
COVID-19 SAFE RESTART PLAN

UPDATED JUNE 2022



OVERVIEW

This fluid plan serves as a guide for the Michigan Department of Licensing and Regulatory Affairs (LARA) to return staff to in-person job duties after providing for exposure control to protect staff and visitors from COVID-19. Staff and visitor safety and well-being is of the utmost importance. As new information becomes available, our department strategy will be updated to reflect any orders, requirements, and guidance. The implementation of this plan is in collaboration with bureaus, staff, and building management. The success of this plan involves the participation and cooperation of leadership, management, employees, customers, and visitors.

This plan follows current direction and recommendations from:

- Centers for Disease Control and Prevention (CDC)
- Michigan Department of Technology, Management, and Budget (DTMB)
- Michigan Occupational Safety and Health Administration (MIOSHA)
- Michigan Department of Health and Human Services (DHHS)

2

In response to the COVID-19 pandemic, LARA transitioned staff out of the office to a remote work setting. 99% of LARA employees were working remotely, including those that had an Official Workstation (OWS) assignment previous to the pandemic (25% of LARA employees). Roughly twenty employees reported to their respective buildings on a full-time basis due to the nature of their duties. LARA successfully implemented virtual call centers, virtual board and commission meetings, virtual and telephonic hearings, and has continued the day-to-day operations of the department. Please view LARA's accomplishments while working remotely in Appendix F.

LARA is proud of the work our public servants completed remotely throughout the pandemic and expects productivity levels to remain consistent as staff return to in-office work or memorialize their remote work status.

PHASING STAFF BACK TO IN-PERSON WORK

Beginning July 12, 2021, a maximum of 25% of LARA employees (391) will be permitted to return to in-office work. These employees include those who need to be in office to complete their job duties, those who prefer to work in office, and those who direct supervisors feel would work better in an office environment.

Beginning May 1, 2022 , LARA employees may return to the office, or continue to work remotely (either hybrid or full-time) with a memorialized Remote Work Plan and Remote Work Agreement. Those documents are available in Appendix E.

Employees who are permitted to work remotely full-time will still be able to work in-office on an “as needed” basis and managers will have the authority to require remote staff to work in-office. For more information, please review the LARA Remote Work Policy in Appendix D.

The department goal will be to safely and successfully meet our customers’ needs while balancing our employees’ duties with in-person work and continued telework.

3

All staff will be screened prior to in-person work daily by swiping their employee access cards to enter state-owned buildings, attesting the information on the COVID-19 Health Screening Entrance Requirement document as true. Employees will also complete the COVID-19 Screen App questions when signing in on any state-owned computer or smart device.

BUILDINGS AND EQUIPMENT

LARA is responsible for cleaning printer/copy machines and other major office equipment. Employees should disinfect all parts of the machine by using sanitizing wipes on surfaces and touch screens before and after each use.

Staff are responsible for disinfecting their workspace twice daily which includes disinfecting:

- Computer/laptop
- Keyboard and mouse
- Desktop surface

- Chair arms/handles, seat and back
- Pens, pencils, phone chargers, etc.

If staff are sharing workspace they should disinfect their workspace before and after usage.

DTMB facilities will monitor air quality and exchange in DTMB-managed buildings. Please see the [Safely Returning DTMB Employees to the Workplace](#) for additional cleaning, ventilation and state vehicle protocols.

LARA will follow any additional guidelines established by the landlord in leased spaces. If there are questions or concerns about a non-DTMB managed or leased space, please reach out to Jamie Cutler/Property Management. For a complete list of LARA locations, please see Appendix B.

Each bureau with field staff has developed guidance for in-person work that is applicable for their respective professions, industries, and assignments. Bureau-specific plans can be found by visiting: [LARA Safe Restart Plan](#).

IN-PERSON HEARINGS

Beginning September 7, 2021, and as set forth in Administrative Standard 2022-1, the Michigan Office of Administrative Hearings and Rules (MOAHR) will schedule all proceedings, including pre-hearing conferences and hearings, to be conducted remotely, with a party's request for an in-person proceeding to be considered on a case-by-case basis and granted only upon: (i) a reasonable, good cause showing of accessibility limitations, specific evidentiary issues, or other unique circumstances; and (ii) all parties' agreement to comply with specific in-person hearing requirements, which are contained in this standard.

IN-PERSON BOARD AND COMMISSION MEETINGS

LARA is home to 60 boards and commissions consisting of 645 members. At the expiration of any local states of emergency allowing hearings to be held by electronic means, or if there are no local states of emergency declared in the geographic area the meeting is to be held, all board and commission meetings will need to be held in-person and allow members of the

public to participate in-person. As such, the Michigan Public Service Commission returned to in-person meetings on July 2. All other LARA boards and commissions returned to in-person meetings as of July 13, 2021.

The following agencies and bureaus support the boards and commissions in LARA:

- Bureau of Construction Codes (BCC)
- Bureau of Community and Health Systems (BCHS)
- Bureau of Fire Services (BFS)
- Bureau of Professional Licensing (BPL)
- Corporations, Securities and Commercial Licensing (CSCL)
- Finance and Administrative Support (FAS)
- Michigan Indigent Defense Commission (MIDC)
- Michigan Liquor Control Commission (MLCC)
- Michigan Public Service Commission (MPSC)
- Cannabis Regulatory Agency (CRA)

Any meeting participants will have access to restrooms on the same floor where their respective meeting is held. Participants will not be allowed to move in-between floors in a state office building without a staff escort.

