

WHAT HAPPENED IN MARCH 2020

Work Long Beach Launch

March 31st

Community Partnership Meeting

March 25th

The Community Hospital efforts

March 28th at The WorkPlace

Work Long Beach

March 31st, 2020

In March, the Pacific Gateway Workforce Partnership, the non-profit arm of Pacific Gateway, launched Work Long Beach with an immediate focus on childcare in an effort to provide relief for families and opportunities for those looking for work. The resource was developed to connect work-seekers in the gig economy to employers in need of their service. Work-seekers are provided with a way to better manage their work/life balance while employers gain access to a wide pool of qualified workers.

Find out more by visiting:

pacific-gateway.org/worklongbeach

Community Hospital Long Beach Re-Opening to Combat COVID-19

March 28th, 2020

LONG BEACH ADULT

In March, Community Hospital Long Beach, which had been closed since July 2018, was expedited to reopen to serve as a crucial local, regional and state significant resource in the battle against the COVID-19 pandemic. Tasked with an increasingly small window of time, Community Hospital reached out to Pacific Gateway to serve as the Talent Acquisition team in an effort to source critical direct patient and acute care medical staff. Since mid-March, Pacific Gateway has sourced over 750 interested applicants, 200 of those received interviews at the WorkPlace and 100 moving forward with job offers.



Handcrafted masks made by a staff's family member

Responding to COVID Challenges

Within a single month the look of our workforce has altered dramatically. As a result, the majority of our staff are now working from home, staff meetings are replaced with conference calls and training curricula have been reshaped to be conducted remotely. While not physically present within our centers, staff are still committed to the workforce needs of our community. We are working tirelessly in reaching out to customers, being on-call and present to provide comfort, advice and strategy to jobseekers and business owners looking for a way forward.

Virtual Support and Career Services

The COVID-19 pandemic has spread across all walks of life, impacting both employers and workers. Workers are now facing reduced work hours, temporary unemployment and layoffs. As a result, The WorkPlace and Harbor Gateway WorkSource Center have seen an increase in the number of calls and walk-ins related to Employment Development Department (EDD) benefits, specifically Unemployment Insurance (UI). In an effort to alleviate concerns and assist frontline staff, Pacific Gateway has provided lists of virtual training and informational handouts providing answers for general questions related to UI and EDD program benefits. These resources have equipped staff with the basic knowledge to answer general questions and have assisted in providing quality customer service during a time of uncertainty. Pacific Gateway has partnered with the Long Beach Public Library to make thousands of free courses available to WorkPlace and Harbor WorkSource customers.



Before visiting our centers please review the following:

[The WorkPlace/Youth Opportunity Center](#)

[Harbor Gateway WorkSource Center/YouthSource](#)

For a list of businesses who are hiring now please visit our

hiring now page:

[Hiring Now](#)



If you are in need of childcare or looking to work in childcare visit [Work Long Beach](#).

The fastest way to apply for Unemployment Insurance is online using the following link: edd.ca.gov/unemployment

Helpful links regarding Unemployment Insurance:

- [General UI Information](#)
- [UI Check List](#)
- [UI Video](#)

Pacific Gateway is committed to providing you with the tools to help you in this difficult time. All of our America's Job Centers of California will be staying open and operating with limited capacity.

Please be advised that each center is practicing social distancing by keeping 6 feet of distance between all visitors and staff, limiting orientations to 9 customers, and limiting access to our computer rooms to 10 customers at a time.

The Youth Opportunity Center is closed until further notice.

4BIZ Call Center

In an effort to help businesses experiencing impacts due to COVID-19, the City of Long Beach Economic Development Department established a business hotline within the Silverado Room of the Work-Place. Over the third weekend of March, staff members from Pacific Gateway and Economic Development outfitted the newly repurposed room and trained over 20 Parks, Recreation & Marine staff on how to operate the hotline.

Call the Business Hotline at (562) 570-4BIZ (4249) 7-days a week from 8:00 a.m. to 5:00 p.m.



Youth Services

LONG BEACH YOUTH

Nicole Swayne, Youth Services intern was selected by CSULB's Liberal Arts Department to be featured as their Alumni Spotlight for the month of March. Nicole has really stepped up this month and assisted Business Services with efforts pertaining to the staffing of Community Hospital Long Beach (CHLB).

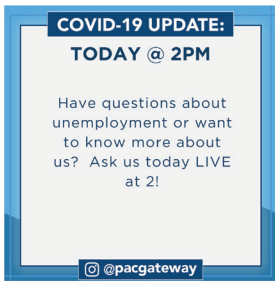
To coincide with the school district's school closure ruling, LA County put a pause on Youth@Work activities for all High School students throughout March. Youth over 18 and whose worksites remained open continued to work.

Five young adults have been brought on through the Youth@Work Program to work with the Long Beach Fire Department's Incident Management Team. The young men are supporting logistics in the City's response to the current emergency by working in the warehouse, serving as runners and food delivery.



Instagram LIVE

Pacific Gateway went LIVE in March to broadcast tips for jobseekers and business owners and take questions by viewers related to work and unemployment. For many who tuned in, the opportunity to get answers regarding unemployment or how their business could navigate through the rapidly changing situation was a welcome relief.



Success Story

Ben first came to Pacific Gateway seeking assistance with job search activities. He was currently in transitional housing and was eager to turn his life around. Although Ben was utilizing services to help with his situation, he disclosed his unhappiness for his living conditions, and felt getting back into the workforce was his way out.

Ben was referred to the Homeless Opportunity for Meaningful Employment (HOME) program and began his work experience assignment at Meals on Wheels as a kitchen aide. A few weeks later, Ben was able to pick up shifts as a security guard for different events. Ben was able to work both part-time jobs, and gained his confidence.

In March, Meals on Wheels offered Ben permanent employment immediately following the end of his work experience assignment. He started his permanent employment right away and is currently searching for an apartment. On his experience with Pacific Gateway, Ben has expressed his gratitude for the guidance and opportunity he was provided.



Paperless Processes During COVID

Data Management, tasked with inputting information provided by Adult and Youth Services staff throughout all Pacific Gateway's centers of operation, quickly adapted to staff's new telecommuting work environment. Staff working from home were trained on an enhanced data submission process.

With the Management Information System (MIS) Administrators development of a data submission process for Youth Services providers via CalJOBS over a year ago already in effect, making the transition to Adult Services staff was smooth. The enhanced process has proven successful and efficient as activities are now recorded within 24 hours of the services being provided. The MIS Administrator also continues to provide useful tools for staff, including rosters tracking achievements of active customers and those who have moved on from services.

The ultimate goal is to develop a more paperless environment transitioning as many local documents as possible into user-friendly electronic files.

Community Partnership Meeting

March 25th, 2020

On March 25th Pacific Gateway launched its first virtual meeting with community partners to discuss the impact of COVID-19. Community organizations shared their up-to-date resources and services. Discussions circulated around new functions of each organization, adjustments to their programs and efforts to help the region fight against the COVID-19 pandemic. This has been an encouraging space for partners to check-in on each other, explore service gaps that organizations and community members are currently facing and work together on remedying those problem areas.

Weekly meetings are scheduled every Wednesday at 2:00 p.m.

Track our monthly activities at pacific-gateway.org/updates

Next WDB Meeting - *May 12th, 2020 at 3:00 p.m.*
4811 Airport Plaza Drive, Ste. 120 Long Beach, CA 90815

For more information visit: pacific-gateway.org