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MDOS staff are accustomed to juggling the ever-evolving complexities of their roles in serving the public and supporting each other. Their ability to be success is predicated on having the relevant information, the right tools and the proper guidance to successfully deliver services in the most secure, effective, and efficient manner.

### *Prior to Returning to Work*

It is our goal to provide staff with the information they need prior to their return to work. Ideally, the office of human resources working with supervisors are providing staff with verbal and written communications for work date, hours, and location approximately 48 hours in advance of their scheduled return. Additionally, a high-level overview of any operational changes will also be provided.

### *Upon Returning to Work*

Due to the nature of the temporary layoffs, it is imperative that we also reaffirm expectations and operational changes upon a staff member's official return to work date. Supervisors should conduct team phone calls or web-based meetings utilizing collaborations tools such as MS Teams.

We have also developed a mandatory computer-based training module housed in the State of Michigan Learning Center that is required to be completed by any and all staff when returning to physical workspaces – completion records will be stored and tracked electronically via the learning management system. This module provides information to MDOS staff on how to safely complete their daily tasks and prevent the spread of the novel coronavirus. It provides prevention, protection, and reporting instructions and lists the resources that MDOS staff can access for more information.

### *Continuous Awareness & Education*

The department will continue to disseminate important information regarding best practices and resources through our regular department-wide newsletter that is distributed to all staff each Wednesday. Additionally, memos are sent by the Secretary of State, the Chief of Staff, or senior leaders to notify of specific department-wide impacts or changes.

Given the nature of our business, we place great value on our ability to cultivate a healthy set of expectations with external stakeholders:

- We will continue to deploy messaging and notifications to our commercial clients, association partners, legislators through GovDelivery, CARS, and our public call center IVR outbound messaging.
- Customers notification are made available through our public website ([www.michigan.gov/sos](http://www.michigan.gov/sos)), public call center IVR outbound messaging, physical signage (branch offices) and electronic messaging (MVN at branch offices), self-service terminals, and official MDOS social media accounts.

The MDOS has also made the MVN (at branches) and public call center outbound messaging features available to the State of Michigan to deliver important advisories or notifications.

## Communications

The following timeline is flexible and can be adjusted for a different report-to-work day and/or a different day for public reopening of branches.

- Starting 5 business day prior to staff returning to work (currently May 20) – notify key managers and external stakeholders
  - Review reopening plans with district/unit managers
  - Conduct outreach to commercial clients and associations regarding drop-off of work
  
- 2 business days prior to staff returning to work (currently May 22) – notify staff and union
  - Provide overview of reopening plans to the UAW
  - Confirmation of work location or continuation of teleworking arrangements
  - Provide brief overview of expectations, work hours, shared equipment and PPE
  
- The day staff returns to work (currently May 26) – expectations and safety
  - Conduct branch/unit level meetings to review protocols
  - Complete mandatory ECP training module
  
- 2 business days after staff return to work (currently May 28) – notify public
  - Press release, social media

## Ongoing Monitoring

We will monitor the efficacy and risks of the return to work plans for a minimum of eight weeks and make any necessary adjustments, as appropriate. MDOS will continue to conduct planning and operational meetings with senior leaders, stakeholders and staff on a weekly basis where operational metrics, key indicators, and mitigation plans are discussed.

The department will also seek data, guidance, and input from staff and state-level resources such as the SEOC, the office of the state employer, the governor’s administration, and key stakeholders to inform our recommendations and decisions.





