



**Northern Middle TN Workforce Board
American Job Center
Contingency Operation Plan**

March 18,2020

NMWB AJC Contingency Plan

We are facing a truly unprecedented situation. The COVID-19 pandemic is affecting our families, businesses, communities, and our way of life. During this time, it is paramount that we establish contingency plans that keep us safe and allow the critical functions of the American Job Center to remain operational in order to serve those that have been directly impacted by the economic downturn caused by COVID-19.

According to CNN, more than half of the 153 million jobs in the economy are at high or moderate risk due to COVID-19. It is possible that as many as 10 million workers could see impact to their paychecks through layoffs, furloughs, fewer hours or wage cuts, according to Mark Zandi, chief economist at Moody's Analytics. It is precisely these individuals that need assistance through the American Job Centers.

1. The four comprehensive American Job Centers and ten affiliate or specialized centers will remain open in Northern Middle Tennessee with restricted or limited services.

2. Contingency plan for services:

The following customer communication is planned to educate our communities about how to access the AJC and partner programs and services.

AJC Operations:

Following health guidelines issued by federal and state agencies, the Northern Middle Workforce Board requests that you please refrain from in-person visits to the American Job Centers for your safety, as well as that of our staff. However, all American Job Centers will be staffed to assist you via telephone or electronic communication such as email or video interaction. In addition, scheduled appointments will be honored and there will be limited access to the resource rooms in order to comply with social distancing guidelines. Resource appointments will be limited to one hour in length. Please call your American Job Center to confirm existing appointments, to schedule a new appointment, or to schedule time in the resource center.

Please call your American Job Center before visiting to verify existing appointments, to schedule an appointment, or to schedule a time in the resource center.

NMWB AJC Contingency Plan

Northern Middle Workforce Area American Job Center Locations					
County	Address	City	Phone	Hours	Services
Cheatham	384 South Main Street	Ashland City	(615) 792-2520	8 a.m to 4:30 p.m	Limited, Call for Appointment before visiting
Davidson	665 Mainstream Drive	Nashville	(615) 253-8920	8 a.m to 4:30 p.m	
Dickson	250 Beasley Drive	Dickson	(615) 446-0229	8 a.m to 4:30 p.m	
Houston	155 Front Street	Erin	(931) 289-4127	8 a.m to 4:30 p.m	
Humphreys	711 Holly Lane	Waverly	(931) 296-5872	8 a.m to 4:30 p.m	
Montgomery	523 Madison Street	Clarksville	(931) 905-3551	8 a.m to 4:30 p.m	
Fort Campbell	101 Ringgold Road	Clarksville	(931) 802-2176	9 a.m to 4:30 p.m	
Robertson	299 10th Ave East	Springfield	(615) 384-1097	8 a.m to 4:30 p.m	
Rutherford	1313 Old Fort Pkway	Murfreesboro	(615) 898-8081	8 a.m to 4:30 p.m	
Stewart	1356 Donelson Parkway	Dover	(931) 232-5035	8 a.m to 4:30 p.m	
Sumner	1598 Greenlea	Gallatin	(615) 451-5800	8 a.m to 4:30 p.m	
Trousdale	204 East McMurry Blvd	Hartsville	(615) 680-3377	8 a.m to 4:30 p.m	
Williamson	118 Seaboard Ln	Franklin	(615) 790-3311	8 a.m to 4:30 p.m	
Wilson	415 Tennessee Blvd	Lebanon	(615) 444-9355	8 a.m to 4:30 p.m	

Unemployment Insurance:

If you have lost your job due to COVID-19, you may be eligible for unemployment insurance. You can file a claim at: www.tn.gov/workforce/unemployment.html or call: **UI Claims Assistance** at: 1-877-813-0950 or 1-844-224-5818. Staff will distribute the "How to File for UI" handouts at each center. (attached) Limited appointments are available for in-person assistance at your AJC. Please call for an appointment.

Reemployment Services and Eligibility Assessment (RESEA):

Until further notice, all RESEA meetings, whether they are orientations or subsequent visits, will be conducted by phone. If you received a RESEA appointment letter, please call your local AJC to obtain instructions or to schedule an appointment.

Job Fairs/Workshops:

All job fairs and workshops organized through the American Job Center System in Northern Middle are postponed until further notice. If you have questions, please contact George Phillips, Northern Middle One-Stop-Operator at 615-741-0861 or 615-913-7188. You can conduct an electronic job search at www.Jobs4TN.gov. A multitude of free-online resources to include education and training activities can be found at:

<https://www.jobs4tn.gov/vosnet/OnlineLearning/Resources.aspx?pu=1&plang=E#alison>

NMWB AJC Contingency Plan

Temporary Assistance for Needy Families

All TANF services are being provided via phone and online where possible.

