

## **Children's Aid and Family Services**

Sector: Nonprofit | Size Range: 100-350 Employees | Interviewed: 4/15/2020

### **The Organization**

Children's Aid and Family Services is a nonprofit organization providing disability support, community intervention, and child welfare services.

### **Staffing**

The staff began to plan for telework the week of March 15th. Most exempt employees were able to do telehealth and have Zoom meetings with clients. For employees who transitioned to remote work, the transition was smooth because they had recently upgraded their systems to RingCentral, which allowed employees to attend RingMeetings and access their office phones remotely. In-office staffing varies by department. Several departments began to stagger their in-office days, while some departments transitioned entirely to work from home. The organization has furloughed some employees, including front-desk employees who were left without work to do. These employees could use any time off which they would have earned before the end of calendar year before they were furloughed and able to apply for unemployment.

### **Communication and Coordination**

Children's Aid and Family Services had only had one employee go out on EFMLA as of the time of the interview. To explain the new law to employees, the HR Administrator hosted a Zoom meeting in early April to break down the legislation and take questions. In instances where they did not have the answers, they researched them and shared responses in a Q&A a few days later. Leadership also took questions from employees on a one-on-one basis to ensure people understood the laws. The HR department puts out informational emails as often as they can.

### **Impact on Programs**

In mid-March, members of the leadership team started planning how to deploy staff members and how to handle certain programs, such as their 24-hour care programs and their day habilitation program, which offers support Monday through Friday. The organization has moved several programs remote. To share one example, they provide community programs discouraging drug and alcohol abuse. Normally they send facilitators into schools; instead, facilitators prepare taped sessions and develop short tests for students to complete and return to their teachers.

### **Health and Safety at the Worksite**

The organization has a nurse on staff who implements protocols based on CDC guidance. She offers virtual trainings and communicates daily with program staff. Children's Aid and

Family Services offers personal protective equipment to all employees who interact with their clients. Client interaction adds another layer to their health and safety measures because in-person client interaction is a core function of many employees' jobs. They have had employees go out on leave due to exposure to clients in their homes. In addition to worrying about exposure, the staff has also had to worry about whether staff members continue to work despite exposure. They have had to find creative ways to help certain groups of clients in their homes to keep themselves safe. For example, they work with many nonverbal, higher-tiered individuals who may be unable to communicate or understand social cues. To work with their needs, employees have devised efforts to help them get their masks on, such as making games out of putting on masks. Children's Aid and Family Services offers incentive pay to employees who work a certain number of hours per week as well as hazard pay to employees working in homes with COVID positive clients.