

From: Amy Webb <Amy.Webb@dhs.arkansas.gov>
Sent: Friday, March 20, 2020 1:04 PM
To: DHS All <dhs.all@dhs.arkansas.gov>
Subject: UPDATED GUIDANCE during this public health emergency

Good afternoon,

We now have guidance regarding work and leave. DHS is moving forward with plans for non-facility employees that allow for: on-site work as scheduled for certain employees, full remote work for certain employees, partial remote for some employees, and staggered work schedules for those who cannot work from home but still perform critical functions and are not in a high-risk category. You will get more details shortly about your specific job from your Division Director or Office Chief as each unit has different needs depending upon the work they do.

As you can tell, this is a very fluid situation, and it is more important than ever that we work together as a team. That means that the directives you are provided today could change. You could be asked to take on duties that are critical if people in those roles get sick or to assist other divisions or offices or teammates as needed during this public health emergency. Again, we appreciate you and all that you are doing as we work together to keep everyone safe.

Guidance for STATE GOVERNMENT from Department of Health

Remote work, telecommuting, video conferencing, and necessary personnel

State government employees will conduct business through both remote work and on-site work. On-site government work will be limited to employees that are critical to the necessary function of government during a public health emergency and are required to report to work on site. Broad discretion will be given to secretaries to determine what personnel are critical for the necessary functioning of their Department.

The ability to work remotely or the requirement to report to work on-site will depend on the nature of the critical duties of the employee and will be determined by the Secretary of the employee's Department.

Employees with job duties that are not critical in nature to the necessary functions of government and cannot be performed remotely as determined by the Secretary of their Department will receive Director's Authorized Leave for a period of time to be determined by the Governor.

If an employee who is necessary for the critical function of government or an employee that is able to work remotely becomes sick or is quarantined due to COVID-19, then he or she will receive paid Director's Authorized Leave for the duration of the illness or quarantine. Otherwise, regular pay and leave is available. Employees in Director's Authorized Leave status will be available for other assignments for the necessary functioning of government.

Departments shall require supervisors of employees working remotely to develop a work plan with productivity metrics and make contact at least once a day.

NOTE: Those who submitted high risk forms *who cannot work from home* will be considered part of the group that gets Director's Authorized Leave. If you submitted a form, your supervisor will be in touch.

Your Division Director or Office Chief will submit information to the Secretary for Director's Authorized Leave. You do not need to do that.

DHS Remote Work and Staggered On-Site Work Plan Implementation

For your general knowledge, here is the high-level plan that DHS has for work during this public health emergency.

1. Central Office and County Office/Field Staff whose positions currently require regular travel to meet with clients or monitor facilities shift to full remote work:
 - a. APS Investigators
 - b. LTSS Nurses
 - c. LTC Ombudsmen
 - d. HCBS Surveyors
 - e. OLTC Surveyors
 - f. DCCECE Licensing Specialists

2. County Office employees whose positions are critical to continue needed government services begin remote work/staggered hours per each division's plan:
 - a. OLTC Option Counselors: Remote work as assigned
 - b. DCO Eligibility: New schedules for each office with staggered hours of operation to reduce congestion as assigned. Shift to phone applications/interviews for clients. Use of drop boxes in lobby for clients to submit paperwork. Any client interviews not rescheduled to phones conducted through in office phone in separate rooms to eliminate worker/client physical contact.
 - c. DCO Trainers in county offices will shift to remote work and be on standby to assume casework duties
 - d. DCO Field Investigators in county offices will stagger hours along with DCO eligibility workers as assigned
 - e. DCO QA will stagger hours along with DCO eligibility and field investigators as assigned
 - f. OCC/CLO Attorneys – Staggered days onsite as assigned.
 - g. OCC/CLO Legal Support – onsite. Staggered hours to reduce congestion as assigned
 - h. OIT – Will continue to cover county offices, with enhanced phone support
 - i. DDS Nurses First Connections staff, Intake/Referral, Clinical Team and Eligibility Staff– Continue core operations remotely; others reassigned special project for Home Health beneficiaries
 - j. County Office procurement staff – Shift to remote
 - k. DCFS field staff including, but not limited to, supervisors, FSWs, and PASs - remote with partial in office support

3. Central Office employees whose positions are critical to continue needed government service begin remote work/staggered hours per each division's or shared services office's plan:
 - a. DMS: Shifts to staggering days between remote and onsite work as assigned
 - b. DAABH: Shifts to staggering days between remote and onsite work as assigned
 - c. DPSQA: Shift to remote and onsite work as assigned
 - d. DCCECE: Shifts to staggering days between remote and onsite work as assigned

- e. DCO:
 - i. Community Service shifts to fully remote.
 - ii. MRT: Onsite with staggered hours as assigned
 - iii. Policy unit: shifts to fully remote
 - iv. Call Center: Staggered hours as assigned
 - v. Trainers: work remotely and be on standby to assume casework duties
 - vi. QA reviewers: staggered hours as assigned
 - vii. Field investigators: staggered hours as assigned
- f. DCFS: Shifts to staggering days between remote and onsite work as assigned
- g. DYS: Shifts to remote with workers returning to meet with youth and provide services as needed
- h. DDS: staff staggering days between remote and onsite work as assigned
- i. OCC: Upper management and legal support will work onsite. Staff attorneys will shift to staggering between remote and onsite work as assigned
- j. OLIGA: Shift to staggered hours, remote, and on site as assigned
- k. OIT: Shift to staggering days between remote and onsite work as assigned
- l. OF: Shift to staggering days between remote and onsite work as assigned
- m. OHR: Shift to staggering days between remote and onsite work as assigned
- n. OPIA: Shift to staggering days between remote and onsite work as assigned
- o. OP:
 - i. Procurement staff: Shift to remote work
 - ii. Warehouse/Print shop: On call
 - iii. Mail Room: Staggering days for employees on site as assigned
- p. OSC: Shift to remote work and onsite work as assigned
- q. OCCE — shift employees who work remotely to remote with some onsite as needed. Others onsite and staggered shifts as assigned
- r. Secretary's office: Onsite with support staff staggering between remote & onsite as assigned
- s. All DHS Upper Management: On site



AMY WEBB

OFFICE OF COMMUNICATIONS & COMMUNITY ENGAGEMENT/CHIEF

P: 501-682-8946

700 Main Street

Little Rock, AR 72203

Amy.Webb@dhs.arkansas.gov

humanservices.arkansas.gov



This email may contain sensitive or confidential information.