5

Building Visitors

Security procedures in each building remain in effect. All visitors, including hearing and meeting attendees, will need an employee escort to and from their building destination. All employees and visitors are expected to have their identification (State of Michigan badge or visitor badge) visible while in any LARA building.

Building visitors must perform a self-screening, provide contact information, and may wear a mask and social distance if they are able to. These requirements do not apply to individuals entering the building to attend a public board or commission meeting per the Open Meetings Act (OMA).

COVID-19 PREPAREDNESS & RESPONSE PLAN

General

The Michigan Department of Licensing and Regulatory Affairs (LARA) has developed this **CO**rona**V**irus **D**isease 20**19** (COVID-19) Preparedness and Response Plan in accordance with the [Centers for Disease Control and Prevention's \(CDC\)](#) latest guidance and the [MIOSHA General Duty Clause](#), which requires the employer to furnish each employee with “a place of employment that is free from recognized hazards...”

The purpose of this plan is to eliminate or minimize potential exposure to and the transmission of COVID-19 in the workplace based on CDC guidance. All employees are responsible for complying with all applicable aspects of this plan. This COVID-19 Preparedness and Response Plan is readily available to employees via the LARA intranet site and upon request. Questions about this plan should be directed to the LARA Human Resources Director, Margie Holben, or the [Agency Safety Coordinator](#).

6

Exposure Determination

The Department of Licensing and Regulatory Affairs has evaluated routine and reasonably anticipated tasks and procedures for all employees to determine whether there is actual or reasonably anticipated employee exposure to COVID-19. The Department of Licensing and Regulatory Affairs has determined that all office positions, jobs, or tasks fall into the medium or lower (caution) exposure risk levels. This determination is consistent with the U.S. Department of Labor’s Occupational Safety and Health Administration (OSHA) [Hazard Recognition/Clarifying Risk of Worker Exposure to COVID-19](#).

- Very High Risk
 - Jobs with a very high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures.
 - This category includes healthcare, laboratory, morgue employees during specific

procedures.

- LARA does not have any very high-risk employees.

- High Risk

- Jobs with high potential exposure to known or suspected sources of COVID-19.
- Could include licensed health care professionals, medical first responders, nursing home employees, law enforcement, correctional officers, or mortuary workers.
 - Nurse Consultants, Healthcare Surveyors, Environmental Sanitarians, Fire Safety Inspectors, Nutrition Food Management Consultants and Lab Evaluation Specialists.
 - Sources of exposure includes customers and the public.
 - Per the CDC, fully vaccinated employees (non-healthcare workers) likely fall into the lower COVID risk level.

- Medium Risk

- Jobs that require either frequent close contact (within 6 feet for a total of 15 minutes or more over a 24-hour period) or sustained close contact with other people in areas with community transmission. *Because any given person may be an asymptomatic carrier, workers' exposure risks may increase when they have repeated, prolonged contact with other people in these situations, particularly where physical distancing and other infection prevention measures may not be possible or are not robustly implemented and consistently followed.*
 - Inspectors, Regulation Agents, Child Care Consultants, Construction staff, Adult Foster Care Consultants, Camp Consultants, Mailroom Staff and Revenue Services staff/cashiers, MOAHR staff conducting in-person hearings, Board and Commission support staff conducting in-person meetings, OPLA staff attending legislative meetings and committee testimony.
 - Sources of exposure include the public, customers, visitors, and co-workers.
 - Per the CDC, fully vaccinated employees (non-healthcare workers) likely fall into the lower COVID risk level.

- Lower (caution) Risk

- Jobs that do not require close contact (within 6 feet for a total of 15 minutes or

more over a 24-hour period) with other people. Employees in this category have minimal occupational contact with the public and other coworkers.

- Lower risk employees include all office staff, varying from GOA5 to SME 19.
- Sources of exposure include co-workers.

NOTE: Employees may perform tasks that have differing exposure determinations depending on assignment or need.

Positions/job/task	Determination	Qualifying Factors (i.e. no public contact, public contact, job task description)
Nurse Consultants, Healthcare Surveyors, Environmental Sanitarians, Fire Safety Inspectors, Nutrition Food Management Consultants, Lab Evaluation Specialists	High Risk	In-person inspections or visits where social distancing standards cannot be maintained, involving customers or the public.
Inspectors, Regulation Agents, Child Care Consultants, Construction staff, Adult Foster Care Consultants, Camp Consultants, Mailroom Staff and Revenue Services staff/cashiers, MOAHR staff conducting in-person hearings, Board and Commission support staff conducting in-person meetings, OPLA staff attending legislative meetings and committee testimony	Medium Risk	Interaction with customers, visitors, coworkers, and the public where social distancing standards can usually be maintained.

All office staff varying from GOA5 to SME19 and fully vaccinated employees (except healthcare workers in the above-mentioned categories)	Lower (caution) Risk	Interaction with coworkers where social distancing standards can be maintained.
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Per the CDC employees are best protected when they are up to date with their COVID-19 vaccination. In general, employees are up to date on their COVID-19 vaccination if they have received all recommended doses in the primary series and one booster when eligible. Getting a second booster is not necessary to be considered up to date at this time.

