

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

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

- In response to the COVID-19 outbreak, you are being deployed in an emergency capacity to assist in the indexing of documents that are submitted remotely by clients, utilizing WMS and POS to verify information on provided documents, and return questionable or illegible documents to assigned FIA supervisors.
- 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.
- 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 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 personal computer or laptop, 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 personal 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.