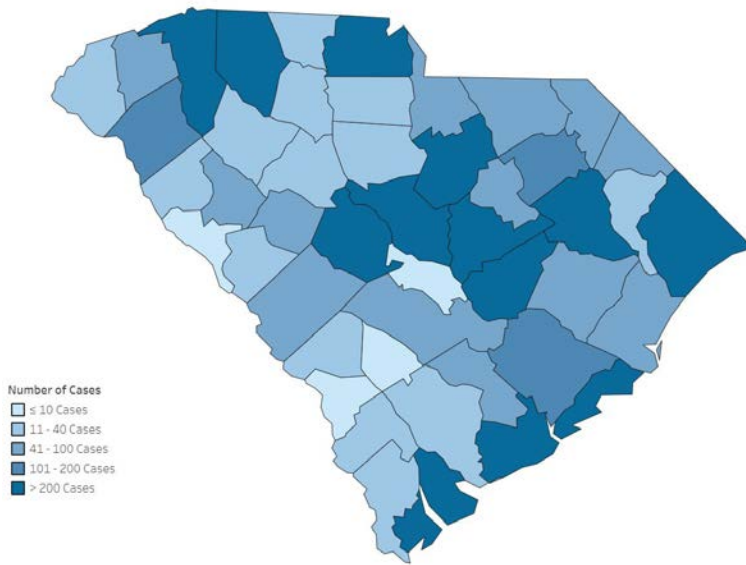
May 5, 2020



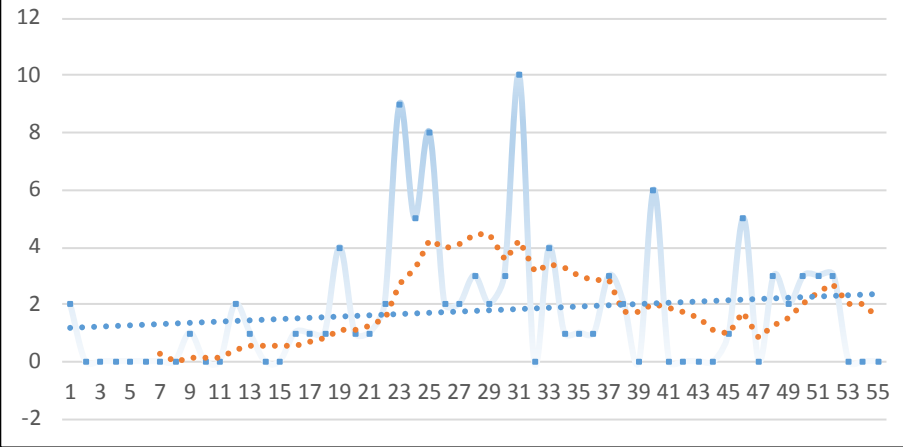
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COVID-19 Cases in South Carolina, by County

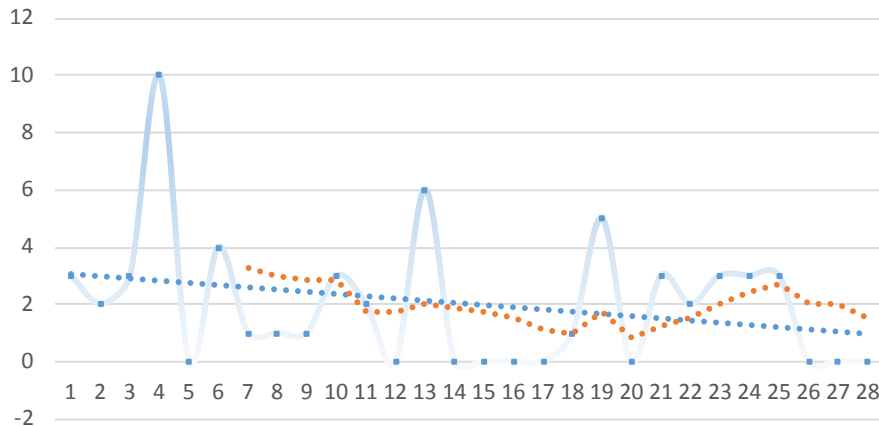


Lancaster County, SC
Day Zero (March 11) - May 4

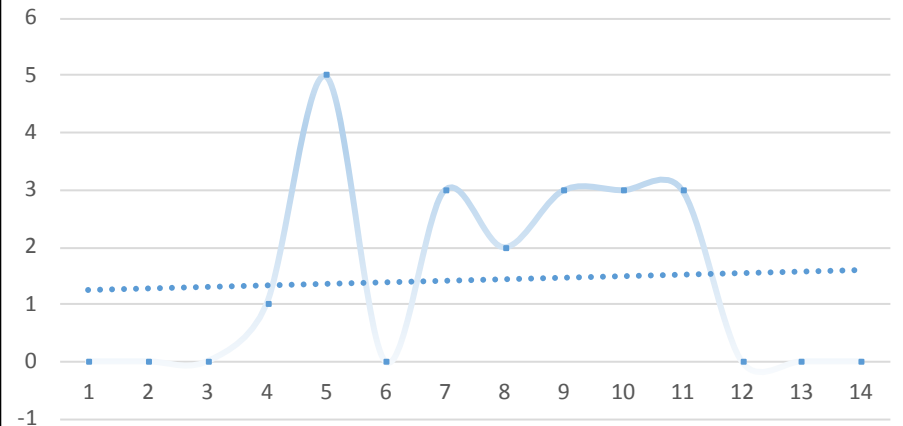


..... = Dataset Trend = 7-day Rolling Average

Lancaster County, SC
28 Day: April 7 - May 4



Lancaster County, SC
14 Day: April 21 - May 4



Data Sources: Catawba Regional Council of Governments, USAFacts, South Carolina DHEC, United States CDC