Appointments with individual clients will be scheduled by the Career Coach only as needed. Please call the appropriate office.

Northern Middle TANF Services			
COUNTY	CONTACT PERSON	EMAIL	PHONE NUMBER
CHEATHAM	CHERNITTA SINCLAIR	CSINCLAIR@WORKFORCEESSENTIALS.COM	931-905-3552
DAVIDSON	CC CORDER	CCORDER@WORKFORCEESSENTIALS.COM	615-490-5159
DAVIDSON	CHRISTINE STOWERS	CSTOWERS@WORKFORCEESSENTIALS.COM	615-741-0826
DAVIDSON	JENORIS WATSON	JWATSON@WORKFORCEESSENTIALS.COM	615-741-0689
DAVIDSON	TAMMARA CANTRELL	TCANTRELL@WORKFORCEESSENTIALS.COM	615-741-0818
DAVIDSON	TIMBERLEY RUSSELL	TRUSSELL@WORKFORCEESSENTIALS.COM	615-741-0824
DAVIDSON	TONY BRICE	BBRICE@WORKFORCEESSENTIALS.COM	615-741-0826
DICKSON	ROSEMARY WARREN	RWARREN@WORKFORCEESSENTIALS.COM	931-237-8717
HOUSTON	ROSEMARY WARREN	RWARREN@WORKFORCEESSENTIALS.COM	931-237-8717
HUMPHREYS	ROSEMARY WARREN	RWARREN@WORKFORCEESSENTIALS.COM	931-237-8717
MONTGOMERY	CHERNITTA SINCLAIR	CSINCLAIR@WORKFORCEESSENTIALS.COM	931-905-3552
MONTGOMERY	DEIDRA WARE	DWARE@WORKFORCEESSENTIALS.COM	931-905-3556
MONTGOMERY	JEANNE FOSTER	JFOSTER@WORKFORCEESSENTIALS.COM	931-905-3578
MONTGOMERY	JENORIS WATSON	JWATSON@WORKFORCEESSENTIALS.COM	931-905-3549
MONTGOMERY	PHYLLIS HOLMES	PHOLMES@WORKFORCEESSENTIALS.COM	931-905-3547
MONTGOMERY	TERRE GAWEL	TGAWEL@WORKFORCEESSENTIALS.COM	931-905-3550
ROBERTSON	PHYLLIS HOLMES	PHOLMES@WORKFORCEESSENTIALS.COM	615-384-1097
RUTHERFORD	FALESCIA MATLOCK	FMATLOCK@WORKFORCEESSENTIALS.COM	615-494-4273
STEWART	TERRE GAWEL	TGAWEL@WORKFORCEESSENTIALS.COM	931-905-3550
SUMNER	RAE FINCH	LFINCH@WORKFORCEESSENTIALS.COM	615-630-0046
TROUSDALE	RAE FINCH	LFINCH@WORKFORCEESSENTIALS.COM	615-630-0046
WILLIAMSON	CATHY DENNIS	CDENNIS@WORKFORCEESSENTIALS.COM	629-255-8124
WILSON	CC CORDER	CCORDER@WORKFORCEESSENTIALS.COM	615-490-5159

Rapid Response:

Rapid Response is a pre-layoff program designed to help companies and their employees who may be experiencing a layoff or closing. The Northern Middle Rapid Response Team is available for assistance concerning temporary or permanent layoffs due to COVID-19. Employers should contact Freda Herndon at 615-533-0635.

NMWB AJC Contingency Plan

Vocational Rehabilitation Services:

Vocational Rehabilitation is no longer conducting in-person meetings with customers. VR Counselors are conducting meetings via phone. If the customer does not feel comfortable with a phone meeting, face-to-face meetings will be rescheduled for a date in Mid-April. If you have questions, please contact your local VR office or Tylesha McCray at 615-253-3732.

Adult Education Services:

The Adult Education program is following health and safety guidelines and have canceled all classroom educational training. Services are still being provided through electronic platforms and homework assignments. Montgomery, Rutherford and Wilson County classes are offered in partnership with the local Boards of Education and will follow their directives. New students may call their American Job Center and arrange for an individual appointment or receive an application packet via email. For more information, call your local American Job Center.

