

Pandemic COVID-19 Continuity of Operations Plan



Robin Reese, Executive Director

SUMMARY

The World Health Organization (WHO) has declared the COVID-19 outbreak to be a pandemic. According to the Center for Disease Control (CDC), there are currently 7,038 confirmed cases and 97 deaths in the United States. All 50 U.S. states have confirmed cases. As of March 18, 2020, the Ohio Department of Health (ODH) is reporting 88 confirmed cases, and 333 persons under health investigation in the state. There is currently one case reported in Lucas County.

In response, the State of Ohio has declared a state of emergency. The Governor and Director of Health have ordered a ban on all mass gatherings of over 100 people (indoor or outdoor) in the state. All K-12 schools were ordered closed, effective March 16, through April 3, 2020, at which time the situation will be re-evaluated. At this time, the school closure order does not apply to Ohio's childcare system, such as day care centers and home-based childcare providers. Visits to state psychiatric hospitals and prisons by outside visitors are prohibited.

The Board of County Commissioners offices and other governmental offices have initiated proactive and precautionary measures to mitigate the spread of COVID-19 in Lucas County. To ensure the agency's ability to meet its mission of protecting the children of Lucas County, this document serves as our response to the declared COVID-19 pandemic. This plan provides safeguards for the health and well-being of the agency's employees and the children/families in our care, while maintaining our responsibility to the continuity of operations.

LUCAS COUNTY CHILDREN SERVICES' RESPONSE

Utilizing a three-tier continuity operational plan, the following outlines the protocols in which Lucas County Children Services (LCCS) will respond to various levels of emergency pertaining to the COVID-19 pandemic.

Level A – LCCS maintains its normal operations with the implementation of targeted situational teleworking. (Attachment 1)

Level B– LCCS operations shift to utilizing critical staff, with a heavier focus on teleworking and maintaining a limited number of base staff on site to carry out normal operations. (Attachment 2)

Level C – LCCS operations shift to utilizing only essential employees to respond to cases of imminent risk.

Components of this plan may be altered based upon local, state or federal directives which may supersede the LCCS Board of Trustees and Executive Director.

It is the intent of LCCS that every precaution be taken to provide a safe working environment for all employees, while ensuring the continuity of operations to achieve the agency's mission.

PROCEDURAL STEPS

In all phases of the COVID-19 pandemic outbreak, LCCS will make every effort to remain responsive to the county we serve, while attempting to ensure the safety and well-being of employees by maintaining hygiene procedures to prevent the spread of an outbreak within the agency.

The agency will be using the county-wide WENS notification system to inform employees about security threats and their status going forward, as well as any other important, time-sensitive information. All employees are asked to sign up for alerts by accessing the following link:

https://entry.inspironlogistics.com/lucas_oh_employee/wens.cfm

While the link provides instructions to register, for the sake of clarity, there are two steps employees must follow once they enter their personal information

- Click on "705 Adams St." as the employee's location under the section labeled "Employee's Address"
- Select "Children Services Board" as the employee's county agency in the section marked "Employee's Department."

All traditional and social media will be utilized to alert the public to the current state of emergency plan designation, and to inform the community whether agency offices are open or closed to the public. Notification to the public will be issued by the Director of Communications at the direction of the Executive Director.

All staff members available to work will be utilized on an emergency basis and will be utilized to provide the best available services to the citizens of Lucas County.

PREVENTATIVE ACTIONS

All employees are expected to engage in everyday prevention actions including:

WASH YOUR HANDS – It is important that all employees use proper handwashing techniques, which include scrubbing for 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If you can't wash, use a hand sanitizer with at least 60% alcohol. During this time, please engage in frequent hand washing while in public spaces.

STAY HOME IF YOU ARE SICK – If you are experiencing flu-like symptoms or believe you may have been exposed to coronavirus, please call your medical provider for guidance and instructions. Please use good judgment when exposed to anyone in your home who is experiencing flu like symptoms, or who may have been exposed to coronavirus.