YORK COUNTY COVID-19 CASES

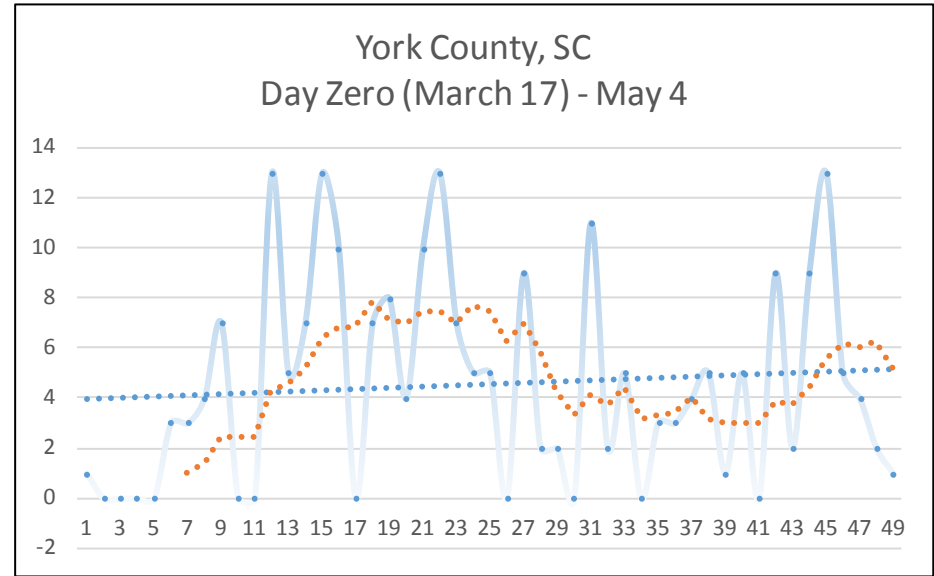
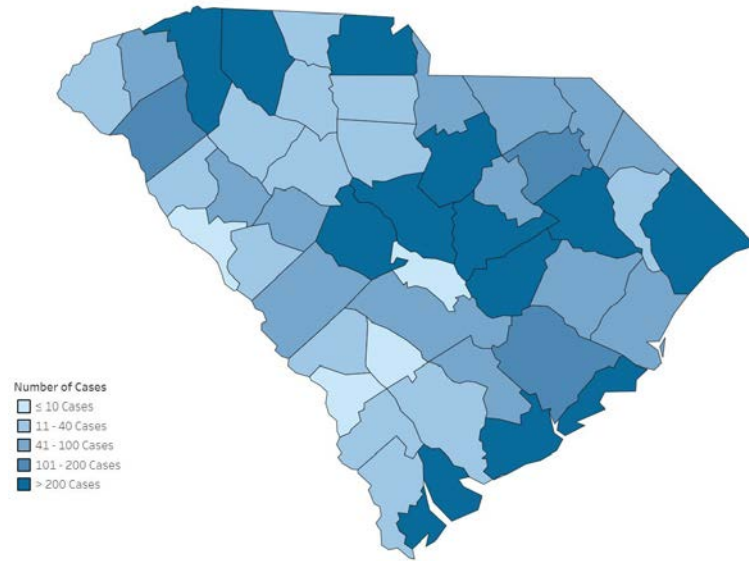
May 5, 2020



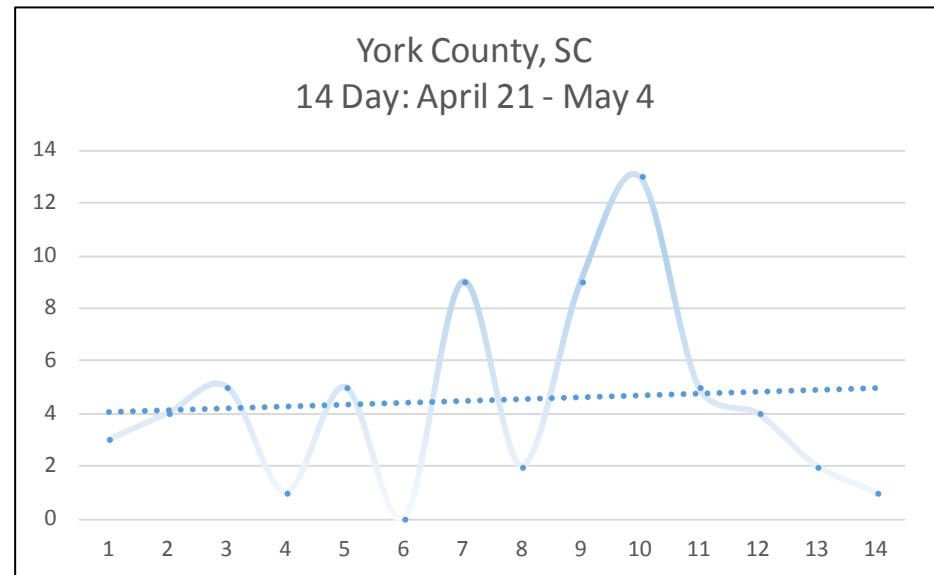
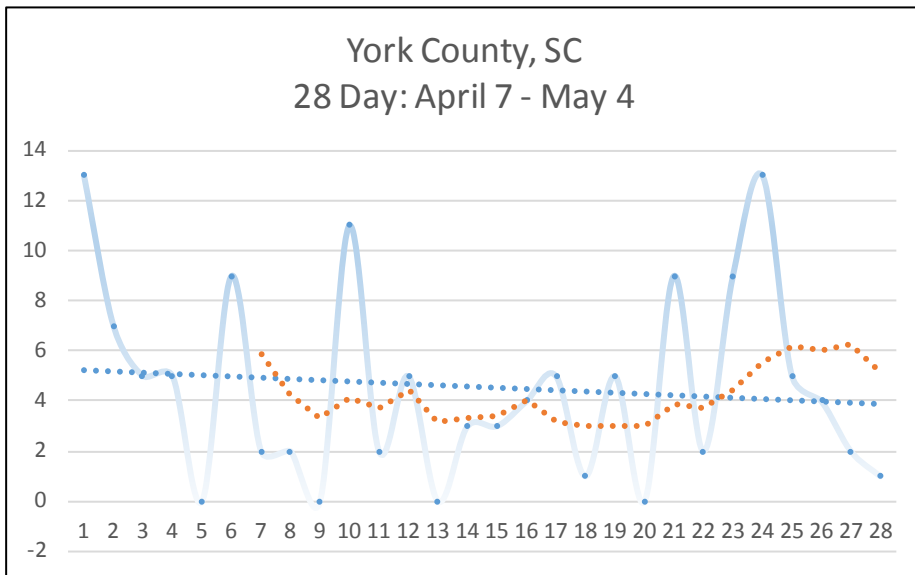
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COVID-19 Cases in South Carolina, by County



