

*Elizabeth Chávez, Director*

## Worksite Specific Plan

**Department:** Child Support Services

**Contact(s):** Elizabeth Chavez, [chavez.elizabeth@kernco.cse.ca.gov](mailto:chavez.elizabeth@kernco.cse.ca.gov), 868-2824

**Worksite Location(s):** Bakersfield Office - 3701 N. Sillect Ave., Bakersfield  
Ridgecrest Office – 400 N. China Lake Blvd., Ridgecrest  
Room 300/Legal - 1415 Truxtun Ave., Bakersfield  
Note: Unless noted, worksite plan applies to all three worksites

### A. Individual Control Measures and Screening

To safeguard the employee's privacy and safeguard all others, the Department will follow Cal-Osha guidelines and require each employee to self-screen their temperature at home before coming to the office and reporting for work. The Department will also provide at the designated entrance a no-touch thermometer and gloves for staff use that do not have a thermometer at home. For staff working at the satellite office in Ridgecrest and Superior Court, a thermometer will be provided. Staff with a temperature at or exceeding 100.4 will be required to stay home and notify their manager. An employee already in the office and later possibly experiencing a temperature at or exceeding 100.4 during the workday, will immediately report their condition to a manager. The manager will check the employee's temperature, and if the employee has a temperature at or exceeding 100.4 will be immediately sent home.

Employees are required to wear a face covering at all times at all Department locations including at their workstation, unless they are exempt due to a medical condition or disability. Face coverings will be worn from the time they exit their car in the parking lot. Face coverings (mask & shield) and disposable gloves are provided to all staff that have contact with the public or documents left by the public. Disposable face coverings will be available to employees provided by the Department, or they may elect to wear their own.

Face coverings are required for use by all customers entering all Department locations. If the customer does not have a face covering, a disposable mask will be furnished by the Department. Signage is posted at all locations informing our customers of this requirement.

### B. Protecting High-Risk Employees

The Department was provided a list of age-related high-risk employees by County Human Resources at the start of the local emergency. When the list was received, all were designated non-essential staff, and did not report to the office. Two of the age-related high-risk employees subsequently were provided computers to work remotely and will remain remote workers. The other two are scheduled to return to the office, one assigned to an office, and one assigned to a workstation isolated from other staff members.

Staff or staff with family members with compromised immune systems have notified the Department, and when possible, the staff member has been made a remote worker. In cases where an employee's classification and assigned work does not allow for remote work, accommodations have been made for the employee, including isolated seating and the Department providing personal protective equipment. The employees self-disclose if they or a household member is high-risk, the Department does not



determine. If a doctor's note has been provided by an employee with accommodations, the Department will either accommodate the request, or schedule an Interactive Process (IP) meeting to either come up with an acceptable solution or explain why the request cannot be accommodated.

Currently, the Department has 6 employees considered high-risk, 2 will remain as remote workers, 2 are working onsite with extra consideration given to their workstation and office locations, and 2 are off on leave of absences.

### **C. Physical Distancing**

As an immediate response to the pandemic, the Department deployed approximately 100 desktop and laptop computers for employees to work remotely. That represents approximately 44 percent of our total staff. All remote staff has received tele-work expectations, and supervisors are in contact with their staff daily, either by phone or the TEAMS application, and perform case reviews. The Department also uses the TEAMS application for training and to hold team and group meetings. The Department purchased an additional 55 laptop computers to accommodate remote workers, and deployed desktop computers from our training rooms and unoccupied areas. The Department also purchased 40 Verizon phones that allow staff to answer calls remotely thru the ECSS phone system, and another 32 Verizon phones for remote staff who are responding to incoming emails, telephone interviews and negotiation of child support orders. Due to VPN limitations, which require a corresponding desktop in the office, the Department is approaching the maximum of staff that can work remotely. The Department worked with County ITS in determining phone options and is exploring a different solution to using VPN to access our in-house network.

As of the June 1 return to work date, the Department estimates that 81 staff will continue to work remotely. The remaining staff will report to the office due to the inability to perform their essential duties remotely, those currently on a probationary status of less than 6 months, or do not have the required internet connection.

The Department has begun to offer 54 different flexible schedules with the return of a greater number of staff, with 9/80 and 4/10 shift options, along with varying start times. At this time, we do not know how many employees will opt for the flexible schedules.

The Department has reassigned seating for the staff that are returning to the office, and not using all available workstations. To safeguard staff and ensure social distancing all assigned workstations are a minimum of six feet apart.

The Department has removed microwaves, refrigerators and coffee makers, tables only have one chair each in the two interior and one exterior break areas. The chairs are all facing one direction and are distance by 6-feet. The Department is utilizing our Multi-Purpose room for an additional break/lunch area, also maintaining the 6-foot distance between table's, and only placing one chair at each table. All conference rooms have been closed and staff will not be able to access them. For most meetings, the Department has been utilizing the TEAMS application. The Leadership team has held in-person planning meetings in the Multi-Purpose room, adhering to the 6-foot minimum between attendees. The Department recently held a quarterly all-staff meeting using TEAMS, allowing the Director to meet with staff via teleconference.