KEEP GERMS OUT OF THE AIR – Please cough or sneeze into your elbow, not your hands. Or, use a tissue and throw it away, followed by washing your hands.

SOCIAL DISTANCING – Someone coughing? Please move away – six feet or more.

DISINFECT SURFACES – Clean frequently touched objects and surfaces at work. If you need antibacterial cleaning products for your work ,area please contact your supervisor for supplies.

MASKS – Masks are not a good prevention tool for healthy people. If you are sick, masks can help prevent the spread of germs.

RELIABLE INFORMATION – Make sure you are getting accurate information. Please access <https://www.lucascountyhealth.com> or the following resources for additional health information - [Coronavirus Fact Sheet \(PDF\)](#), [CDC information](#)

CLEANING PRECAUTION

In addition to the regular cleaning provided by the Board of Commissioners crews, before March 18, **all** LCCS employees must clear out their workspaces at 705 Adams—cubicles, offices, and others. This means:

- All work-related items must be put away in a contained space—drawers, overhead bins, etc.
- All personal items—food, photos, decorations, memorabilia, etc.—should be taken home.
- Extraneous donated items are to be taken to a caseworker supply room or returned to Kevin Milliken in 506.
- Every workspace should be clear of any and all removable items.

Following workspace cleanup, a sanitizing company will come in and will be spraying chemical sanitizer.

The Building and Operations Department has purchased additional supplies of Lysol wipes, Lysol spray, gloves, and hand sanitizers. Employees should see the Building & Operations Manager for supplies. CDC does not recommend that people who are well to wear a face mask to protect themselves from respiratory diseases, including COVID-19.

New signage has been added around the building, encouraging proper hand washing, proper use of fountains, and helpful information from the CDC.

SOCIAL DISTANCING

Staff is advised to do their best to avoid gathering in groups during this time. You are encouraged to communicate to other staff members via telephone or email whenever possible. Email communications will take place whenever possible in place of staff meetings. Staff is further advised not to share cups, dishes, etc.

TRAVEL

All work-related, out-of-state travel for employees is prohibited until further notice. Mission-critical travel is to be approved by the Executive Director or her designee. Local travel will be assessed on a case-by-case basis as approved by the Executive Director or her designee.

Out-of-state travel for youth in the agency's care is prohibited until further notice. Travel arrangements made prior to the announcement of the pandemic will be authorized by the Executive Director or her designee on a case-by-case basis.

MEETINGS AND TRAININGS

All internal and external training is postponed until further notice.

Employees are advised to communicate with other staff members via telephone or email whenever possible.

Email communication in place of staff meetings will take place whenever possible.

Staff members are asked to avoid congregating in groups.

COMMUNICATIONS

General Communications

To ensure the accuracy and consistency of communications, the Director of Communications shall serve as the point person for the receipt and dissemination of **all** external and internal communications, except for health-related matters.

Regularly scheduled meetings will be held by the COVID-19 Response Team to assess and address ongoing needs and changes occurring during the pandemic. Updates will be issued by the Director of Communications.

Communications on employee-specific COVID-19 health matters

The Manager of Human Resources shall serve as the point person for communications on COVID-19 health matters involving employees. Any employee with COVID-19 health concerns or questions related to their ability to perform their job or to report to work should contact the Manager of Human Resources directly. The Human Resources Manager is responsible for then communicating to the appropriate management team members regarding what, if any, action is deemed necessary by the agency. To ensure consistency in practice, the Manager of Human Resources will consult with the Executive Director, Deputy Director and Divisional Directors prior to issuing any stance, collectively or individually, to employees regarding human resources policies and practices as they directly relate to COVID-19. The Supervisor of Health Services is available for consultation, if necessary.

Communications on General COVID-19 Health Information

The Supervisor of Health Services shall serve as the point person for the receipt of health-related communications, including contact and inquiries with the Lucas County Health Department and Ohio Department of Health. All health-related inquiries from external health organizations should be coordinated and directed through the Supervisor of Health Services.

The following individuals will serve as the COVID-19 Response Team.

