GOODWILL® ORGANIZATIONS IN VIRGINIA CONTINUE TO BE OF SERVICE DURING THE CORONAVIRUS (COVID-19) CRISIS

March 20, 2020

Goodwills across Virginia continue to work to evolve the collective response to the coronavirus pandemic, while supporting our employees and the communities we serve during this unprecedented public health event.

The health and well-being of our communities remain top priorities for us. As mission-based, nonprofit organizations, members of the Virginia Goodwill Network (VGN) care deeply for the program participants and job seekers we serve, as well as our associates. We have been assessing and responding to the unique community needs in our area and taken additional measures to ensure continuity of mission services while protecting the health and well-being of our associates and the community.

Finding solutions to provide the employment services needed while maintaining a healthy, safe environment is essential. Currently, VGN member Goodwills are operating as follows to serve job seekers across the Commonwealth.

**Rappahannock Goodwill Industries (Fredericksburg & Culpeper)**
(fredgoodwill.org)

- Individuals are being seen by appointment at the Job Help Center only.
- Culpeper and Orange Centers are closed, and are forwarding calls to staff who are teleworking to maintain continuity of services.
- Fredericksburg Workforce Center is serving job seekers by appointments between 10:00 a.m. and 2:00 p.m. daily with very limited services as most staff work remotely.
- Work continues with employers who are reaching out with hiring needs through phone and online communications.
- Medicaid and center-based services are still operating as normal.

**Goodwill Industries of the Valleys (Central, Southwest, and Southside Virginia)**
(www.goodwillvalleys.com)

- Goodwill Stores are closed. Donation Centers are open with no-contact donation assistance.
- Virtual Services have been launched to provide training and employment assistance, including a virtual job board, live classes through videoconferencing, one-on-one coaching, and more.
- Work continues with employers who are reaching out with hiring needs through phone and online communications.
- WIOA staff are predominantly working from home effective Monday 3/23 as Virginia Career Works Centers are closed in our territory.
Horizon Goodwill Industries (Winchester)
(horizongoodwill.org)

• Not providing workforce services at this time.

Goodwill Greater Washington (Washington D.C.)
(dcgoodwill.org)

• Offices are currently closed and we are evaluating the situation daily.
• We are providing job development and retention services virtually for past graduates and coaching services for our associates remotely while we evaluate what we can do from a training perspective remotely in anticipation of a longer closure.
• Our Excel Center is working to build and expand distance and online learning plans in anticipation of a longer closure beyond the two weeks scheduled now.

Goodwill of Central and Coastal Virginia (Richmond)
(goodwillvirginia.org)

• Group Supported Employment continues with an adjusted schedule based on new store hours (11am-3pm).
• Individual Supported Employment continues on a limited basis, with services as follows:
  o Face-to-Face Job Placement and Training services provided as needed.
  o Follow Along via Skype, Facetime, telephone or other remote technologies as needed.
  o New program enrollments/intakes continue via remote technologies.
  o Services to help individuals apply for unemployment should they lose their position will continue via remote methods.
  o Job Development or Situational Assessment services are currently not being provided.
• Community Employment Centers closed to the public effective 3/17
  o Success Coaching continuing to current clients via remote technology.
  o Retention calls continue to placed clients.
  o Job Developers are continuing calls to current enrolled clients and they are continuing calls to immediate hiring partners such as grocery stores, Amazon, hospitals (industries that are continuing to hire during this time) Placements will continue at this time.
  o Online inquiry emails continue to be answered as well as front desk calls regarding services
• TIE (Transition to Independence and Employment) skills trainers continue to serve Richmond DSS placed participants. Henrico DSS currently has clients on hold due to virus. TIE Norfolk is currently on hold.

Goodwills across Virginia continue to keep a close watch on the evolving situation and the guidance provided by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and state, provincial and local governments. In addition to following government and local health department guidance, we are equipping all of our locations with recommended procedures to support our associates and the public.
As a partner to communities across Virginia for more than 100 years, we remain committed to continuing our mission of helping people who are facing challenges build skills, find jobs and grow their careers. This is true now during these difficult times as well as in the weeks, months and years ahead. Thank you in advance for your patience as we determine how best to continue serving our community, our team members and you.