

Topic: Staffing in the Face of COVID-19

Question by: Kristen Cordeiro

Jurisdiction: Rhode Island

Date: March 30, 2020

Jurisdiction	Question(s)		
	<p><b>Question 1</b> What portion, if any, of your staff is working remotely? If very little or not at all, are you reducing the number of staff members in office each day?</p>	<p><b>Question 2</b> If you have staff working remotely, are calls being forwarded to their personal phones?</p>	<p><b>Question 3</b> Apart from closing the office to walk-in service, have you implemented any other in-office policies in response to COVID-19?</p>
<b>Manitoba</b>			
<b>Corporations Canada</b>	All staff are working remotely with a few employees rotating into the office a few times per week to process paper request coming through the mail and payments.	Most staff have work mobiles or laptops provided by Corporations Canada.	We accept requests through mail, email, fax and e-commerce Corporations Canada does not have any offices open to the public.
<b>Alabama</b>			
<b>Alaska</b>			
<b>Arizona</b>			
<b>Arkansas</b>			
<b>California</b>			
<b>Colorado</b>			

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<b>Connecticut</b>	All staff are working remotely. On any given day, we have between 4-6 staff in the office doing things that cannot be done remotely, working partial shifts and those duties cycle. On a typical day, we have 28 staff.	No, we shut phones off and directed people to email, which seems to be going pretty well. Supervisors have their lines forwarded and we are returning voicemails.	Our building is completely closed to the public. All employees in the building (which includes at least 5 other agencies) have been asked to work from home, if possible. All employees who report to work have to sign-in with security and provide their work space number. We have suspended expedited service, but other services remain available.
<b>Delaware</b>			
<b>District of Columbia</b>			
<b>Florida</b>			
<b>Georgia</b>			
<b>Hawaii</b>	All of our staff are working remotely and a few may be assisting other State offices.	We ask that they leave a phone message (we return their calls) or email their questions.	The staff all receive the office emails on their personal phones, lap tops and/or PC's. We are also connected to Microsoft teams. The public can only file documents online through Hawaii Business Express.
<b>Idaho</b>			
<b>Illinois</b>			
<b>Indiana</b>			

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<p><b>Iowa</b></p>	<p>Iowa has 13 staff in Bus Serv (STS, BOS, Notary)</p> <ul style="list-style-type: none"> <li>* 3-4 are working remotely We plan to add the capability for two more to work from home [this week].</li> <li>* 4-6 are working on site</li> <li>* 3 are not working</li> </ul>	<p>Currently, phones are handled by staff on-site. We have the capability for staff to answer phones remotely (VOIP), though that has not been done at this time. Also, the four working from home will get work-issued mobile phones this week.</p>	<p>Policies:</p> <ul style="list-style-type: none"> <li>* We have asked the public to leave voice mail or send email instead of calling.</li> <li>* Iowa had a remote notary law that would have taken affect July 1, but the Governor has allowed the law to take effect now (which has increased call volume).</li> <li>* Procedurally, we have daily leadership briefings first thing in the morning, and daily emails to staff.</li> </ul>
<p><b>Kansas</b></p>			
<p><b>Kentucky</b></p>			
<p><b>Louisiana</b></p>	<p>The large majority of our staff are working remotely. Within our division we have @ 54 employees--presently about 9 people are working on site each day on a rotation (this includes the manager(s)/administrator(s)).</p>	<p>The Telecommunications trunked lines are sent to voicemail which, in turn, forwards to a shared email account where the Telecommunications employees return the calls from home. (Same for Notary) Our Document Processors phones are being checked by whichever supervisor/manager is in-house and returned.</p>	<p>The few employees on site are required to enforce social distancing. We have gloves, sanitizer, wipes, etc... spread throughout the office.</p>
<p><b>Maine</b></p>			

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<p><b>Maryland</b></p>	<p>30% of staff are in the office on any given day to process mailed-in filings, and about 55% are teleworking; leaving 15% who are home and not working but getting paid in full. Hopefully in the next few weeks those percentages will realistically get closer to 15%, 80%, and 15%. Our Charter department has about 60 staff. Despite procuring laptops and cell phones for the majority of our staff in the past two weeks, they are not all prepared to fully telework; we're working on training them to do so.</p>	<p>No. Through VoIP staff are able to answer our main phone line from state-provided laptops at home. Other phone lines have been deactivated, or are accepting voicemails and staff are calling customers back.</p>	<p>All filings that can be done online are being processed within 2 business days, and we have informed the public that paper filings are going to take significantly longer to process than usual. Our office is closed to the public, but last week we implemented a drop-box procedure that guarantees a date received for a filing, but not a turnaround time (only service companies and couriers were informed, this wasn't publicized to the public).</p> <p>We're also working with our online vendor to provide an "other" online filing option, which we hope to go live in the next three weeks.</p> <p>Unfortunately, Articles of Revival/Reinstatement/Requalification cannot be submitted online at this time, and as more customers seek to prove good standing status for government relief, we may implement a workaround for those who prove their need until the "other" online filing option is available.</p> <p>Aside from general social distancing efforts while in the office, the Department of General Services, who maintains the building we are in, has begun asking screening questions for anyone who enters the building (have you shown any COVID symptoms, been around anyone who has, etc.). Anyone who answers yes to a question will be documented and required to self quarantine.</p>