Engineering and Administrative Controls

The Department of Licensing and Regulatory Affairs has implemented feasible engineering controls to minimize or eliminate employee exposure to COVID-19. Engineering controls involve isolating employees from work-related hazards using ventilation and other engineered solutions (e.g., restrict office access, situate employees with their computers facing inward and away from cubicle doors or aisleways, use of high cubicle walls/panels or other barriers, enclosed offices, etc.).

Administrative controls are workplace policies, procedures and practices that minimize or eliminate employee exposure to the hazard. The following administrative controls have been established for LARA.

Position/Task	Administrative Controls
All Employees	1. Employees are required to self-monitor for COVID-19 signs and symptoms prior to leaving for the workplace.
	2. Employees who have experienced a new onset of COVID-19 symptoms that cannot otherwise be attributed to an alternate diagnosis or negative COVID-19 test must contact their supervisor and Human Resources Director for further direction and follow-up.
	3. Employees who do not pass the screening criteria will be instructed to contact their supervisor, not report to work, and may

	use appropriate leave credits or lost time. Employees who don't pass the screening criteria due to a positive COVID-19 test or exposure should contact their Human Resources Director.
	4. Employees who experience COVID-19 symptoms at work should notify their supervisor immediately and will not be permitted to stay at work. The Michigan Civil Service Commission (MCSC) and collective bargaining agreements have leave policies in place that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Eligible employees have access to paid sick and annual leave and unpaid medical, and FMLA leaves.
	5. Employees are subject to a health screening upon arrival at the workplace.
	6. Employees are required to promptly report any signs and symptoms of COVID-19 to the Human Resources Director during work to their supervisor.
	7. Employees are encouraged to wash or sanitize their hands before coming to work, upon entering the building and regularly throughout the workday.
	8. Flexible/alternate work schedules, remote work, or a combination of remote work/in-office work may be considered on a case-by-case basis. These options are neither a benefit nor an entitlement; they are subject to agency business/operational needs and may be ended by the Director or Human Resources Director anytime for any reason.
	9. Use of videoconferencing or teleconferencing for meetings and gatherings will be considered regardless of teleworking or being in the office.
	10. Employees who have been exposed to a person with COVID-19 at the workplace and requiring quarantine will be instructed by the Human Resources Director as to next steps. The employee's health status, health information or COVID-19-related exposure information will be kept confidential to the extent possible.

Hand Hygiene & Disinfection of Work Surfaces

Frequent handwashing is one of the best ways employees can protect themselves from getting sick. To prevent the spread of germs during the COVID-19 pandemic, employees should wash

their hands with soap and water for at least 20 seconds or use a hand sanitizer with at least 60% alcohol to clean hands BEFORE and AFTER:

- Blowing your nose, coughing, or sneezing.
- Entering and leaving a public place or work area.
- Preparing or eating food.
- Touching a potentially contaminated surface or object, such as a door handle, table, etc.
- Touching garbage.
- Touching your eyes, nose, and mouth with unwashed hands.
- Touching your face covering.
- Using the restroom.

When the provision of handwashing facilities is not feasible, LARA will provide employees with antiseptic hand sanitizers or towelettes.

The virus that causes COVID-19 can land on work surfaces. While the risk of infection from touching a surface is low, regular housekeeping practices have been implemented for the routine cleaning and disinfecting of elevators, restrooms, breakrooms, conference/meeting rooms, training rooms, doorknobs, and other high touch areas.

11

CDC guidance will be followed for special cleaning and disinfecting when someone in the office or when someone visited the office has tested positive for COVID-19.

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications and are being used with required personal protective equipment for the product.

Please refer to the Department of Technology, Management and Budget/[DTMB Return to Office Plan, State Workplace Guidelines](#) for any additional cleaning and disinfection criteria.

Face Coverings/Masks and Other Personal Protective Equipment (PPE)

LARA will provide employees with personal protective equipment or clothing (PPE) for the protection from COVID-19 appropriate to the exposure risk associated with the job following the CDC and OSHA guidance. All types of PPE are to be:

- ❖ Selected based upon the hazard to the employee.
- ❖ Properly fitted and periodically refitted as applicable.
- ❖ Consistently and properly worn when required.
- ❖ Regularly inspected, maintained, and replaced, as necessary.
- ❖ Properly removed, cleaned, stored, or disposed of as applicable to avoid contamination of self, others, or the environment.

Positions/job/task	PPE
Nurse Consultants, Healthcare Surveyors, Environmental Sanitarians, Fire Safety Inspectors, Nutrition Food Management Consultants, Lab Evaluation Specialists	<ul style="list-style-type: none"> - Shoe covers - Hair covers - Face shields - Droplet surgical masks - KN95 respirators (not NIOSH certified) - Gloves - Hand Sanitizer - N95 NIOSH certified respirators
Inspectors, Regulation Agents, Child Care Consultants, Construction staff, Adult Foster Care Consultants, Camp Consultants, Mailroom Staff and Revenue Services staff/cashiers, MOAHR staff conducting in-person hearings, Board and Commission support staff conducting in-person meetings, all office staff varying from GOA5 to SME19	None currently

For the purposes of this plan, a nonmedical cloth face covering is NOT considered PPE. Face coverings subject to some considerations: • Local health departments and organizations may adopt other face covering requirements to be followed. • Employees who are at elevated risk or feel better protected may use a mask consistent with operational needs. • State masking requirements may be updated in the future as conditions evolve.

