**Recommendations for Staff Work Activities**

**during COVID-19**

The following is a list of recommendations for staff work activities, this is not an exhaustive list. The goal is to ensure staff continue to engage in meaningful work activities, delivering services to customers.

Maintain regular contact between VRC/VRA teams and with RMs/ARMs.

**Training Activities –** see Shannon’s guidance and information on the portal.

**Business Engagement Activities –** continue to conduct BE activities as in the past. Some examples include telephone contact to discuss employer need, especially during Covid19, continue to develop success stories. Loni will provide additional guidance.

**Pre-ETS Activities-** continue to do Pre-ETS activities such as signing students up for summer Pre-ETS activities. Alison will provide additional guidance.

**Caseload Work Activities**

* Continue to do general caseload management related activities, use activity due and other case management reports, Power BI etc., obtain customer extension agreements.
* Engage in more regular customer contact to determine their needs or current situation, such as are they working, going school. Provide needed information or guidance and/or discuss authorized services. Also, acknowledge concerns and fears. Don’t rush to close case due to no contact.
* Possible reminder calls/e-mails to customers for upcoming appointments.
* Evaluate services typically vended with CRPs that VRC could do:
  + Conduct follow up, as appropriate
  + Assist customers with resume preparation
  + Assist customers in preparing for interviews (mock interviews)
  + Share job leads with customers (labor force needs are shifting and there is a critical shortage of workers in some areas)
* Conduct Quality Assurance (QA) Checklist reviews.
* Work on Open Authorization Report for authorizations which are beyond **60** days from end date.
* Check for payments without warrants and resolve these issues.
* Address and complete all activity due reminders on caseload.
* Update presumptive eligibilities (if medical records are in Aware).
* Update educational goals/measurable skills gains, obtain supporting documentation and update in Aware.
* Ensure eligibilities for all cases are updated per QCCDM guidance; same with comprehensive assessments.

**Other Work Activities**

* Review policies, Business Rules, Quality Counseling and Case Documentation Modules, and other agency guidance documents
* Review VR portal updates
* Review VR portal for accuracy, notify Wendy of errors (broken links, etc)
* Update EES P: drive
* Cross train with regard to Pre-ETS customers and services.
* Research and update knowledge of comparable benefits.
* Update office and personal computer drives and Outlook folders.
* Prepare packets and forms typically used in the office. Ensure hard copy documents and/or forms are current.
* Clean up personal and shared office work spaces (file cabinets, etc.).
* Review Help Desk Manual for future update
* Have VRAs assist customers complete intake forms over the phone

**RM/ARM Activities/Assignments**

* Evaluate how staff are using Power BI reports, how can they use the information to improve effectiveness updating case notes, eligibilities, etc. (possible team activity).
* Read/review CRP manual for understanding (could be a team activity).
* Walk through Quality Counseling and Case Documentation Modules (could be a team activity).
* Create and familiarize yourself with regional resource guide that would be helpful for staff and customers.
* Update CCI&R data and recommendations for presentation/materials for improvement.
* Update and/or delete/discard old reference materials and forms.
* RM/ARM conduct case file review in region.
* RM cross region coordination to assist with covering caseloads across the state (consult with Chief, this could include intakes, eligibilities, etc.).
* Update orientation PowerPoint.

**Other Possible Activities:**

* Start review of new procedures manual (select team members).
* Remove state inventory tags from items that no longer need to be tracked in inventory (i.e. furniture that might be donated in near future or office relocations/remodels, etc.).
* Create/improve an interrater reliability document (‘get to yes’) for the fiscal part of the case review (fiscal lead).
* Organize a virtual job club (job readiness training).
* Help identify errors in vendor module. Submit to P&E for review and clean-up.
* Submit suggestions for Did You Know Sessions that would be helpful.
* Reach out to potential employers to explain VR.
* Review and organize outside partner brochures and order updated ones if needed
* Create and update a list of local employers who are hiring.
* VRAs can help schedule customer meetings.
* Update list of employment specialist and availability.
* Contact employers and assess their willingness to participate in pre-ETS activities.
* Update IDVR information with local Chamber of Commerce.
* Reconnect with individuals in your referral network.
* Assess customers in eligibility status for appropriateness of WOWI assessments.
* Contact previous customers to see if they are in need of services due to job loss. Could target customers that applied but did not make it into plans within the last year and successful closures from the past couple of years.