

The SEIU Local 668 CAO Committees and Statewide Officers want to update you about the reopening process for CAO offices. First, telework will continue. The reopening of CAOs to clients and the ending of telework are two separate issues. The reopening dates of July 6th and July 13th, depending on which office you are in, are tentative and subject to change. Offices must be ready with the supplies/resources needed to operate effectively before opening. Teleworking will continue indefinitely, but some staff may need to return to the office to service clients based on operational needs. The number of staff in offices will vary based on the needs of that particular office. Management will solicit volunteers first. If there are not enough volunteers, management will then use inverse seniority. Each local office must develop plans tailored to the needs of their specific offices. Local Labor-Management meetings should be held along with Health and Safety Meetings before reopening occurs for feedback and oversight from the members in each office. Your leadership and feedback at the local level are incredibly important in protecting our members in each office!

Since the reopening of offices impacts both Rank and File and Supervisors, both bargaining units can meet with management together, if they choose too. DHS has informed Executive Directors and District Administrators that these meetings must take place before an office reopens.

To have a productive meeting and make sure you have information to guide you, we are asking Stewards to get a copy of their office's reopening plan before they meet with management. You should give a copy of your reopening plan to your Chapter's CAO committee representative and your relevant CAO committee chair; let the chairs know if you do not receive a plan or of any problems that arise.

Below is a list of items to discuss during the L&M/Health and Safety meeting before office reopening

- How will admittance in the offices be controlled, and who will oversee this process?
 - How will management enforce social distancing and the mandate for masks to be worn?
 - What is the process for determining the need for face to face interactions, how can they be conducted safely, and how many interviews can be done carefully?
 - What is the process for each client to be escorted to and from their interviews?
- What is the safety protocol before and after each meeting?
- How will staff members enter and exit the office?
 - What number of masks are in the office, how will they be distributed, and how often is the supply replenished?
 - Who gives the masks to clients (clients are required to wear masks in the office)?
 - Find out how cleaning products and hand sanitizer will be distributed among employees, and how often they will be restocked?
- Request that the local management send the Chief Steward/assistant stewards a daily attendance list (can be numbers only) for the office: how many working in the office, how many teleworking, and how many off. If anyone is called into the office during the day from teleworking (due to an outage, etc.), then the stewards will be notified again.

Other items for stewards to verify before office opening:

- Floor markings for social distancing should be in place. The markings are to be placed in lines and the lobby.
- Sneeze guards should be in place in the areas where clients will be seen and interviewed (similar to what you see in the supermarkets.) You need to make sure that they are in place and place correctly.
- Signs that state social distancing and masks are mandatory.
- Ongoing items for stewards to monitor.
- The stock/supply of cleaning products and hand-sanitizer.
- Daily cleaning of each office.

During the meet and discuss meetings, stewards should request the following:

- The data management used for determining the amount of staff to bring into the office;
- The criteria that was used to make a decision, and
- Request the list of volunteers for the office and the seniority lists to determine if they are correctly using inverse seniority.

DHS is committed to social distancing by minimizing the need for face to face interviews or transactions by doing the following:

- Encouraging the public to use My Compass, the dropbox, and Customer Service Centers;
- Notifying clients of approved waivers that eliminate these face to face interviews;
- Advising clients of postponement of benefit renewals, and SAR requirement;
- Using recorded messages;
- Signs in the CAO;
- Social media;
- Mailings, and
- Press releases.

By holding regular Labor-Management and Health and Safety Committee meetings, we will be better equipped to protect the health and safety of our members and clients. We thank you for your continued hard work during these unprecedented times.

You can view the DHS re-open plan [here](#)

Sincerely,
 CAO Rank and File Committee
 CAO Supervisor Committee