

SSVF Memo: Temporary Telecommuting Arrangements

Due to the current COVID-19 (coronavirus) outbreak, 90Works is implementing voluntary temporary telecommuting arrangements for employees whose job duties are conducive to working from home but who do not regularly telecommute.

Positions approved to work from home temporarily include the following:

SSVF

Case Manager (CM): Each morning CM's will send an hourly itinerary to the PM, daily. CM's will follow up with customers via phone and/or text. CM's will update case notes, search for potential housing and complete outreach to landlords. CM's will complete supervisions and staffing's via Skype, Zoom or phone. If CM's are gathering resources, they will need to identify what resources are gathered and for which families those resources will be for and how the families have a need for the resources. CM's will complete online training in Relias and SSVF University. CM's will forward all resources gathered (potential housing and landlords contacted) to PM at the end of the day.

Employment Specialist (ES): The ES will send an hourly itinerary to the PM, daily. The ES will follow up with customers via phone and/or text. The ES will contact employers daily in efforts to recruit employers. The ES will assist customers with resume reviews via emails and assist the interviewing skills via phone. ES's will complete online training in Relias and SSVF University. ES will forward all resources gathered (employers and customers contacted) to PM at the end of the day.

Outreach Specialist (OS): The OS will send an hourly itinerary to the PM, daily. The OS will screen customer via phone. The OS will complete online training in Relias and SSVF University. The OS will advise the supervisor and PM of new screens. The OS will complete supervisions and staffing's via Skype, Zoom or phone with supervisor.

Benefits Specialist (BS): The BS will send an hourly itinerary to the PM daily. The BS will follow up with customers via phone and/or text. The BS will continue to work with customers on benefits via phone, Skype, Zoom or any other virtual means. The BS will complete online training in Relias and SSVF University. The BS will complete supervisions and staffing's via Skype, Zoom or phone with supervisor.

HUDVASH Specialist: The HUDVASH specialist will send an hourly itinerary to the PM daily. The HUDVASH specialist coordinates with the medical center on those Veterans who are vulnerable. The HUDVASH specialist will coordinate with the VA to determine roles of each organization. The HUDVASH specialist will meet with the veteran who is in emergency housing at least 3 days a week by phone. The HUDVASH specialist will create payment plans and options with hotels that are housing veterans.

Supervisor (SUP): Supervisors will complete online trainings that are due. Supervisors will also review case files and record for any errors; supervisors will report all findings to PM at the end of the day. Supervisors will complete supervision with staff and the PM weekly.

Program Manager (PM): The PM will complete monthly and quarterly reports. PM will also complete virtual staffings with supervisor. PM will update the Director of Operations daily on staff progress.

Additional positions may be considered on a case-by-case basis.

These arrangements are expected to be short term, and 90Works will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and 90Works may require employees to return to regular, in-office work at any time.

Employees should be proactive with department managers in preparing for these circumstances to ensure employees have the resources necessary to work remotely.

***** Be sure that all virtual visits are documented as such in case notes, i.e Facetime, phone calls ect. These virtual visits are temporary and are due to the ongoing pandemic.**

***** Virtual home inspections are allowed with known landlords to expedite the move in process during this time.**

Telecommuting Policy and Procedure

Objective

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. 90Works considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement.

Telecommuting may be appropriate for some employees and jobs but not for others.

Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with 90Works.

Procedures

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as

described below. Either an employee or a supervisor can suggest telecommuting as a possible work arrangement.

Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the telecommuter or the organization. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

Equipment

On a case-by-case basis, 90Works will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines and other office equipment) for each telecommuting arrangement. The human resource and information system departments will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. 90Works accepts no responsibility for damage or repairs to employee-owned equipment. 90Works reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must sign an inventory of all company property received and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.

90Works will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. 90Works will also reimburse the employee for business-related expenses, such as phone calls and shipping costs, that are reasonably incurred in carrying out the employee's job.

The employee will establish an appropriate work environment within his or her home for work purposes. 90works will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

Security

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. 90Works will provide each telecommuter with a safety checklist that must be completed at least twice per year. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

Time Worked

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using 90Works's time-keeping system. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement.

Ad Hoc Arrangements

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects, business travel or pandemics. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.