Note: Some exceptions may apply; exceptions are NOT automatic. Reasonable accommodations may be available to qualified applicants and employees with disabilities. Employees requesting an exception MUST contact the [Agency ADA Title I Reasonable Accommodation Coordinator](#) to initiate the reasonable accommodation/disability accommodation process.

All LARA employees will be provided two reusable nonmedical cloth face coverings and basic instruction or training on how to wear, maintain, and clean them.

Employees may provide and use their own masks if they are approved; completely cover the mouth, nose, and chin; and are at least as effective as the nonmedical cloth face covering provided to all employees. Face coverings worn in the workplace shall NOT be political, offensive or contain vulgar, obscene, abusive, or confrontational gestures, language, pictures, websites, etc. Face coverings representing certain colleges, universities, sports teams, etc. are permissible provided they meet the above-mentioned criteria.

Face coverings or masks that do not completely cover the nose, mouth, or chin, or that incorporate exhalation valves or vents are not permitted. Other types of unacceptable face coverings include those with large gaps; are too loose or are too tight; loosely woven, knitted, or fabrics that let light pass through; open-chin bandanas; scarf/ski mask-style coverings; single layer coverings; and those that are hard to breathe through (e.g., plastic, leather).

LARA will maintain a sufficient supply of face coverings in the event an employee forgets theirs or an employee's face covering becomes soiled or wet/saturated at work. Please contact the Human Resources Director or the [Agency Safety Coordinator](#) with any questions.

Carpool and Rideshares

The following protective measures are required whenever two (2) or more persons intend to share either a state vehicle or personal vehicle for work purposes:

- Stay home when sick.
- Increase the fresh air intake via the vents or by slightly opening the windows.
- Clean and disinfect frequently touched surfaces in the vehicle at the beginning and end of each shift, and after an occupant becomes sick.

AGENCIES USING VTS MOTOR POOL VEHICLES.

Vehicle and Travel Services (VTS) has advised that drivers using motor pool cars should bring agency-provided wipes to clean and disinfect frequently touched vehicle surfaces at the beginning of each shift, as they no longer provide these supplies or clean between uses. Motor pool cars are typically assigned and rotated based on operational need with the vehicle sitting the longest being the assigned first, etc.

Travel

All international business travel must be approved by the Office of the State Employer (OSE). Requests are to be submitted through the completion of an [online form](#) and will be considered on a case-by-case basis. OSE determinations or requests for additional information will be returned to the individual submitting the online form. A separate request must be submitted for each employee traveling.

To maximize employee protections and potentially prevent the spreading of COVID-19 to others, all persons traveling on behalf of the Department of Licensing and Regulatory Affairs will follow the latest CDC guidance for domestic and international business travel.

All domestic and international business travel should be delayed until employees are up to date with their COVID-19 vaccination.

14

Feeling Sick and Sick Employees

Employees should **stay home** and contact their immediate supervisor and healthcare provider if they have a fever, cough, or other symptoms, or believe they might have COVID-19. Employees should contact LARA's Human Resources Director, Margie Holben, if they, a family member, or someone they live with tests positive for COVID-19 so they can trace and monitor others with whom they have been in close contact while at work. The evaluation of a work-related exposure incident, follow up, and coordination of proper cleaning and disinfecting activities will be conducted by Human Resources, who will follow-up with building management if appropriate.

LARA will physically isolate any employees with known or suspected to have COVID-19 from the remainder of the workforce, using measures such as, but are not limited to:

- Not allowing known or suspected cases to report to work.
- Sending known or suspected cases away from the workplace.

- Assigning known or suspected cases to work alone at a remote location (for example, their home), as their health allows.

Daily Health Screenings/Health Surveillance

All employees, contractors, interns, or other persons conducting work on behalf of LARA will be required to participate in daily health screenings upon their return to the workplace. These health screenings are comprised of COVID-related questions about symptoms and suspected or confirmed exposure to people with possible COVID-19.

These health screenings can occur through one or more ways (e.g., paper questionnaire, COVID screening app using a state-issued electronic device, [web-based questionnaire](#) using a personal or state-issued cell phone, or by an employee swiping their employee identification badge/access card to enter restricted areas such as parking lots, buildings, rooms, locked storage areas, etc.).

Note: each time an employee logs onto a state-provided electronic device or swipes their identification/badge to access a secure site or area the person affirms they are symptom-free and feeling well.

Persons exhibiting signs of illness will not be permitted into the building.

Close Contacts and When to Quarantine

Employees who are up-to-date with their vaccinations (have received all recommended doses in the primary series and [one booster](#) when eligible) or who have tested positive for COVID-19 in the past 90 days do NOT need to quarantine after contact with someone who has COVID-19 unless they have symptoms. However, employees who have not tested positive for COVID-19 within the past 90 days should get tested 5 days after their exposure, even if they do not have symptoms, and follow other applicable CDC guidance.

Employees who are not up to date with their COVID -19 vaccination should quarantine if they have been in close contact (within 6 feet of someone for a cumulative total of 15 minutes or more over a 24-hour period) with someone who has COVID-19. Quarantine is about keeping

employees who might have been exposed to COVID-19 away from others. Report COVID-19 exposure(s) to the Human Resources Director and follow their instructions.