Incident Name: Lucas County COVID-19		Operational Period: 3/20 – 4/11/2020
Basic Local Communications Information		
Position	Name	Method(s) of Contact: (Phone, cell, etc.)
Robin Reese	Executive Director	Office: 419-213-3255 Cell:
Sophia Lloyd	Deputy Director	Office: 419-213-3600 Cell:
Julie Malkin	Director of Communications & Government Relations	Office: 419-213-3254 Cell:

Incident Name: Lucas County COVID-19		Operational Period: 3/20 – 4/11/2020
Basic Local Communications Information		
Position	Name	Method(s) of Contact: (Phone, cell, etc.)
Shelby Cully	Chief Counsel	Office: 419-213-3314 Cell:
Ebonie Jackson	Director of Administrative Services	Office: 419-213-3749 Cell:
Donna Seed	Director of Social Services	Office: 419-213-3272 Cell:
Sheila Gibbs	Director of Support Services	Office: 419-213-3271 Cell:
Tanett Williams	Human Resources Manager	Office: 419-213-3696 Cell:
Cindy Ball	Supervisor of Health Services	Office:419-213-3283 Cell:

ATTACHMENT 1

PLAN A

Under Plan A, Lucas County Children Services (LCCS) will follow its normal operations. To comply with the Ohio Department of Health's recommendations to mitigate the spread of COVID-19, LCCS will initiate an operational plan that will utilize teleworking as a tool in which to achieve social distancing

To comply with the Ohio Department of Health's recommendations to mitigate the spread of COVID-19, LCCS will initiate an operational plan that will utilize teleworking as a tool in which to achieve social distancing, focusing on floors containing 50 or more employees. Floors containing 50 or fewer employees will be evaluated to adjust workspaces to achieve greater social distancing. Consideration of medically compromised employees as described by the ODH, and thereby deemed high risk for COVID-19, will be a factor when determining situational teleworking assignments.

Incoming calls will be received and responded to as normal. Staff will utilize their individual phones and workstations to answer all incoming public calls. LCCS will maintain the same level of service and respond to calls regarding abuse and neglect in a way that meets federal and state mandates. There will not be changes to the afterhours emergency system.

OPERATIONAL AREAS

Notices

Notices are to be posted in the entranceway, advising that precautions are in effect to limit exposure due to COVID-19. Said notices will inform staff that should they suspect that any visitor exhibits symptoms associated with COVID-19, they have the discretion to ask the visitor to leave the building for the general safety of all concerned.

In the event a worker feels there is a danger of contamination, based upon the protocol established by the World Health Organization regarding identifying COVID-19, the employee may ask the visitor to leave the building and then contact the department manager immediately to assess the situation and determine future action. Any client asked to exit the building **must be provided** an alternative way to participate whether via phone or other means.

Lobby Area

Periodically, during slow periods when the lobby is not populated, chairs and armrests are to be sanitized and wiped down. Mounted hand sanitizer pumps are to be monitored regularly to avoid low supply.

LCCS has reordered cellphone case plastic bags and are laundering the current supply of pouches more often. Please be sure to wipe down and/or spray pouches between uses. New cleaning stands are on their way to make it easier to sanitize phones.

To limit contact with staff and building visitors, all magazines, brochures, and other reading materials will be removed from the lobby and common areas.

Visitation Room

Effective March 18, 2020, all on-site visitations are cancelled. Caseworkers are asked to identify alternative visitation options including facetime or phone visits.

Should parent/child visitations be restarted, visits will be limited to one hour each, and one visit a week, to reduce the level of occupancy in the visitation area and minimize exposure. Visitation rooms are routinely sanitized after each family visit, with toys and service areas being cleaned using an anti-bacterial solution. Visitation rooms should receive a deep cleaning between visits. Additional hand sanitizers have been placed in the department for use by staff and visitors.

Additionally:

- Items that fit are to be sanitized in the dishwasher after use.
- Visitors are to refrain from making popcorn or serving unpackaged food items (i.e. decorating cookies)
- Communal use of games and crayons, etc. is discontinued until further notice.
- Signs on best practices for handwashing are posted near visitors' restrooms.