..... = Dataset Trend = 7-day Rolling Average



Data Sources: Catawba Regional Council of Governments, USAFacts, South Carolina DHEC, United States CDC

CATAWBA COMMUTER SHED COVID-19 CASES

Chester, Lancaster, York Counties, SC / Gaston, Mecklenburg, Union Counties, NC

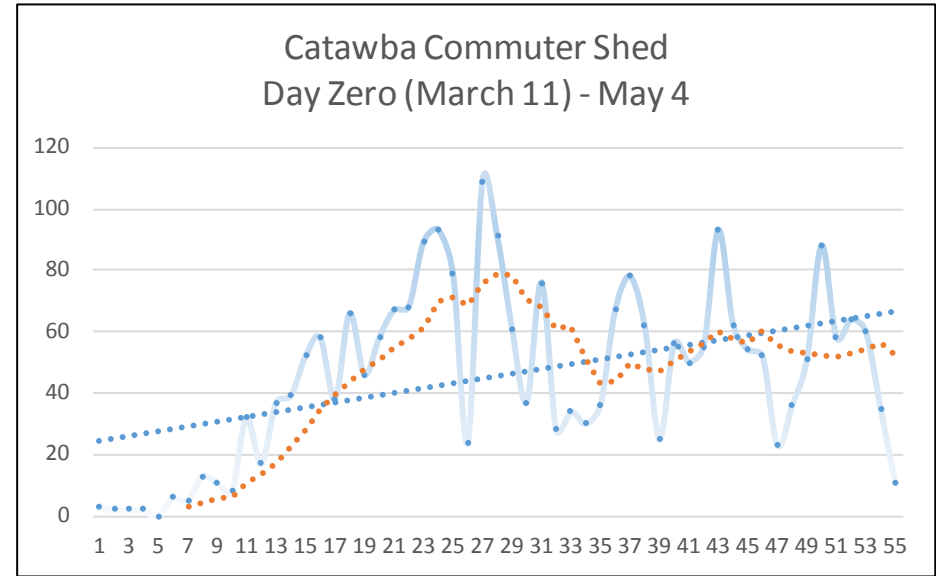
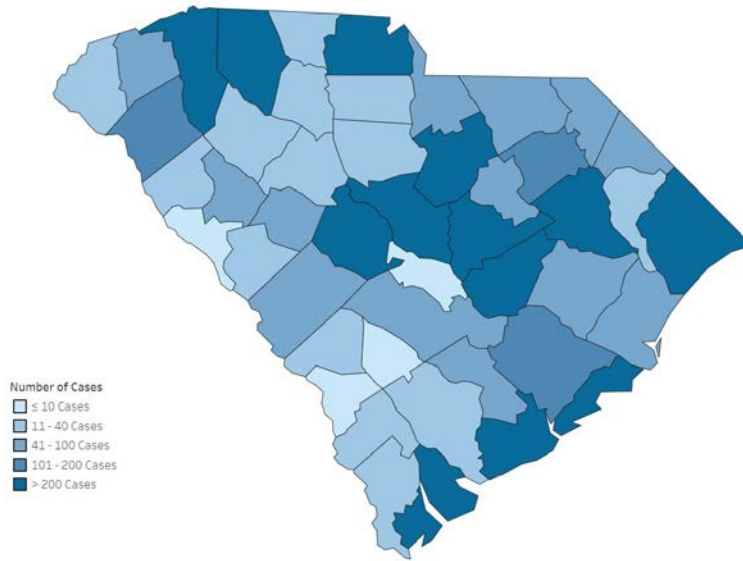
May 5, 2020



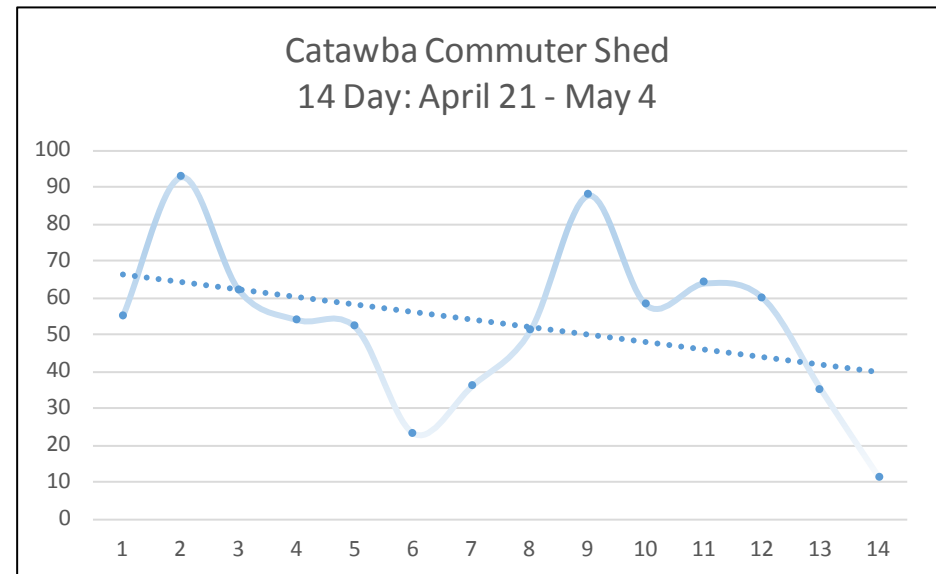
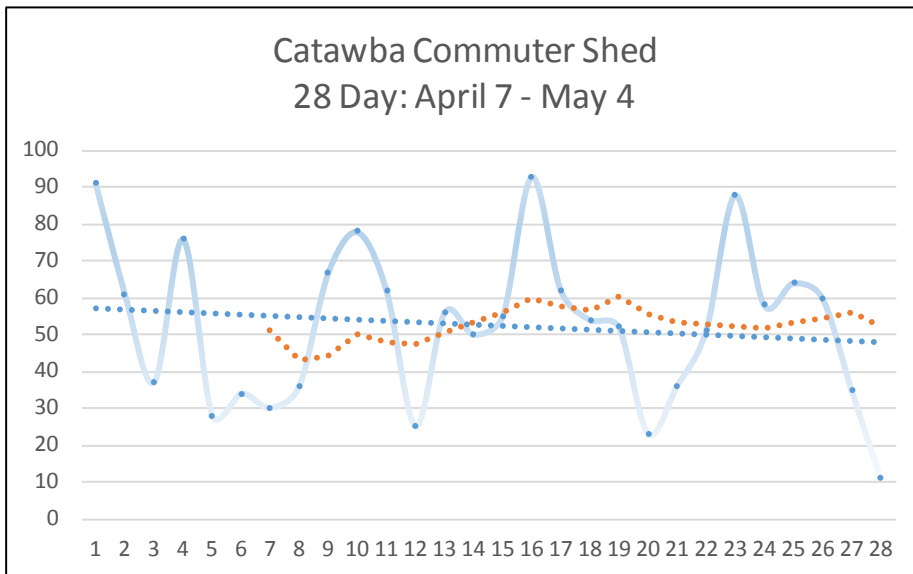
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COVID-19 Cases in South Carolina, by County