Local public health authorities often determine and establish the quarantine options for their jurisdictions. Please contact LARA's Human Resources Director, Margie Holben, with any questions.

Training

All employees, contractors, interns, or other persons conducting work on behalf of LARA are required to successfully complete OSE's "COVID-19: Keeping You Safe at Work", which can be found out on the [Civil Service Learning Center](#). This training in addition to any building-specific training needed to ensure compliance with applicable training requirements and/or COVID-related best practices. Training shall minimally include but is not limited to:

- ❖ Routes by which the virus causing COVID-19 is spread.
- ❖ Symptoms of a COVID-19 infection.
- ❖ Steps employees must take if they have a fever, cough or other symptoms, or believe they might have COVID-19 (e.g., stay home; call their immediate supervisor and healthcare provider; notify their Human Resources Director if the employee, a family member, or someone the employee lives with tests positive for COVID-19 so the agency can contact trace and monitor others with whom the employee had been in close contact while at work; etc.).
- ❖ The risk of a COVID-19 exposure.
- ❖ Measures that the building has taken, and work rules employees must follow to prevent exposure (e.g., hand hygiene, routine cleaning and disinfection, use of cloth face coverings and other personal protective equipment, travel restrictions, daily health screenings, close contact and when to quarantine, building signage, etc.).
- ❖ Who to contact and what to do if medically unable to wear a cloth face covering.
- ❖ Resources available (e.g., Employee Service Program).

NOTE: It is recommended that employee training records minimally contain the name(s) of employee(s) trained, date of training, name of trainer and content of training.

Recordkeeping

All LARA COVID-19 related records (e.g., health screenings, training records, etc.) will be kept in accordance with LARA record retention requirements. All LARA work-related records and COVID-19 exposures will be reported and recorded as required by MIOSHA Standard [Part 11: Recording and Reporting of Occupational Injuries and Illnesses](#). For more information, refer to [OSHA's Updated Interim Enforcement Response Plan for Coronavirus Disease 2019 \(COVID-19\)](#) or [29 CFR 1904.39\(a\)-\(b\)\(11\)](#).

COVID-19 Safe Start Team

The LARA COVID-19 Safe Start Team is composed of the members listed in Appendix A. Other LARA employees may be assigned special duties on a case-by-case basis.

This team will be responsible for establishing and implementing return to workplace goals, reviewing and updating the LARA COVID-19 Preparedness & Response Plan, and identifying best practices and improvement needs stemming from agency communications, engineering and administrative work practice controls, and protective measures used during the pandemic.

COVID-19 Safety Coordinators

17

Margie Holben and Jamie Cutler will serve as the LARA COVID-19 Safety Coordinators. The COVID-19 Safety Coordinators will monitor or report on implemented COVID-19 control strategies required for the workplace as needed or requested.

COVID-19 Vaccinations

Per the CDC, all fully vaccinated employees can resume pre-pandemic activities without wearing a face covering or social distancing, except where required by federal, state, local, tribal, or territorial laws, rules, and regulations. See Face Coverings and Other Personal Protective Equipment, Carpool and Rideshares, and Travel in this plan for face covering requirements. In general, people are considered fully vaccinated:

If they have received all doses in a primary series and one booster when eligible.

If you do not meet these requirements, you are NOT fully vaccinated.

Note: If you have a condition or are taking medications that weaken your immune system, you may NOT be fully protected even if you are fully vaccinated. Talk to your healthcare provider. Even after vaccination, you may need to continue taking all precautions.

Please visit the CDC website to learn more about the [different COVID-19 vaccines](#), [possible side effects](#), or to [find a vaccination provider](#) near you.

All LARA employees are encouraged to get vaccinated.

Support and Resources

Employees having difficulty transitioning back to in-person office work or who are experiencing other personal or professional challenges are encouraged to access resources provided by the [Employee Service Program \(ESP\)](#) website or contact ESP at 800-521-1377 or MCSC-ESP@mi.gov.

Additional health and safety-related resources can be found below:

- [State of Michigan Agency/Department Return to Work Plans](#)
- [CDC COVID-19 Resources](#)
- MDHHS Coronavirus Resources: www.mi.gov/coronavirus
- Michigan.gov/coronavirus
- [MIOSHA COVID-19 Resources](#)
- [MIOSHA General Industry Safety & Health Standards](#)
- [OSHA COVID-19 Resources](#)
- [MIOSHA Emergency Rules](#)
- Any applicable [State of Michigan Executive Orders & Directives](#)

18

Miscellaneous

Please refer to the [DTMB Return to Office Plan, State Workplace Guidelines](#) for any additional requirements.

