



## NOVA Workforce Services COVID-19 Pandemic

NOVA is committed to providing critical workforce development services to its customers during the COVID-19 pandemic. Due to the State's and counties' shelter-in-place orders, NOVA has closed its physical job centers and reinvented its programs to serve customers remotely in order to ensure the safety of job seekers, partners, stakeholders and NOVA staff. Please note: services are available for enrolled NOVA customers unless otherwise indicated.

### Job Seeker Services

**Making Referrals to NOVA Services and New Customer Registration:** The California Employment Development Department (EDD) temporarily waived certain documentation requirements in order to register new customers remotely. NOVA will be accepting referrals from partner agencies and registering new customers by directing interested individuals to the NOVA webpage, <https://novaworks.org/seeker/getting-started>.

**Career Advising Appointments:** Career advising appointments will be conducted with individual customers remotely via phone or online through Zoom conference call. In-person appointments will not be offered until the shelter-in-place order is lifted. To schedule an appointment, call NOVA at 408-730-7232.

**NOVA Advice Line:** If a job seeker has a quick question about his/her job search, the NOVA Advice line has been reactivated. If someone is interested in exploring training as a tool to help reenter the workforce, the Request for a Training Advisor has also been reactivated to answer general questions about training and to assist with career research. NOVA continues to support all customers already enrolled in training; training providers have converted their content to online learning. To access the advice line, visit <https://novaworks.org/seeker/advising>.

**Workshops:** Workshops will now be conducted through an interactive web-based platform. Workshop topics will include resume writing, interviewing, LinkedIn, and Career Exploration, with additional topics to be added in the future. In-person workshops will not be offered until we can ensure social distancing requirements. To access these workshops, visit <https://novaworks.org/calendar/nova>.

**Online Skills Assessments:** 1,300+ online career assessments are available on the NOVA website through a new format called Assess. Career assessments can be invaluable in determining competency in a specific skill, identifying strengths and gap areas to address and becoming more familiar with a testing environment. For more information about the assessments that are available, visit <https://novaworks.org/seeker/assessments>.

**ProMatch Program:** ProMatch, a member-driven program serving dislocated workers from the professional fields, continues to operate and has transitioned to an online platform for its members. Members are meeting twice a week via Zoom conference call where guest speakers are invited, and job seekers are assisting each other by providing peer coaching remotely.

**Young Adult Program:** The Young Adult Program is currently offering job search and career guidance services remotely. For more information, please contact the program at [youngadults@novaworks.org](mailto:youngadults@novaworks.org) or leave a message with your contact information at (408) 730-7640.

**Weekly Email Newsletters:** Information about the services available and how to register for appointments and workshops is being emailed out to customers on a weekly basis.



## Business Services

**Online Job Board and Active Recruitments:** The current online Job Board is continually updated for employers who are looking for workers and for customers seeking reemployment. To review the Job Board, visit <https://novaworks.org/business-services>. “Active Recruitment” emails have been reactivated to notify customers of new jobs, with NOVA business liaisons connecting with career advisors remotely to match candidates to these positions.

**Rapid Response:** To respond to specific companies that have announced significant layoffs, NOVA has been participating in interactive web-based rapid response events to provide needed job search information to companies and their employees who are experiencing a layoff and to answer any questions they may have. In addition, NOVA has launched weekly Zoom videoconferencing webinars with EDD on Thursdays, 10:00 a.m. to 10:45 a.m., for any individual who has experienced a layoff or is temporarily furloughed, with job search information available to customers, as well as the community. For more information and to register, visit <https://novaworks.org/covid>.

**Small Business Assistance Webinars:** NOVA is partnering with local chambers of commerce to conduct webinars for the small business community that have been disproportionately impacted by the COVID-19 pandemic.

## Stakeholders Quarterly Meetings

During the COVID-19 shelter-in-place order, NOVA will not be convening in-person quarterly meetings of the Stakeholders Group of partner agencies. However, virtual meetings will be scheduled in the future to facilitate communication and sharing of resources to better assist customers in the region during this unprecedented time. For more information, please contact NOVA manager Lelan Anders at (408) 730-7647.

## Resources During COVID-19 Pandemic

NOVA has created a special webpage during this pandemic with information about filing an unemployment insurance claim, job search assistance, resources on food, financial and mental health relief, list of companies that are hiring, and volunteer opportunities, among other community programs and services. This information is available to NOVA customers, as well as the community, and can be accessed by going to <https://novaworks.org/covid>.

## Questions?

NOVA staff are responding to emails during this pandemic. In addition:

- Phone: 408-730-7232 for general questions
- Email: [info@novaworks.org](mailto:info@novaworks.org) for general questions
- Website: [novaworks.org](https://novaworks.org); updates on NOVA services are regularly posted