..... = Dataset Trend = 7-day Rolling Average



Data Sources: Catawba Regional Council of Governments, USAFacts, South Carolina DHEC, United States CDC, Mecklenburg County Public Health

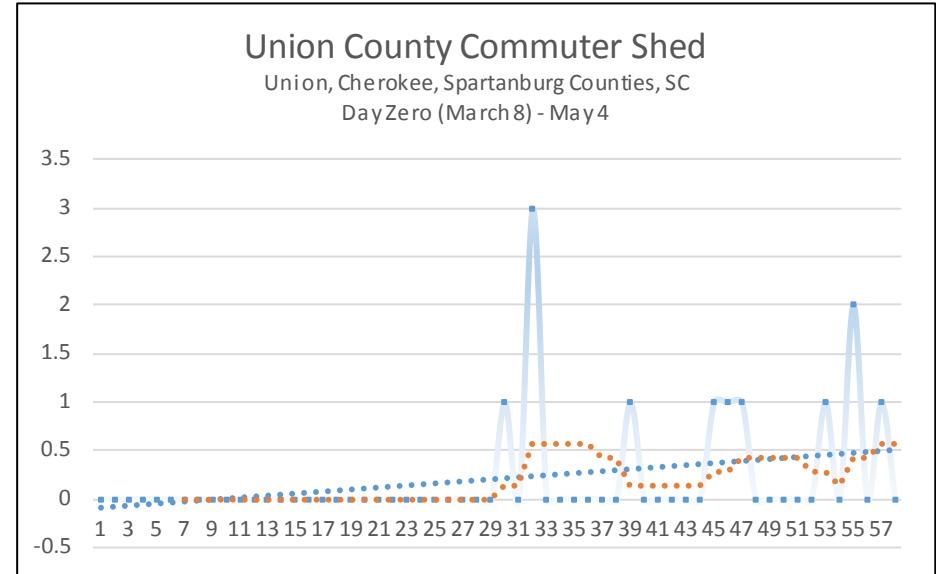
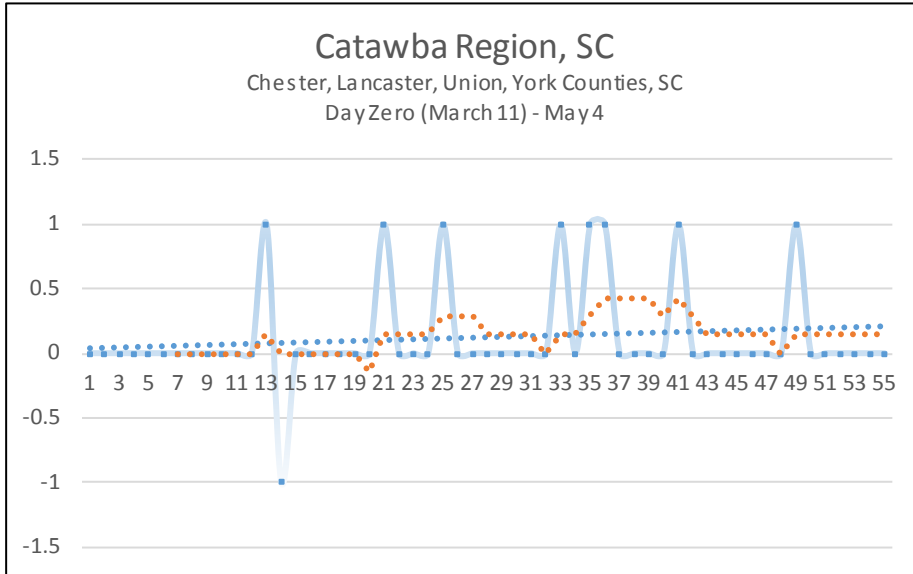
CATAWBA REGION COVID-19 DEATHS