APPENDICES

APPENDIX A

TEAMS

LARA Safe Restart Team

- Orlene Hawks, Director
- Marlon Brown, Chief Administrative Officer
- Adam Sandoval, Deputy Director
- Courtney Pendleton, Deputy Director
- Margie Holben, Human Resources Director
- Courtney Adams, Deputy Operations Officer
- Bryan Modelski, Deputy Operations Officer

19

Resume In Person Work (RENEW) Team

- | | |
|---|---|
| • Margie Holben, Human Resources Director | • Erin Dittmer, BCHS |
| • Courtney Pendleton, Executive Office | • Rhonda Howard, Bureau of Fire Services (BFS) |
| • Amy Gumbrecht, Bureau of Professional Licensing | • Ann Searles, BFS |
| • Courtney Adams, Executive Office | • Angela Awrey, Bureau of Professional Services (BPL) |
| • Kathy McGonagle, Executive Office | • Brian DeBano, BPL |
| • Dan Horn, FAS Director | • Tamara Jaeger, Corporations, Securities and Commercial Licensing (CSCL) |
| • Jeanette Doll, FAS | • Ben Parker, CSCL |
| • Jamie Cutler, FAS | • Nick Gobbo, LAO |
| • Hillary Millen, Bureau of Construction Codes (BCC) | • Arleen Platte, HR |
| • Jonathon Paradine, BCC | • Celene Flannery, Michigan Liquor Control Commission (MLCC) |
| • Steve Gobbo, Bureau of Community and Health Services (BCHS) | • Kerry Krone, MLCC |

- Marcela Westrate, Michigan Indigent Defense Commission (MIDC)
- Wendy Wisniewski, Michigan Office of Administrative Hearings and Rules (MOAHR)
- Lynn Beck, Michigan Public Service Commission (MPSC)
- Leslie Thomas, MPSC
- Anna Schiller, MPSC
- Mike Byrne, MPSC
- Charlene French, Cannabis Regulatory Agency (CRA)
- Marnie Triemstra, Office of Policy and Legislative Affairs (OPLA)

APPENDIX B
LARA LOCATIONS

Building/Location	State-Owned/Leased/MOU	Bureau	# of Employees
Cadillac Place, Detroit	State-Owned	MOAHR, BCHS, CCLB	55
Constitution Hall, Lansing	State-Owned	MLCC	88
Escanaba State Office Building, Escanaba	State-Owned	MLCC	2
Grand Rapids State Office Building	State-Owned	BCHS, CCLB	8
LTA Warehouse, Lansing	State-Owned	FAS	4
Ottawa Building, Lansing	State-Owned	BCHS, BCC, MOAHR, BPL, FAS, HR, OPLA, Comms, Executive Office, MIDC, BFS, CCLB	510
Saginaw State Office Building, Saginaw	State-Owned	BCHS,	4
Traverse City State Office Building, Traverse City		MPSC, BCHS, CCLB	10
MRA Building, Lansing	Leased	CRA, FAS, CSCL	247
MPSC Building, Lansing	Leased	MPSC, MOAHR	163
MLCC Building, Southfield	Leased	MLCC	20
DHHS Building, Marquette	MOU	BCHS, CCLB	4
LEO Building, Gaylord	MOU	BCHS, CCLB	5
LEO Space, Grand Rapids	MOU	MPSC, MLCC	8

APPENDIX C

EMPLOYEE COVID-19 RETURN TO WORKPLACE CHECKLIST

Note to Supervisors: please have employees complete this form on their first day back into the workplace. Agency COVID safety measures and protocols should be reviewed with or by the employee before they sign this form.

Welcome Back Employees. We are glad you are here!

Employee Name and ID#: _____

Supervisor Name: _____

a) State Property

Please confirm any state-owned equipment or property being returned to the workplace OR select N/A if equipment or property was not borrowed or is to be returned at a future date and time.

- ☐ Building/office keys or keycard
- ☐ Cell phone
- ☐ Computer or another mobile device (e.g., desktop, e-reader, laptop, notebook, PDA, tablet, etc.)
- ☐ Computer monitor(s)
- ☐ Files, records, reference materials, USB flash drive(s) containing data, etc.
- ☐ Keyboard, mouse/trackball, etc.
- ☐ Purchasing card(s)
- ☐ Other (please specify): _____
- ☐ N/A. Equipment or property was not borrowed.
- ☐ N/A. I am not returning borrowed equipment or property at present time because _____

b) Communications

- ☐ I have updated/modified my work telephone voicemail and email automatic reply message to include current contact information.
- ☐ I have received, reviewed, and had the opportunity to ask questions about my agency's COVID-19 Preparedness and Response Plan.
- ☐ I understand the expectations of and importance for social distancing, hand hygiene, cleaning and disinfection, face coverings, daily health screenings, and other safety measures used in the workplace to reduce the spread of COVID-19.
- ☐ I acknowledge I must stay home and call both my immediate supervisor and healthcare provided if I am feeling sick or have a fever, cough, other COVID-19-related symptoms, or believe I might have COVID-19.
- ☐ Employees having difficulty transitioning back to in-person office work or who are experiencing other personal or professional challenges are encouraged to access the resources provided by the [Employee Service Program \(ESP\)](#) website or contact ESP at 800-521-1377 or MCSC-ESP@mi.gov.

c) Training

- ☐ I have successfully completed the "COVID-19: Keeping You Safe at Work" training available on the Civil Service Learning Center as required by the Office of the State Employer.

Employee Signature: _____


Date: _____

Supervisor Signature _____

Date: _____

APPENDIX D

REMOTE WORK HR POLICY

	Effective Date:	06/08/2021
	Policy #:	G-46
Subject: Remote Work Policy		Page: 1 of 7

PURPOSE

The following provisions govern remote work for the Department of Licensing and Regulatory Affairs (LARA).


DEFINITION OF REMOTE WORK

Remote work exists when an employee spends their scheduled workday at their residence on a regularly scheduled basis while performing their assigned job functions.