The Department has created marked routes within the building, specific entrance and exit doors, directional hallways, markings and signage in the restroom and markings in the elevator allowing only two passengers. All staff are scheduled staggered break and lunch times. No travel is being approved at this time. Information between staff is generally done electronically using TEAMS, email, or scanned

documents. If handling of incoming mail is necessary, gloves are provided to staff handling the paper copies.

#### **D. Additional Measures to Limit Exposure to the Public**

Customers are only allowed access to the lobby to use the payment kiosk, or to enter for a scheduled videoconference appointment. There will be designated parking spaces for customers with a scheduled appointment and signage advising the customer to text a number to check in for their appointment. Customers will remain in their vehicle until they receive a text advising they can enter the office for their appointment. If a customer comes to the office without an appointment, signage directs them to call a number to schedule an appointment. If the schedule allows, the customer may receive a same day appointment. Barriers have been placed in the lobby to maintain physical distancing from the reception desk. All customers are required to wear face coverings when entering any of our locations. If they do not have one, the Department will provide one.

If a customer needs to speak to a caseworker or sign paperwork, they must make an appointment, there are no walk-in customers seen unless they are able to call and schedule an appointment for the same day. For this reason, customers are strongly encouraged to resolve questions either over the phone or via the self-service Customer Connect application. Six interview booths are setup for video conferencing, the caseworker is seated in a separate room. If staff need to have contact with a customer (i.e. get a signature on a document) staff will be given and required to wear a face mask, face shield and gloves. When staff schedule an appointment for a customer, they will recommend that the customer wear a face mask to their appointment if possible. The Department is currently in the process of implementing DocuSign, which creates digital signatures, and anticipates a reduction of in-person customer interactions. The Department will also continue to utilize video conferencing at each location when face to face interaction is required. The only exception being during court proceedings, staff are currently provided a face shield, disposable mask, and gloves.

Bakersfield lobby access: Since 3/23/20 the Department has managed lobby traffic via appointment only and texting upon arrival, we have not been closed to the public. Designated parking stalls now have signs in place, along with the walkway and door entrance notifying customers to remain in their vehicle and that they must text to enter the building. Staff are also advising customers when the appointment is scheduled of the requirement to text and not enter until they have been invited into the business. The process is successful with managing the lobby area which keeps the number of customers in the lobby waiting to see a caseworker to zero. Customers are immediately escorted to the interview booths by Security. The only change from what we have been doing since 3/23 is the signage directly in front of the parking stalls advising customers to text, signs are placed outside the doors for anyone who does not have appointment so that they remain in their vehicle. We have not experienced any issues with customers as they also want to be protected and they follow instructions posted on the door. Customers providing documents do so by placing in a locked drop box in the lobby and escorted by Security.

Bakersfield payment kiosk access: Only one customer is allowed into the building to make a payment, all others are asked to remain outside where seating has been placed 6-feet apart. This process has been in place since 3/17/20 and is managed by Security. Lobby doors have been designated for entrance or exit only to keep customer interaction with each other to zero.

Ridgecrest lobby access: Department resides in a shared County building. Office is currently closed, will reopen on June 1. Customer service process will be similar to the Bakersfield office; customers

will only be seen with an appointment and will wait in their car until notified by text from the Office Services Specialist when the caseworker is ready for their teleconference appointment. Customer will be escorted to the interview booth by the OSS. Payment kiosk is located in the shared lobby of the building, the Department does not control access to that area.

Room 300 access: Department has an office in room 300 of the 1215 Truxtun Avenue County building. Customer service process will be similar to the Bakersfield office; customers are only seen when referred by the judge to our Department. The Legal Secretary assigned to the office will be notified by the court and arrange a teleconference interview with a staff attorney. The customer will be notified by text and escorted into the interview area by the Legal Secretary. The office remains locked and there are no walk-ins allowed in the office space.

### **E. Ensuring a Clean and Hygienic Work Environment**

The Department is in a leased building and contracts with a janitorial service. The department also has staff performing scheduled cleaning and disinfecting every two hours in common areas and the lobby. The Department has disinfecting soap at each coffee bar, hand sanitizer and disinfecting wipe dispensers located throughout the employee work areas available for employee use. The disinfecting wipes can be used by employees to sanitize their workstation. Employees will be advised to clean their workstations before and at the end of their shift. Customers are recommended to wear face coverings but will not be refused entry without one. A hand sanitizer dispenser for public use is in the lobby. As of now, the Department has been able to maintain an adequate supply of hand sanitizer and disinfecting wipes.

All staff are required to wear face coverings. Face coverings (masks/shields) and gloves are provided to employees that have direct customer contact or contact with documents. The Department provides disposable face coverings to any requesting staff member, or they may elect to wear their own.

### **F. Training and Communication of Managers/Supervisors/Employees**

All employees will receive a copy of the Department's Worksite Specific Plan and Guidelines for Safely Returning Kern County to Work. During our quarterly all staff meetings on May 7-8, return to work guidelines and safely returning employees to work was discussed. All staff will also receive an internal memo describing all the steps the Department has taken to ensure employee safety. Supervisors and Managers will be trained on the Department's procedures in handling employees exhibiting symptoms of COVID-19. Additionally, CDC videos regarding COVID-19 safeguards will play throughout the day on TV monitors in all break areas and hallways. All employee inquiries about the Department's plan will be directed towards their manager and evaluated by Senior Leadership.

Updated 6/19/2020