Including Commuter Sheds

May 5, 2020

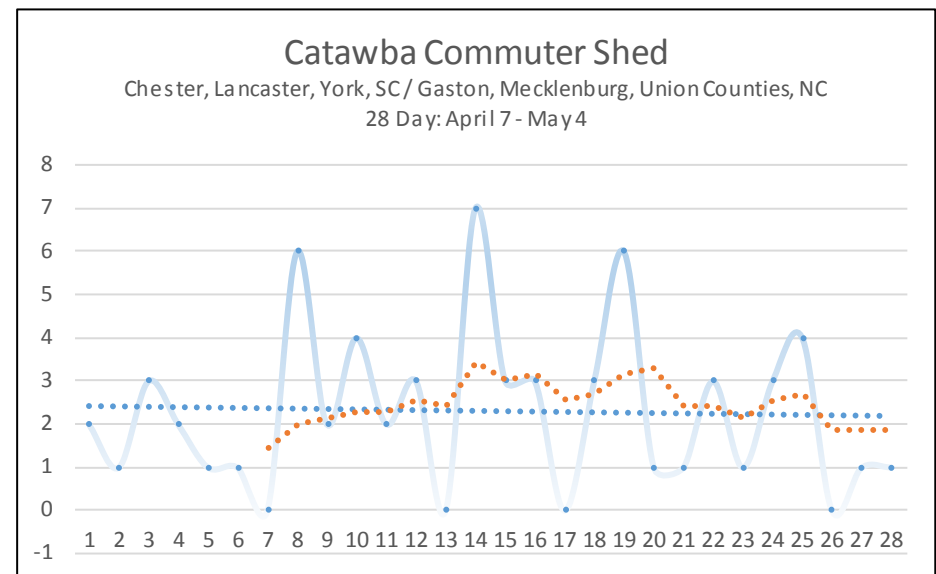
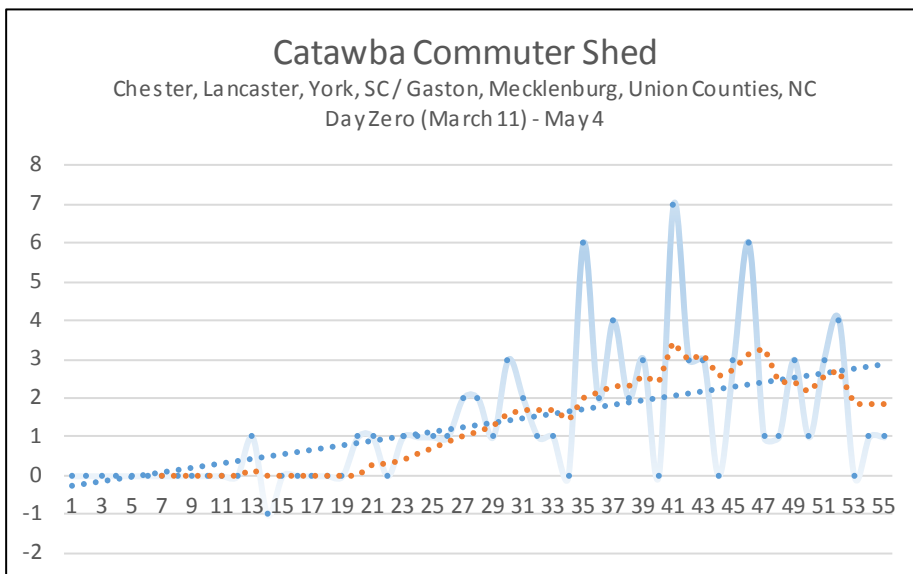


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..... = Dataset Trend

..... = 7-day Rolling Average



Data Sources: Catawba Regional Council of Governments, USAFacts, South Carolina DHEC, United States CDC

Use of Cloth Face Coverings to Help Slow the Spread of

How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

CDC on Homemade Cloth Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

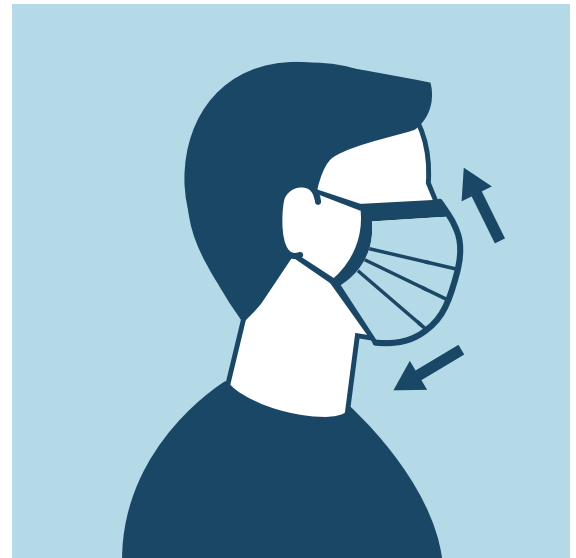
Yes. They should be routinely washed depending on the frequency of use.

How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

How does one safely remove a used cloth face covering?

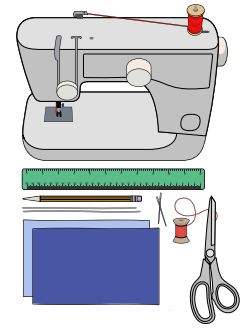
Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



Sewn Cloth Face Covering

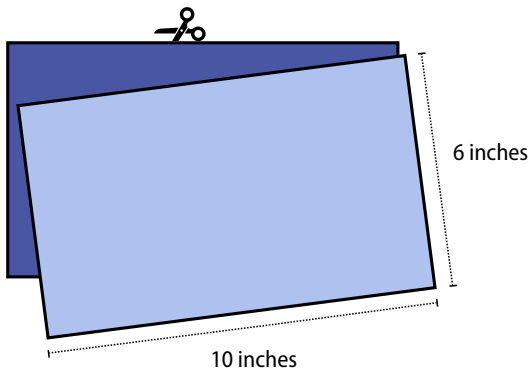
Materials

- Two 10"x6" rectangles of cotton fabric
- Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine

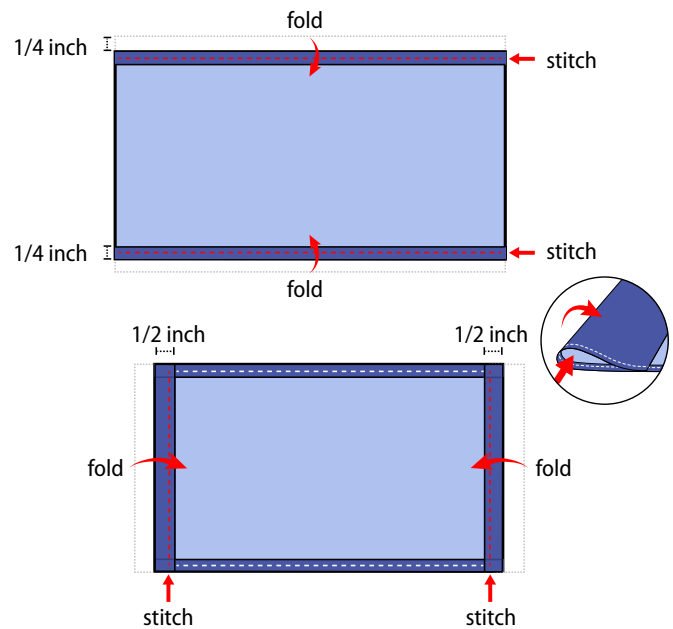


Tutorial

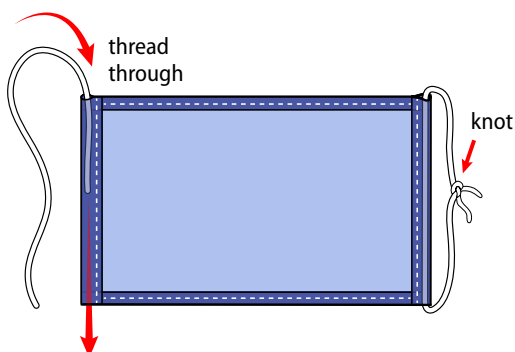
1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the cloth face covering as if it was a single piece of fabric.



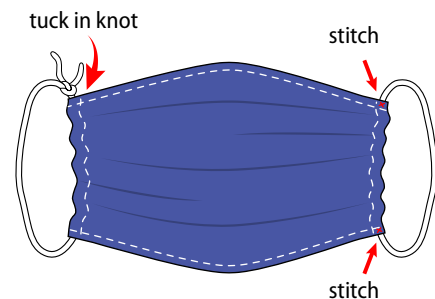
2. Fold over the long sides $\frac{1}{4}$ inch and hem. Then fold the double layer of fabric over $\frac{1}{2}$ inch along the short sides and stitch down.



3. Run a 6-inch length of $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the cloth face covering. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the cloth face covering behind your head.



4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the cloth face covering on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

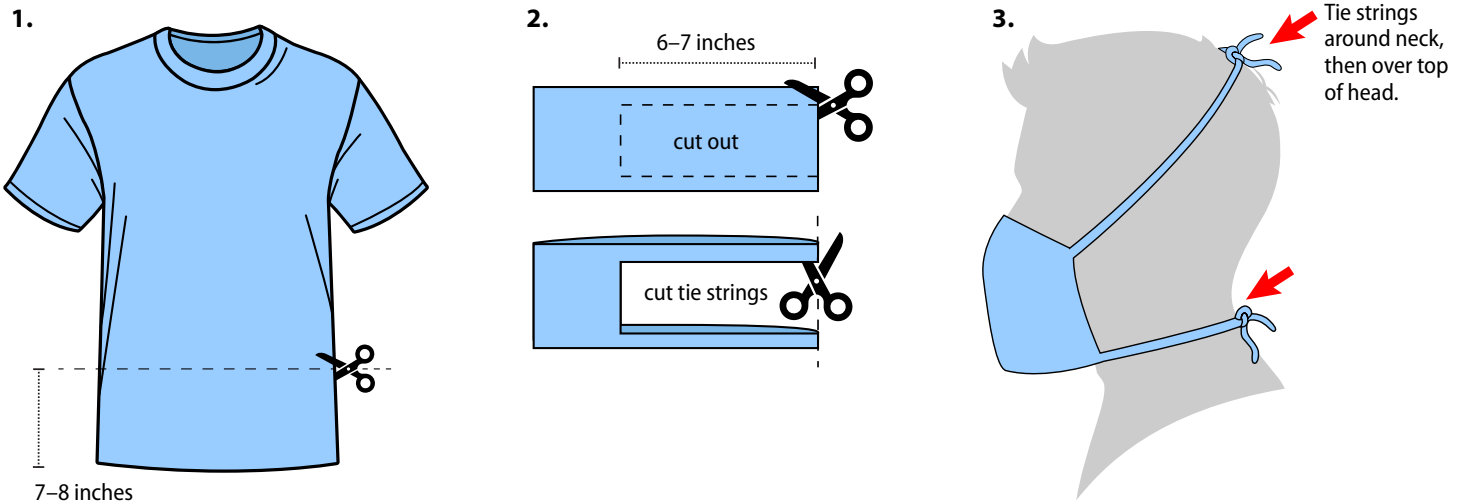


Quick Cut T-shirt Cloth Face Covering (no sew method)

Materials

- T-shirt
- Scissors

Tutorial

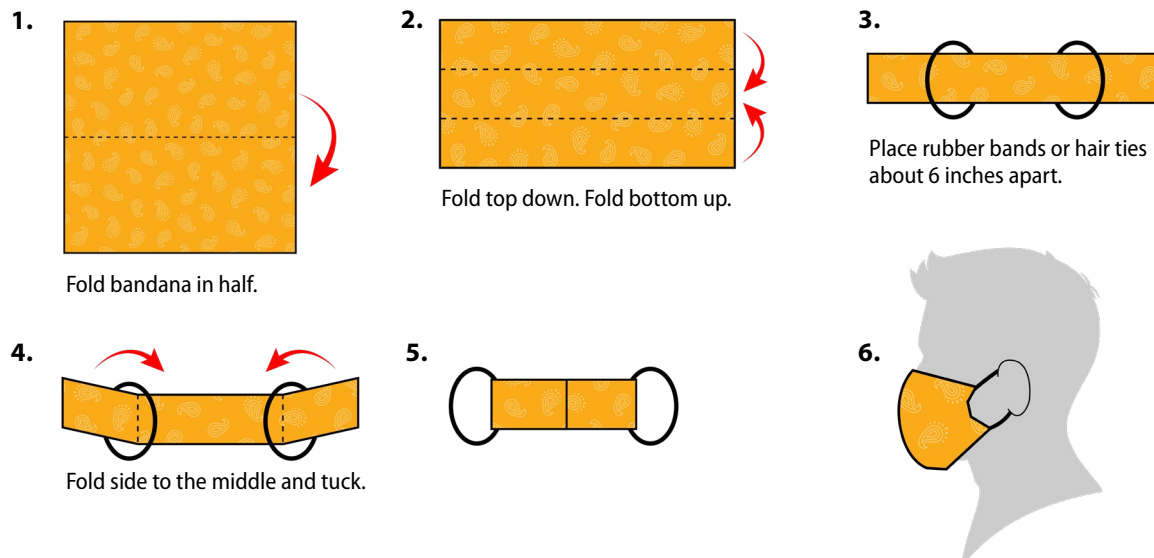


Bandana Cloth Face Covering (no sew method)

