

Wed 3/18/2020 3:26 PM

From: EDD Administrator Mail <AdministratorMail@edd.ca.gov>

Subject: MESSAGE FROM THE DIRECTOR: EMERGENCY TELEWORK PROGRAM RELATED TO NOVEL CORONAVIRUS 2019 (COVID-19)

To: EDD Exchange Customers <ExchCust@edd.ca.gov>



As the COVID-19 emergency continues to evolve, the State of California is shifting from the immediate response guidance to longer-term planning for how to keep our workforce safe and healthy so our work can continue. The Employment Development Department (EDD) is establishing a staff management plan that allows for effective social distancing for those in the office, takes into consideration stay-at-home directives from state and local public health departments, and protects the health of employees over the entire length of this crisis. The EDD must ensure that mission critical functions and services are maintained, consistent with public health needs arising from this emergency.

The EDD has been authorized to move forward with an Emergency Telework Program. This will be accomplished throughout the Department in waves as offices are technically ready and provisioned with the necessary equipment. While many individuals will be eligible for emergency telework, there are those employees whose job duties are not viable or conducive to telework and will need to report to their office. Every effort will be made to try and find suitable telework for as many employees as feasible, even if it is for different EDD programs. Appropriate social distancing protocols will be established to keep individuals that remain in the office safe.

The EDD must continue to meet our mission of paying vital benefits to Californians along with collecting tax revenue. Individuals may be redirected from their current function to assist another area and possibly office location in meeting critical needs. This will be an evolving situation as we deal with increasing workload across many of the EDD's programs and may require additional staff training.

Emergency Telework Guidelines

- All teleworkers are expected to adhere to all applicable laws, rules, regulations, policies, and procedures regarding information security, equipment and work station requirements, and safety guidelines.
- Telework under these guidelines will not be subject to noticing periods; telework can be started or ended at any time.
- Employees must be available and accessible by phone and email during their agreed upon schedule (set hours or flexible work schedule that includes flexible start and end time). Employees who will not be available during these hours must notify their supervisor and, as applicable, seek prior approval to use leave credits to cover the time.

- Expenses incurred as a result of working a telework schedule will not be reimbursed by the State including, but not limited to, the following: usage fees for privately owned computers, utility costs associated with the use of telephone, computer, or occupation of the home, or travel to the office if required to come in on a telework day.
- Additional expectations may be set by supervisors including communication, workload, and providing a daily status of assignments.

The Department's Media Contact Policy and Procedures requires that EDD personnel notify the Public Affairs Branch (PAB) Media Services office prior to any contact with the news media, including responding to media inquiries or requests for interviews. If a representative from the news media contacts staff, they should immediately alert the Media Services office at 916-654-9029 or mediainquiries@edd.ca.gov with the name of the reporter and the media the reporter represents. The Media Services office staff member can also talk to the reporter on the phone to find out if more information is needed and when the interview, and/or photos or video, will be printed or broadcast.

All employees should continue to report to work until they have been authorized to telework by their supervisor. If you have any questions regarding this information, please discuss with your supervisor.

SHARON HILLIARD
Director