Staff assigned to this area are asked to continue to practice enhanced personal hygiene practices.

All drivers are to be provided with sanitizing wipes. After each transport, door handles and seats (including portable care seats) are to be cleaned using an anti-bacterial solution or wipe.

Case Reviews

Managers are to assess if it is appropriate to hold a case review via Facetime or by phone. In-person reviews should limit individuals to preferably ten or fewer participants, based on the size of the room. Documentation should be entered in SACWIS as to the basis for determining telecommunicating or in-person reviews.

All rooms are to be disinfected after each use. Overnight cleaning of case review rooms is to include the sanitizing of tables, door handles, phones, and chairs.

Office Visits

Due to safety concerns, managers are to assess which cases require continued in person office visits. Due to office space limitations, no more than three individuals should be present in office visits. All rooms are to be disinfected after each use. Overnight cleaning of office visit rooms is to include the sanitizing of tables, door handles, phones, and chairs.

Clinic

Clinic services remain in full operations, with access to the workspace restricted to clinical personnel, children who need to be assessed, and their caseworker and/or caregiver.

Use of common equipment

Staff will take extra precautions to keep common equipment clean by utilizing chlorine wipes provided at the site of the common equipment, for use by each employee before utilizing the machines.

Intakes, assessments, home visitations, and placements

Intake and Assessment staff will continue accepting and screening community calls onsite. All referrals will continue to be assigned for initiation and planned case contact. Intake houses only a few employees and allows for distancing. Employees also operate within their own workspaces and are to clean the receiver after each phone contact.

All employees conducting home/field visits are to be provided with the ODJFS COVID-19 Home Visiting Screening Flowchart. Before going on a home visit or to any office site location, staff are asked to call ahead and determine if (1) the contact is available, and (2) whether anyone at the location is ill. When arriving at the client's door (or at an alternative location) for a field visit, workers should assess the situation again, utilizing Home Visiting Screening Flowchart. If someone is ill, and it is a mandatory visit, caseworkers should contact their supervisor or department manager immediately. Staff are asked to do their best in avoiding situations in which they will be in close contact with people who are sick.

Employees who are unable to complete a child or client visit due to illness in the home must document this thoroughly in the case notes, noting all attempts made to maintain compliance with the Ohio Administrative Code and information discussed during the phone contact.

Child(ren) being placed in a substitute care setting will receive a clinical screening prior to going to the home of the substitute caregiver. The substitute caregiver will be provided with all medical information including, but not limited to, the proper care of a child with COVID-19, and precautionary steps to prevent the further spread of the virus.

STAFFING PATTERNS UNDER PLAN A

Department	Staffing Patterns	Tele-work/Work Expectations	Time Scale to cover	To Do List
Intake and Emergency Services	All Supervisory staff on site All Emergency Services Caseworkers on site	Standard onsite work expectations apply	30 Days	All standard routines and practices will be followed and met
Assessments	Manager & Assistant Managers on site All Supervisory staff on site Caseworker staff at base to include Worker of the Day (WOD) for each unit and minimal caseworkers onsite.	Managers and Supervisors perform work as a regular workday For all staff working in the field – daily check-in is required with supervisor Work will be assigned by email, text or phone call {SEE ATTACHED CASEWORKER/SUPERVISOR EXPECTATION FORM}	30 Days	Update all cell phone contacts for staff Ensure all electronic equipment is updated and assigned to tele-work staff