DESIGNATION OF REMOTE WORK

Designated work locations will in all cases be in the best interest of the state and operational need of LARA and its respective Agencies and Bureaus. An employee may request to work remotely through a Remote Work Agreement ("RWA"). An employee must receive approval from their direct supervisor and the LARA Office of Human Resources (LARA HR). Throughout this policy where direct supervisor and LARA HR approval is required, direct supervisors should still work with Agency/Bureau Directors and Division Directors to ensure their knowledge and approval even though their signatures are not required.

- Changes or rescission of a remote work opportunity are at the sole discretion of the Agency/Bureau. An employee may rescind an approved request to work remotely in writing anytime to the Agency/Bureau. If feasible, two weeks' notice should be given.
- The remote work location is expected to be the employee's home address on file with the LARA Office of Human Resources unless otherwise approved by the direct supervisor. Remote work outside of the state of Michigan is prohibited unless requested through LARA HR and approved by OSE. If the employee's address changes, it is the responsibility of the employee to notify the LARA Office of Human Resources and their direct supervisor as soon as possible.
- During the initial training/on-boarding period, the ability for remote work will be left to the discretion of the employee's direct supervisor and the LARA Office of Human Resources.

	Effective Date:	06/08/2021
	Policy #:	G-46
Subject: Remote Work Policy		Page: 2 of 7

- No permanent State or leased office space for the employee is maintained or provided unless the employee is maintaining a full-time in-person schedule. For those employees on a hybrid or full-time remote schedule, they may have access to a general or common area at a central or regional location, such as a hoteling station.
- Employees approved for remote work that are reassigned or transferred to another supervisor within LARA must resubmit their request for authorization of participation in remote work to their new direct supervisor and the LARA Office of Human Resources.


EMPLOYEE AND SUPERVISOR RESPONSIBILITIES

Along with the RWA, direct supervisors must provide the employee with a remote-work plan that includes:

- performance expectations,
- communication procedures,
- privacy and security requirements;
- documentation of what state property has been designated for remote work; and
- certification that the employee and supervisor have discussed the plan and expectations have been documented in the annual rating process.

Remote work employees are to perform official work duties and remain available for phone calls, messages, and meetings as if they were in the office. Personal business should not be conducted while on work status at the remote work location. Personal business includes caring for dependents and performing other personal or home duties.

No in-person work-related meetings will be conducted in the remote worker's home. Remote workers must have cameras on for all virtual meetings.

	Effective Date:	06/08/2021
	Policy #:	G-46
Subject: Remote Work Policy		Page: 3 of 7

Department policies and work rules applicable to state offices also apply to remote-work locations and failure to comply may result in discipline or ending a remote-work arrangement ([such as the LARA dress code policy](#))

Work Schedules


The supervisor and employee will determine which days and hours during the pay period that the employee can work remotely based on the remote work schedules permitted by each Agency/Bureau. The immediate supervisor and LARA Office of Human Resources must review the schedule and approve, modify, or deny the request.

- Absent other arrangements, the employee is expected to attend all assigned meetings remotely or in person. Managers reserve the right to require attendance in-person at any time due to meetings, trainings, or other operational needs.
- An employee scheduled to work remotely on a day when the state work location is declared closed or inaccessible is expected to work remotely. An employee with a RWA who is scheduled to work from the state work location on a day when it is declared closed or inaccessible is expected to work remotely.
- Remote workers must comply with Department requirements and applicable collective bargaining agreements on illness and absence reporting and the use of leave credits.

Health and Safety

Remote work locations are considered extensions of state workspace during scheduled remote-work hours. In the RWA, employees must certify that remote workspaces comply with, at a minimum, the following Remote Work Health and Safety Standards:

- All reporting requirements for injury or illness extend to the remote work location.
- Home locations must accommodate any state equipment used in performing work and due diligence and care will be exercised in the use and maintenance of equipment.

	Effective Date:	06/08/2021
	Policy #:	G-46
Subject: Remote Work Policy		Page: 4 of 7

- Heating, cooling, ventilation, and lighting are adequate for satisfactory work performance.
- Electrical equipment is free of recognizable hazards and grounded.
- Walkways, doorways, and corners are free of obstructions that interfere with visibility or movement.
- File cabinets and other storage devices are arranged so drawers and doors do not open into walkways.
- Work chairs are structurally sound and floors are free of conditions that could cause trips or falls.
- Electrical cords, telephone lines, and equipment cables are secured and do not interfere with foot traffic.


27

The state may inspect home locations during remote work hours, with reasonable advance notice, to ensure ongoing compliance with RWAs. Non-compliance with Remote Work Health and Safety Standards is grounds to end authorization for remote work.


Equipment Requirements and Standards

The Department will provide employees working remotely with the basic equipment needed for their job responsibilities (i.e., computer/laptop, monitor(s), mouse, keyboard, cell phone/soft phone). Additional equipment may be requested and may be approved by Finance and Administrative Services with Chief Deputy Director approval pending justification of the business need. The Department will not provide furniture for remote work use. The employee is responsible for the safe transportation of equipment to and from the official and remote work locations.

- The installation, maintenance and repair of computers and computer-related hardware and software located at an employees' home is the joint responsibility of the employee and their Agency/Bureau.