Materials

- Bandana (or square cotton cloth approximately 20"x20")
- Rubber bands (or hair ties)
- Scissors (if you are cutting your own cloth)

Tutorial



Appendix F

SC Works Rock Hill Center Assessment for Potential Re-Opening During COVID-19

Customer Capacity per CDC Guidance and Average Time Spent (pre-COVID-19):

- Average Time Spent (per job seeker or participant) in SC Works Rock Hill
 - Universal Customer: 90 minutes in the Resource Room
 - WP Workforce Consultant: 45 minutes
 - WIOA Talent Development Specialist:
 - Career Counseling: 60 minutes
 - Intake and Enrollment: 120 minutes
- Customer Capacity:
 - 4 job seekers in the Resource Room
 - 2 job seekers in the Employer/Hiring Event space
 - 5 participants for program specific case management appointments

Staff Capacity

- During normal circumstances, we have the space to accommodate a maximum of 21 staff members, including all collocated partner staff (WIOA funded, DEW funded and DSS funded)
- Under the current conditions of social distancing and being closed to the public, we can still accommodate 21 staff members
- When we open to the public by appointment only, we can accommodate the following:
 - 3 staff members in the resource room area
 - 12 staff members (7) of which would be able to meet with a program specific customer, by appointment at one time
 - No more than 21 total individuals (staff/partner staff/customers) can be in the suite at any given time while practicing the CDC guidelines of social distancing
- In addition, the SC Works Rock Hill center does not have the space for staff/partners to serve job seekers in the resource room area while observing the recommended CDC social distancing guidelines
- Following these guidelines eliminates the possibility for the provision of one on one assistance, impacting our ability to provide that level of customer service
- Attempting to provide assistance while social distancing in an open Resource Room area, would cause compliance issues due to customers speaking louder in an effort to seek guidance

Items and Services Needed

We would need the following PPE supplies to protect staff and minimize the spread of Covid-19:

- Disinfecting Wipes
- Hand Sanitizer
- Nitrile Gloves
- Face Masks (N95)
- Disinfectant Spray
- Face Shields
- Plexiglass partition for front desk

- Plexiglass partitions for public computers
- Antibacterial hand soap
- Digital Thermometer (Contactless)
- White noise machine (to assist with possible PII issues due to greater distances between staff and those being served)

We would need the following services to safely serve job seekers:

- Armed Security
- Daily deep cleaning of center

Appendix G

SC Works Lancaster Center Assessment for Potential Re-Opening During COVID-19

Customer Capacity per CDC Guidance and Average Time Spent (pre-COVID-19):

- Average Time Spent (per job seeker or participant) in SC Works Lancaster
 - Universal Customer: 45 minutes in the Resource Room
 - WP Workforce Consultant: 30 minutes
 - WIOA Talent Development Specialist:
 - Career Counseling: 60 minutes
 - Intake and Enrollment: 120 minutes
- Customer Capacity:
 - 4 job seekers in the Resource Room
 - 2 participants for program specific case management appointments

Staff Capacity

During normal circumstances, we have the space to accommodate 14 staff members/partners to include the Regional Operations Manager and SCDEW Regional Manager whom are housed in this center. The aforementioned arrangement also includes the use of a desk dedicated for staff use in the training room. Under the current conditions of social distancing we would have the capacity to accommodate 9 (2 staff members per cubicle quad areas), the RESEA Program representative, the Regional Operations Manager, and SCDEW Regional Manager whom are housed in the Lancaster Center.

In addition, the SC Works Lancaster center does not have the space for staff/partners to serve job seekers at their respective workstations while observing the recommended CDC social distancing guidelines. The customer chairs would need to be re-located outside of the cubicles to provide the appropriate 6-foot social distance between the job seeker and staff. Doing this would block the walkway between cubicles. This would cause compliance issues regarding ADA, PII and county fire codes. Regarding PII, the fear is that the increased distance between customer and staff would encourage individuals to speak louder while attempting to get guidance

No more than 15 total individuals (staff/partner staff/customers) can be in the SC Works Lancaster Center at any given time while practicing the CDC guidelines of social distancing.

Items and Services Needed

We would need the following PPE supplies to protect staff and minimize the spread of Covid-19:

- Disinfecting Wipes
- Hand Sanitizer
- Nitrile Gloves
- Face Masks (N95)
- Disinfectant Spray
- Face Shields
- Plexiglass partition for front desk
- Plexiglass partitions for public computers

- Antibacterial hand soap
- Digital Thermometer (Contactless)
- White noise machine (to assist with possible PII issues due to greater distances between staff and those being served)

We would need the following services to safely serve job seekers:

- Armed Security
- Daily deep cleaning of center

Appendix H

SC Works Chester Center Assessment for Potential Re-Opening During COVID-19

Customer Capacity (Wilson St) per CDC Guidance and Average Time Spent (pre-COVID-19):

- Average Time Spent (per job seeker or participant) in SC Works Chester
 - Universal Customer: 90 minutes in the Resource Room
 - WIOA Talent Development Specialist:
 - Career Counseling: 60 minutes
 - Intake and Enrollment: 120 minutes
- Customer Capacity:
 - 3 job seekers in the Resource Room

***Staff Capacity (In addition to continuing with the provision of virtual services, it is recommended that the Chester Satellite Center open for in person customers by appointment on Mondays, Wednesdays and Fridays only)**