Department	Staffing Patterns	Tele-work/Work Expectations	Time Scale to cover	To Do List
	All other Caseworkers assigned to teleworking.			Ensure workers have the home visit guidelines for contact published from ODJFS
DFS	<p>Manager & Assistant Managers on site</p> <p>All Supervisory staff on site</p> <p>Caseworker staff at base to include Worker of the Day (WOD) for each unit and minimal caseworkers onsite.</p> <p>All other Caseworkers assigned to teleworking.</p>	<p>Managers and Supervisors perform work as a regular workday</p> <p>For all staff working in the field – daily check-in is required with supervisor</p> <p>Work will be assigned by email, text or phone call</p> <p>{SEE ATTACHED CASEWORKER/SUPERVISOR EXPECTATION FORM}</p>	30 Days	<p>Update all cell phone contacts for staff</p> <p>Ensure all electronic equipment is updated and assigned to tele-work staff</p> <p>Ensure workers have the home visit guidelines for contact published from ODJFS</p>
Placements	<p>Manager & Assistant Managers on site</p> <p>All Supervisory staff on site</p> <p>Caseworker staff at base to include Worker of the Day (WOD) for each unit and minimal caseworkers in building</p> <p>All other Caseworkers assigned to teleworking.</p>	<p>Managers and Supervisors perform work as a regular workday</p> <p>For all staff working in the field – daily check-in is required with supervisor</p> <p>Work will be assigned by email, text or phone call</p> <p>{SEE ATTACHED CASEWORKER/SUPERVISOR EXPECTATION FORM}</p>	30 Days	<p>Update all cell phone contacts for staff</p> <p>Ensure all electronic equipment is updated and assigned to tele-work staff</p> <p>Ensure workers have the home visit guidelines for contact</p>

Department	Staffing Patterns	Tele-work/Work Expectations	Time Scale to cover	To Do List
				published from ODJFS
Clinic	All nurses onsite; work areas are separated and are working different shifts	Standard onsite work expectations apply	30 Days	
Community Development	<p>Manager & Assistant Managers on site</p> <p>All supervisory staff on site</p> <p>Caseworker staff at base to include Worker of the Day (WOD) for each unit and minimal caseworkers in building</p> <p>All other caseworkers assigned to teleworking.</p>	<p>Managers and Supervisors perform work as a regular workday</p> <p>For all staff working in the field – daily check-in is required with supervisor</p> <p>Work will be assigned by email, text or phone call</p> <p>{SEE ATTACHED CASEWORKER/SUPERVISOR EXPECTATION FORM}</p>	30 Days	
Legal	All attorneys onsite utilizing office space for social distancing	Standard onsite work expectations apply	30 Days	
Case Review	All facilitators onsite working out of 1 st floor conference rooms for social distancing	Standard onsite work expectations apply	30 Days	
Quality Assurance	All employees onsite working out of separate offices or spaced out work areas for social distancing	Standard onsite work expectations apply	30 days	
Security	All security officers onsite achieving social distancing through shifts	Standard onsite work expectations apply	30 Days	

Support Services / Transport	All drivers onsite, achieving social distance through shifts and provided with cleaning protocol and material for sanitizing between transports	Standard onsite work expectations apply	30 Days	
Support Services/ Family Visits Transports	All employees onsite achieving social distancing through alternative operational plan (see Appendix A)	Standard onsite work expectations apply	30 Days	
Training & Development	All employees onsite, achieving social distancing through individual offices and discontinuing in person training	Standard onsite work expectations apply	30 Days	
Accounting Unit	All employees onsite achieving social distancing through offices and spacing workstations	Standard onsite work expectations apply	30 Days	
Entitlement Unit	All employees onsite, achieving social distancing through individual offices and workstations	Standard onsite work expectations apply	30 Days	
PC Support	All employees onsite, achieving social distancing through individual offices and workstations	Standard onsite work expectations apply	30 Days	
Data Management	All employees present, achieving social distancing through individual offices and workstations	Standard onsite work expectations apply	30 Days	

Clerical Services	All employees onsite achieving social distancing through individual offices and workstations	Standard onsite work expectations apply	30 Days	
Public Information	Director of Communications & PI Specialist onsite	Standard onsite work expectations apply	30 Days	

Considerations for employees who are teleworking:

- It is important to remember that we are all working. Be responsible, professional and, most importantly, support others.
- Supervisors will engage in daily check-ins to ensure safety and work considerations are met.
- No employee's child(ren) may be present with any level of client contact (home visits, meetings in public areas, transports to services, etc.)

ATTACHMENT 2

PLAN B

Under Plan B, Lucas County Children Services will carry out operations with critical staff utilizing a heavier focus on teleworking and maintaining a limited number of base staff on site.

