**Plan for Remote Work and Office Coverage**

To all Directors and Supervisors: We are implementing the following plan for remote work

(field, home and otherwise) and office coverage because we care not only about our clients, but about our staff, too. We want to ensure that we are doing our best to keep everyone healthy and safe via preventive efforts that involve limiting travel on public transportation and having lower numbers of staff at the office at the same time. Please see below and attached for guidelines on how to supervise and manage your teams during this time. Everyone at JCCA is part of a team and we are so proud of how everyone is handling the situation thus far.

GOALS:

1. Transparency
2. Cooperation and Collaboration within and outside of teams
3. Accountability for work
4. Importance of weekly plans

Transparency

* This is a global emergency and we are responding with precautionary measures to keep staff and families safe by limiting the numbers of staff in the office each day and staff time on public transportation
* Directors will meet with supervisors, and supervisors will meet with their teams, to go over these guidelines and document any and all questions for senior leadership
* All staff ***must*** share their Outlook calendars with their supervisors and update these calendars to reflect where they are – both in the office and in the field – so supervisors can choose office and remote days for their staff
* General guidelines are currently available on the Intranet:
  + How to discuss the virus with clients (both adults and kids)
  + How to care for oneself (e.g. washing hands frequently, not touching face)
  + Home visits and travel to/from
  + Agency-supervised family visits
* Encourage staff to ask questions and to stay home if they don’t feel well

Cooperation and Collaboration

* In order to allow staff to work remotely, we must work together and support one another, both within and outside of teams/departments \*Please emphasize to all staff\*
* As all measures being taken are *preventive*, JCCA still needs to ensure business as usual, to the extent possible, including holding FTCs, supervised family visits, therapy sessions, and making casework contacts
* Supervisors will work together to ensure office coverage for FTCs, family visits, etc. and to formulate collaborative schedules between both teams and departments
  + Monthly and weekly to-do lists and calendars will be provided to directors with work plans of how casework contacts will be covered by each team
  + Supervisors will provide to directors lists of family and sibling supervised visits, court appearances, home visits, etc., to ensure coordination between neighborhoods to limit staff travel as well as in-office coverage
    - \* The CP and/or supervisor for each case MUST attend court; ***court hearings will take priority in terms of scheduling, with FTCs prioritized second***

Accountability

* Supervisors ***must*** hold their staff accountable for all work completed, but especially work that will be completed remotely during this time
* This will include:
  + Monthly and weekly to-do lists, and detailed weekly work plans
  + Monitoring of progress on such work through SharePoint living document (if IT allows) as well as through twice weekly task-driven supervision, once in person and once via Skype
  + Supervisors will also check in with staff in person, via phone or via text periodically throughout the week and mandatorily at the end of the day on Fridays when the following week’s detailed calendar will be due to supervisors
  + Review of written reports and progress notes. Remote worktime is a great time for staff ***to get ahead*** on PHRs, FASPs, and other documentation and written reports, as well as for supervisors to review and provide feedback
* Coverage for colleagues:
  + E.g. If a CP is covering a family visit, that CP should speak with the family’s CP for brief background on the family as well as information re: family visits (concerns/strengths) and send the CP and both supervisors the progress note for the family’s CP to put into Connections within 24 hours
  + Please stress the importance of detailed paper and Outlook calendars to staff as a means for supervisors to find them coverage and to limit their time both in the office and traveling on public transportation

Monthly and Weekly Plans

* Each staff will submit monthly work to be completed to their supervisor by close of business on the last Friday of the month
* Each staff will submit detailed weekly work plans to their supervisor by close of business on Fridays and update their Outlook calendars to reflect such plans
* Supervisors will review work plans and calendars for accuracy and provide feedback
* Supervisors will utilize these plans during twice weekly task-driven supervision