- During normal circumstances, we will have the space to accommodate a maximum of 8 staff members, including all collocated partner staff (WIOA funded and DEW funded)
- If we open to the public by appointment only, we can accommodate the following:
 - 1 staff member in the resource room area
 - 3 staff members, 2 of which would be able to meet with a program specific customer, by appointment
 - No more than 7 total individuals (staff/partner staff/customers) can be in our collective leased spaces at any given time while practicing the CDC guidelines of social distancing
- In addition, the SC Works Chester satellite center does not have the space for staff/partners to serve job seekers in the resource room area while observing the recommended CDC social distancing guidelines
- Following these guidelines eliminates the possibility for the provision of one on one assistance, impacting our ability to provide that level of customer service
- Attempting to provide assistance while social distancing in an open Resource Room area, would cause compliance issues due to customers speaking louder in an effort to seek guidance

***Customer Capacity (YT) per CDC Guidance and Average Time Spent (pre-COVID-19):**

We are discussing the timeline to move to the York Technical College Chester Campus which tentatively could occur between June 1st and June 15th if the college follows their tentative timeline. Once we are located on campus, we will adhere to the protocol they establish if it is stricter than that of the CDC

Items and Services Needed

We would need the following PPE supplies to protect staff and minimize the spread of Covid-19:

- Disinfecting Wipes
- Hand Sanitizer
- Nitrile Gloves
- Face Masks (N95)

- Disinfectant Spray
- Face Shields
- Plexiglass partition for front desk
- Plexiglass partitions for public computers
- Antibacterial hand soap
- Digital Thermometer (Contactless)
- White noise machine (to assist with possible PII issues due to greater distances between staff and those being served)

We would need the following services to safely serve job seekers:

- Armed Security
- Daily deep cleaning of center

Appendix I, Catawba SC Works Centers - Needed Supplies, Additional Cleaning, and Security Budget

Item	Unit Cost	3 Months No. Needed	3 Months Cost	6 Months Cost	9 Months Cost	12 Months Cost	Supplier	Delivery Estimate	Context
Disposable Face Masks (50)	\$ 35.00	100	\$ 3,500.00	\$ 7,000.00	\$ 10,500.00	\$ 14,000.00	Amazon	up to 1 month	Estimating use of 5,000
Face Shields (30)	\$ 65.00	2	\$ 130.00	\$ 260.00	\$ 390.00	\$ 520.00	Amazon	up to 6 weeks	Up to per team member WIOA and Other Colocated Partner Staff
Hat with Face Shield	\$ 8.00	15	\$ 120.00	\$ 240.00	\$ 360.00	\$ 480.00	Amazon	up to 6 weeks	Potential use if outreach is necessary in rural areas
Clorox wipes (6 @ 75 wipes ea)	\$ 70.00	14	\$ 980.00	\$ 1,960.00	\$ 2,940.00	\$ 3,920.00	Office Depot	out of stock	3 containers per week for L/RH and 1 container per week for C
Gloves (100)	\$ 25.00	300	\$ 7,500.00	\$ 15,000.00	\$ 22,500.00	\$ 30,000.00	Office Depot	out of stock	15,000 pairs
Lysol spray (10 oz)	\$ 6.00	108	\$ 648.00	\$ 1,296.00	\$ 1,944.00	\$ 2,592.00	Office Depot	out of stock	3 cans per week per center for 3 months
Disposable mouse covers	\$ 18.99	5	\$ 94.95	\$ 189.90	\$ 284.85	\$ 379.80	MDS	up to 30 days	5,000 based on RH 30/d (approx 1980/3m); L 25/d (approx 1650/3m; C 10/d (approx 660/3m)
Disposable chair covers	\$ 34.98	17	\$ 594.66	\$ 1,189.32	\$ 1,783.98	\$ 2,378.64	MDS	Up to 30 days	5,000 based on RH 30/d (approx 1980/3m); L 25/d (approx 1650/3m; C 10/d (approx 660/3m)
Paper towels (30 rolls)	\$ 36.00	7	\$ 252.00	\$ 504.00	\$ 756.00	\$ 1,008.00	Office Depot	up to 2 weeks	Roll/day per center
Disposable keyboard covers	\$ 19.95	50	\$ 997.50	\$ 1,995.00	\$ 2,992.50	\$ 3,990.00	MDS	up to 30 days	5,000 based on RH 30/d (approx 1980/3m); L 25/d (approx 1650/3m; C 10/d (approx 660/3m)
Infrared Digital Thermometer	\$ 56.99	3	\$ 170.97	\$ -	\$ -	\$ -	Amazon	up to 30 days	1 per center
Daily cleaning (\$500 first time)	\$ 500.00	3	\$ 1,500.00	\$ -	\$ -	\$ -		Available upon request	Green's Commercial Cleaning (current contractor for Chester and Lancaster janitorial)
Daily cleaning (\$50/day after initial) 3 centers x 28 days	\$ 50.00	84	\$ 4,200.00	\$ 8,400.00	\$ 12,600.00	\$ 16,800.00	Local	Available upon request	Green's Commercial Cleaning (current contractor for Chester and Lancaster janitorial)
Security for each center (\$16/hr x 40 x 12 weeks)	\$ 7,680.00	3	\$ 23,040.00	\$ 46,080.00	\$ 69,120.00	\$ 92,160.00	Companies	hire	
Easy Virtual Job Fair	\$ 32,400.00	1	\$ 32,400.00	\$ -	\$ -	\$ -			This is a virtual job fair platform and is for a full year. It was originally quoted in March at \$10,800, but the price continues to rise due to COVID-19. (pg.15)
Contingency /Unanticipated expenses	\$ 10,000.00	1	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00			
Total			\$ 86,128.08	\$ 94,114.22	\$ 136,171.33	\$ 178,228.44			
Plus one-time costs				\$ 34,070.97	\$ 34,070.97	\$ 34,070.97			
Total with one-time costs			\$ 86,128.08	\$ 128,185.19	\$ 170,242.30	\$ 212,299.41			
Additional rented space (if needed)			\$ 19,499.10	\$ 22,771.60	\$ 26,044.10	\$ 29,316.60			
Total with rented space to accommodate distancing			\$ 105,627.18	\$ 150,956.79	\$ 196,286.40	\$ 241,616.01			