Due to the nature of child protection, all employees are deemed **critical staff** unless an employee's capacity to perform his or her function has been restricted or limited due to the current COVID-19 pandemic.

Effective Friday, March 20, the continuity of operation plan will consist of the following:

- All **non-critical staff** will be directed to stay home and will receive 100% of their normal pay. They will not need to utilize any accrued paid leave. With the exception of employees who are deemed non-critical due to medically related circumstances, **non-critical staff** may temporarily become **critical staff** on a case-by-case basis; therefore, must remain reachable and available.

Directors and managers will identify, and designate employees based on operational need. If circumstances necessitate a change of an employee's designation, the Manager and/or Supervisor will notify the employee immediately of their designation and provide instructions. **Non-critical** status due to medical reasons will be determined by the Manager of Human Resources.

- **Critical staff** (both BU and NBU) will be identified by management; these employees perform job duties that are necessary for agency services to be provided and/or that are needed for normal work operations in support of our agency.
- All **critical staff** (both BU and NBU) are authorized to telework and/or remotely work from home with the approval of his/her manager. Critical staff are to perform their daily job duties that are necessary for agency services to be provided and/or that are needed for normal operations in support of our agency. Using block scheduling, directors and managers will identify and designate which critical staff will be assigned to serve as base staff to ensure onsite coverage is available during this period.
- All **critical staff** will be expected to continue to perform assigned work functions, whether that is from home, at their normal workplace, or in the field, whichever is practical for the work to be performed and as decided by management.
- Employees who are **critical staff** must remain reachable and available during their normally scheduled work hours in the event they are needed to physically report to work to perform regularly assigned job duties. Absent verifiable & extenuating circumstances as communicated in a timely manner to management, employees must perform work when directed.
- Any work performed by **critical staff** outside of their normally scheduled work hours will still be considered overtime if it would otherwise qualify as OT under normal operating circumstances. Overtime will need to be approved in advance by the employees' supervisor in accordance with agency policies and procedures.

- If a **critical staff** subsequently has a documented/verifiable COVID-19 diagnosis, or is required by either a physician or the local health department to quarantine for any reason, then that employee will be temporarily considered to be a “non-critical” employee until they are cleared to return to work.
- Employees who are currently on an unpaid leave of absence will remain in that unpaid status until they are officially able to return to work, at which time their status will change to either a “critical” or “non-critical” employee depending upon their job classification and operational needs.
- This would be in effect at the close of business March 20 through April 11, 2020, and the Executive Director will re-assess the situation and the outcomes of this plan during that period. The plan may be extended and/or modified at the Executive Director's discretion.

OPERATIONAL AREAS

Under Plan B, the Lucas County Children Services building will be open for base staff. To minimize building occupancy levels, teleworking staff are asked to access the building only when absolutely necessary to conduct LCCS business. Temperatures will be taken of all employees who enter the building.

Incoming calls will be received and responded to as normal. Staff assigned to teleworking are to have their office phones forwarded to email or their cell phones. LCCS will maintain the same level of service and respond to calls regarding abuse and neglect in a way that meets federal and state mandates. There will not be changes to the after-hours emergency system.

Notices

Signs will be posted on the agency doors stating limited access to the building due to COVID-19.

Lobby

The LCCS building will remain open with limited access to the public.

Visitation

All on-site visitations remain canceled. Caseworkers are asked to identify alternative visitation options, including Facetime or phone visits.

Drivers may be deployed to assist with off-site visitations. When deployed, drivers are to be provided with sanitizing wipes. After each transport, door handles and seats (including portable care seats) are to be cleaned using an anti-bacterial solution or wipe.

Case Reviews

When feasible, case reviews should be conducted via teleconferencing or Facetime. Managers are to assess which case reviews must be held in person. Documentation should be entered in SACWIS as to the basis for this decision.

When in-person case reviews are deemed necessary, efforts should be made to limit the number of participants to fewer than ten people. All rooms are to be disinfected after each use. Overnight cleaning of case review rooms is to include the sanitizing of tables, door handles, phones, and chairs.