Northern Middle Adult Education Services			
COUNTY	CONTACT PERSON	EMAIL	PHONE NUMBER
CHEATHAM	Rita Wilson	rwilson@workforceessentials.com	(615) 382-7323
DAVIDSON	Amy Richards	arichards@workforceessentials.com	(865)-206-1057
DICKSON	Tammy Betty	tbetty@workforceessentials.com	(615)-446-0229
HOUSTON	Valerie Barker	vbarker@workforceessentials.com	(931)-217-4267
HUMPHREYS	Valerie Barker	vbarker@workforceessentials.com	(931)-217-4267
MONTGOMERY	Jennifer Rosa Owen	jrosaowen@workforceessentials.com	email only
ROBERTSON	Rita Wilson	rwilson@workforceessentials.com	(615)-382-7323
RUTHERFORD	John Boston	jboston@workforceessentials.com	(931)-237-3818
STEWART	Valerie Barker	vbarker@workforceessentials.com	(931)-217-4267
SUMNER	Sam Herron	kherron@workforceessentials.com	(615)-451-5800
TROUSDALE	Sam Herron	kherron@workforceessentials.com	(615)-451-5800
WILLIAMSON	Jody Kammerud	jkammerud@workforceessentials.com	(615)-370-6004
WILSON	Betty Byrd	byrdb@wcschools.com	(615)-476-5465

Mobile American Job Centers:

The mobile American Job Center will be utilized in Wilson County since the American Job Center, which is housed in a Tennessee College of Applied Technology building, is temporarily closed to the public. The mobile AJC will provide computer access to customers on a limited basis while abiding by social distancing policies.

Other Services:

For all other partner services in the American Job Center, please call the Northern Middle One-Stop-Operator, George Phillips at 615-741-0861.

What you need to know about coronavirus disease 2019 (COVID-19)

What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

Can people in the U.S. get COVID-19?

Yes. COVID-19 is spreading from person to person in parts of the United States. Risk of infection with COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19. Learn more about places with ongoing spread at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html#geographic>.

Have there been cases of COVID-19 in the U.S.?

Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath

What are severe complications from this virus?

Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

How can I help protect myself?

People can help protect themselves from respiratory illness with everyday preventive actions.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What should I do if I recently traveled from an area with ongoing spread of COVID-19?

If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.

Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.



What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate. When working with your local health department check their available hours.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.



For more information: www.cdc.gov/COVID19

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



Share Facts About COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

FACT
1

Diseases can make anyone sick regardless of their race or ethnicity.

People of Asian descent, including Chinese Americans, are not more likely to get COVID-19 than any other American. Help stop fear by letting people know that being of Asian descent does not increase the chance of getting or spreading COVID-19.

FACT
2

Some people are at increased risk of getting COVID-19.

People who have been in close contact with a person known to have COVID-19 or people who live in or have recently been in an area with ongoing spread are at an increased risk of exposure.

FACT
3

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.

FACT
4

You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
- Cough
- Shortness of breath

Seek medical advice if you

- Develop symptoms

AND

- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

FACT
5

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Unemployment Insurance Benefits

How to file an Unemployment Claim

1. Go to **Jobs4tn.gov**
2. Click on **"Unemployment Benefits"**
3. Select **"File a Claim"**
4. If you have an account sign in by entering your **username** and **password**
5. If you do not have an account, click **"Next"** to proceed to the next screen.
6. Follow the prompts and enter all required information



Where do I go to file an unemployment claim?

- You can file your claim anywhere and at any time during the week online.
- If you need assistance you can click on the help icon and speak to a representative.
- You can meet our field representative at the Career Centers on specific scheduled days during the week.

Information Needed to Apply for Unemployment

- Social Security Number
- Driver's License or State Identification Card
- Complete mailing address
- Phone number
- Email address
- Names and addresses of all previous employers for in the last 18 months.
- Banking Information

Covid-19

If you were affected by a recent closure due to COVID-19 please answer **"Yes"** to the question below.

Are you unemployed as a direct result of COVID-19? During your claim filing process and then follow the prompts and enter all required information.

Need Claim Assistance?

If you have any questions pertaining to your claim, please contact the help line at **877-813-0950**

Website assistance <https://tdlwd.zendesk.com> (This link will allow you to create an email request ticket, to correspond with an agent regarding any inquiries that you may have.

An agent will respond within 48-72 hours of the ticket being submitted).

LIMITED ACCESS



BY APPOINTMENT ONLY

- Due to COVID-19 precautions, and for community health and safety, we are following the TN Department of Health and Centers for Disease Control guidelines that "public gatherings should be limited to no more than 10 people."
- Please call xxx-xxx-xxxx for direct assistance by phone, or to schedule an appointment if necessary.

If you need to file for **Unemployment Insurance benefits**, please try online at www.tn.gov/workforce/unemployment.html or call 1-877-813-0950 or 1-844-224-5818.



**If you have any of the following symptoms,
please refrain
from entering this building**

- Fever**
- Coughing or shortness of breath**
- Flu like symptoms**
- Have been exposed to COVID-19**

We appreciate your willingness to work with us during this
challenging time. Thank you, Management