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<b>Massachusetts</b>	<p>On a given day we have 10-13 employees (out of a total of 45) on site processing any paper filings, certificate requests, etc... More than half the staff are able to work remotely.</p>	<p>Some managers are having their phone calls transferred to their work cell phones. Our call center employees are also on a rotating schedule; those onsite answer those calls.</p>	<p>As the office is still open the follow precautions are in place: a. Only a maximum of three (3) people permitted on the floor; b. We closed our public room; and c. We are installing plexi-glass at the windows in order to protect the public and staff.</p>
<b>Michigan</b>			
<b>Minnesota</b>			
<b>Mississippi</b>			
<b>Missouri</b>			
<b>Montana</b>	<p>BSD staff are at 2 staff in the office (out of 10), and the rest are working from home.</p>	<p>Phone lines have been forwarded to remote workers.</p>	<p>With very few working in the office, social distancing is key for staff. We are accepting walk-ins at this time, but again we are using social distancing, and very few customers are coming in (2-4 per day).</p>
<b>Nebraska</b>	<p>Nebraska Business Services (16 staff covering Corporations, UCC, Tax Liens and Notary).as of last Tuesday, started splitting our work source to have half in the half and half working remotely. Those in the office have been moved around to allow for more distancing between staff and are now allowed to sit at the desk for lunch and brunch to avoid groups in the break room.</p>	<p>The half in the office are fielding the phone calls.</p>	<p>We've been closed to walk-in traffic since 3/19/20 but will schedules appointments, if needed, for emergency apostilles although we have not had to schedule any so far.</p>

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<b>Nevada</b>	<p>Nevada's Commercial Recordings Division has 43 staff members. A total of 23 are able to work remotely without suspending or delaying services. They have been deployed as remote access has been established, which should be completed this week.</p>	<p>Amongst the 20 staff remaining in the office are folks in our call center and in our mailroom. If additional measures need to be taken, we may convert the call center to remote work.</p>	<p>Aside from closing the office to walk-in service, we ensured all staff working in the office are properly separated, we leave all doors between work areas open so there is no handling of door knobs, we sanitize the office daily and we request that staff email or call each other so that only supervisors approach other work areas.</p>
<b>New Hampshire</b>			
<b>New Jersey</b>			
<b>New Mexico</b>			
<b>New York</b>			
<b>North Carolina</b>	<p>BOS: 1% - 100% teleworking (high risk situations) 60% - Partial teleworking, most are coming in one day a week. 33% - either on a 4x10 work schedule or coming in to the office each day.</p> <p>STS: 33% - 100% teleworking 33% - Partial teleworking 33% - In office</p>	<p>Most of our phone unit is able to work from home using remote agent software through VOIP on their laptop. None of the customer calls are directed to their personal phones. We have one supervisor and the Director who have calls forwarded to their personal phones.</p>	<p>Expressly for funeral homes, which need authentications, we are providing access to staff for these documents. In regard to mail, we are holding the mail an extra day before opening and the staff are using gloves. In regard to business filings, we are advocating submitting them online and letting them know the turn-around time for paper filings may be longer than usual.</p>

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<b>North Dakota</b>	About ? of business staff are working remotely.	Remote workers take calls, but not by forwarding to their personal phones. They continue to be part of the round-robin call center, just as if they are here in the office; however, they take the calls via their computers. This is through a "soft phone" application on their computers (and headphones).	The capitol is closed to the public, except by appointment-only. - Having fewer staff here has made "social distancing" easier to accomplish. - We don't hold in-person meetings of more than ten people. If we do meet in person, we ensure we are six feet apart from one another. - With remote workers and social distancing, we are using "instant messaging" and conference calls/online meetings more often.
<b>Ohio</b>			
<b>Oklahoma</b>			
<b>Oregon</b>	About 10% of my staff is working on-site (all volunteers with rotating leadership). As of today, about 23% of the staff are ill (no confirmed cases yet). The balance are working remotely 100% of the time. Staff in the office observe social distancing protocols.	No. We were able to get flip phones and forward their lines to those phones. We have forwarded our entire contact center calls to phones, as well.	We initially did appointments for service companies and have since done away with that measure. We have had two urgent needs for certificates or apostille came up. In those cases, we've made an appointment and allow staff to leave the building to serve the customer, curbside (with the customer in the car). Staff in the office observe social distancing protocols.
<b>Pennsylvania</b>			
<b>Rhode Island</b>			
<b>South Carolina</b>			
<b>South Dakota</b>			
<b>Tennessee</b>			

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<b>Texas</b>	<p>We closed the building for all access to the building last Friday until April 6th. Prior to that we had rotating shifts of 30-35 staff members in the building because we still receive a high volume of mail, faxes and personal delivery. We have a staff of 107. We are working at transitioning to all staff working remotely.</p>	<p>No. Once we are able to supply laptops to staff that answer and return calls, they will do that thru the computer.</p>	<p>Other than reducing staff in the office, we took appointments for apostilles. Also, we were in the process of placing a drop box for business filings. Another change was to mail evidence of filing for walk-in services rather than returning from the reception counter. We are for the short term accepting filings by email</p>
<b>Utah</b>	<p>Utah has a staff of 33. We currently have 25 teleworking full-time from home with three more who rotate between working at home and in the office.</p>	<p>Softphone software was installed on computers which allow staff to answer calls with a headset through their computers.</p>	<p>Our office is currently closed to the public and we are emphasizing they utilize our online applications.</p>
<b>Vermont</b>			
<b>Virginia</b>			
<b>Washington</b>			
<b>West Virginia</b>			
<b>Wisconsin</b>			
<b>Wyoming</b>			

**Additional comments:**

**Full text of email:**

Good Morning!

Recognizing that the COVID-19 situation is extremely fluid, Rhode Island is looking for updates on how you are managing your staff. Specifically, we are wondering the following:



1. What portion, if any, of your staff is working remotely? If very little or not at all, are you reducing the number of staff members in office each day?
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Thank you,

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