Office Visits

Due to safety concerns, managers are to assess which cases require continued in-person office visits. Due to office space limitations, no more than three individuals should be present in office visits. All rooms are to be disinfected after each use. Overnight cleaning of office visit rooms is to include the sanitizing of tables, door handles, phones, and chairs.

Clinic

Clinic services remain in full operations, with workspace restricted to clinical personnel. Access is open only to children who need to be assessed and their worker and/or care giver.

Use of common equipment

To continue to protect the health of the limited number of base staff onsite, extra precaution is to be made to keep common equipment clean by utilizing chlorine wipes provided at the site of the common equipment, for use by each employee before utilizing the machine.

Intakes, assessments, home visitations, and placements

Due to the nature of this function, Intake and Emergency Services will continue to operate as usual. Onsite base staff is required to be maintained at all times for receiving and screening community calls. There will be a slight reduction of day staff in Intake in order to continue to honor even greater social distancing. Emergency Services will report to work as required.

Caseworkers will continue to offer services within the community using telework activities to conduct operations. Designated units may have a limited number of base staff on site as needed. Both DFS and Placements will continue their daily functions, working from a telework setting and completing daily supervision check in.

STAFFING PATTERNS FOR PLAN B

Department	Staffing Patterns (Reflects on-site staff)	Time Scale to cover	To Do List
Intake & Emergency Services	All staff on site achieving social distancing through individual offices and work unit spacing.	March 20 – April 11, 2020	Increase staff for Essential staff list/call back list Ensure planning for intake coverage for all hours
Assessments	Critical staff operating through teleworking, with a limited number of base staff on site.	March 20 – April 11, 2020	See above
DFS	Critical staff operating through teleworking, with a limited number of base staff on site.	March 20 – April 11, 2020	Determine critical staff
Placements	Critical staff operating through teleworking, with a limited number of base staff on site.	March 20 – April 11, 2020	Determine number of OHC workers that are critical

			<p>Develop full placement list in traditional foster care that will be on placement standby</p> <p>Develop plan with group homes and safety net for critical care ages 12 and above</p> <p>Explore help that Rescue Crisis may offer</p>
Clinic	Critical staff on site achieving social distancing through individual offices and work unit spacing.	March 20 – April 11, 2020	
Community Development	Critical staff operating through teleworking to support high risk or vulnerable cases and complete IL work of record functions	March 20 – April 11, 2020	
Legal	Critical staff operating through teleworking with a limited number of base staff on site.	March 20 – April 11, 2020	
Case Review	Critical staff operating through teleworking with limited number of base staff onsite required to complete mandated case review meetings	March 20 – April 11, 2020	
Quality Assurance	Critical staff operate through teleworking, but are available to be deployed onsite if required	March 20 – April 11, 2020	
Security	Critical staff remain on existing rotating schedule, and expanded to include Manager, Asst. Manager & Supervisor on rotation	March 20 – April 11, 2020	
Support Services / Transportation	Employees deemed non-critical but are available to be deployed if required	March 20 – April 11, 2020	
Support Services/ Family Visits	Employees deemed non-critical status, but are available to be deployed if required.	March 20 – April 11, 2020	

Training & Development	Critical staff operate through teleworking, but are available to be deployed if required	March 20 – April 11, 2020	
Accounting Unit	Critical staff are assigned on a block scheduling rotation	March 20 – April 11, 2020	
Entitlement Unit	Critical staff on a block scheduling rotation	March 20 – April 11, 2020	
IT/Programmers	Critical staff operate through telework, but are available to be deployed onsite if required	March 20 – April 11, 2020	
IT/PC Support	Critical staff on a block scheduling rotation	March 20 – April 11, 2020	
Data Management	Critical staff on a block scheduling rotation	March 20 – April 11, 2020	
Clerical Services	Critical staff on a block scheduling rotation.	March 20 – April 11, 2020	
Public Information	Director of Communications & PI Specialist telework, report to office as needed	March 20 – April 11, 2020	