TALKING POINTS FOR PROGRAM AREAS
WITH REDEPLOYED STAFF (COVID-19)

The following talking points can be used by various DSS program areas when discussing redeployment plans with staff being redeployed to assist other parts of the agency:

- In response to the COIVD-19 outbreak, you are being deployed in an emergency capacity to process Cash Assistance or SNAP applications. This will consist of reviewing applications that clients have submitted on-line, processing the application in the Paperless Office System (POS), and calling the client for an interview when appropriate.

- This is a mandatory assignment.

- Overtime for this assignment is available upon request and agency approval as appropriate.

- You will be able to do this assignment from your home.

- HRA will provide virtual training for you to do this assignment. This training will include guidelines to protect your privacy during this assignment.

- HRA will also provide appropriate system access for you to do this assignment, including the ability to "remote access" so that you can work at home. HRA will provide instructions to you on how to use remote access.

- The HRA Family Independence Administration (FIA) will be overseeing this assignment, directing your work, and contacting you directly when needed. FIA will be contacting you shortly with additional assignment information.

- Your current program area will continue to continue to review and approve your timesheets. Your worked hours during this assignment will be allocated in Citytime to this assignment. If you have any planned absences or will not be working from home on a particular day, you must notify both your program area and your assigned FIA supervisor.

- Because of the emergency nature of this assignment, we are asking all deployed workers to begin the work as soon as possible. To work from home, you will need a personnel computer or laptop, a phone, and a data plan or WiFI. IPADS and other tablets can be used to do this assignment, but it may be difficult to do without a full keyboard. If HRA has already issued you agency equipment, you are expected to use it for this assignment. If you have access to personnel devices and data plans, we are asking you to use your personal equipment until we provide you with agency equipment. If you have already indicated that you do not have access to personal equipment to do this assignment, we will be issuing you agency equipment.

- If using personal phones to do this work will cost you money above and beyond what you usually pay for personal use, HRA can reimburse you after you submit the expense to us.

  - If you have an unlimited plan, you will not be reimbursed for calls.

  - If you pay per call, you must submit your bill delineating the work-related calls and the per call amount. You will be reimbursed for these costs. There will be a specific guidance delineating this process.