	Effective Date:	06/08/2021
	Policy #:	G-46
Subject: Remote Work Policy		Page: 5 of 7

- Equipment, hardware, software, and other devices furnished by the employer remain state property and subject to Department work rules limiting personal use. State owned software must not be installed on employee-owned hardware. Employee-owned software must not be installed on state hardware.
- All requests for service or repairs should be directed to the Agency/Bureau DTMB liaison. The DTMB liaison will contact the DTMB Help Desk or otherwise coordinate activities with DTMB where necessary. DTMB is available to assist Agencies/Bureaus in identifying vendors through the appropriate state contracts to obtain maintenance and repair services. All computers and computer-related hardware and software must meet LARA policies and standards and policies established by DTMB.
- Employees cannot use employee-owned PCs to access sensitive data or place sensitive data on employee-owned storage media. Accessing sensitive data must be performed using state equipment.
- Employees and contractors are required to adhere to [DTMB's Acceptable Use of Information Technology Standard Policy \(1340.00.130.02\)](#) which includes devices, networks, data, software, email, and system accounts.
- Remote workers will return state hardware, software, supplies, documents, and other information or property to the state work location before ending the RWA or employment.
- Remote workers must promptly notify their direct supervisor of an equipment malfunction or failure of either state- or employee-owned equipment (such as a power outage). If a malfunction prevents the worker from performing assigned tasks, the worker must notify their direct supervisor immediately. The worker will be directed to perform other assignments, assist with the repair or exchange of equipment, or return to the state work location.
- Remote workers must ensure that updates are timely made to hardware and software, consistent with DTMB policies.
- Employees must establish and provide at their own expense remote work environments that have consistent Internet access that allows for participation in

	Effective Date:	06/08/2021
	Policy #:	G-46
Subject: Remote Work Policy		Page: 6 of 7

live virtual meetings, suitable lighting and furniture, and other utilities. Employees with Remote Work Agreements should not rely on a smartphone hotspot for their primary Internet access.

Financial/Travel

Bureaus and Agencies are responsible for managing the costs associated to remote work in their budget. Supplies and eligible employee reimbursement must be identified in the Remote Work Agreement and cannot conflict with Standardized Travel Regulations, procurement policies and procedures, or any applicable collective bargaining agreement. Employees with a Remote Work Agreement are not eligible for reimbursement for:


- Travel between a remote work location and the work location where the employee would normally work absent a Remote Work Agreement; or,
- Meals and lodging purchased within the Bureau/Agency-defined remote-work location or work location where the employee would normally work absent a Remote Work Agreement.

Federal, state, and local tax obligations resulting from remote work are the responsibility of the employee.

ENFORCEMENT

Failure of an employee assigned to work remotely or a supervisor of remote work employees to adhere to the requirements referenced above may lead to discipline or cancellation of the RWA anytime upon written notice to the employee. Employees who are experiencing work performance difficulties, attendance problems, or receive a formal counseling, disciplinary action, performance improvement plan, or any corrective action may have their RWA rescinded.

Modification

	Effective Date:		06/08/2021
	Policy #:		G-46
Subject: Remote Work Policy		Page:	7 of 7

Amendment, modification, or extension of a RWA can be made anytime with written agreement between the direct supervisor, LARA Office of Human Resources, and employee.

Grievance Procedure

Denial of a request to work remotely and cancellation of a RWA are not considered discipline nor grounds for a grievance.

APPENDIX E

REMOTE WORK PLAN AND AGREEMENT FORMS

REMOTE WORK PLAN

Michigan Department of Licensing and Regulatory Affairs (LARA)

LARA Issued 06/08/2021

Refer to: [OSE Summary of Remote Work Considerations for Agencies¹](#), [OSE Remote Work Guidelines²](#), [OSE Remote Work Agreement³](#), [LARA Remote Work Policy G-46](#)

SECTION 1. EMPLOYEE INFORMATION

1. Employee Name	3. Office/Division/Work Unit
2. Employee ID	

SECTION 2. REMOTE WORK COMMUNICATION PROCEDURES

Document communication procedures and expectations to be used between the remote employee, the manager/supervisor, coworkers and customers. For example: will primary communication be handled through email, Teams, or cell phones? What is the desired response (or acknowledgement) times for communications?

SECTION 3. STATE EQUIPMENT AND SUPPLIES IN REMOTE WORK LOCATION

Document SOM equipment and supplies to be used by employee in remote work location, including (if applicable) but not limited to: laptops, monitors, and other supporting equipment; cell phones, chargers, and other accessories.

SECTION 4. OTHER EXPECTATIONS

Use this space to document any additional expectations or clarifications for remote work.

SECTION 5. SIGNATURES

Employee Signature	Printed Name	Date
Supervisor Signature	Printed Name	Date

¹ [OSE Summary of Remote Work Considerations for Agencies](https://www.michigan.gov/documents/ose/Remote_Work_Considerations_718047_7.pdf) (https://www.michigan.gov/documents/ose/Remote_Work_Considerations_718047_7.pdf)

² [OSE Remote Work Guidelines](https://www.michigan.gov/documents/ose/Remote_Work_Guidelines_717791_7.pdf) (https://www.michigan.gov/documents/ose/Remote_Work_Guidelines_717791_7.pdf)

³ [OSE Remote Work Agreement](https://www.michigan.gov/documents/ose/Remote_Work_Agreement_2021-03-01_718044_7.pdf) (https://www.michigan.gov/documents/ose/Remote_Work_Agreement_2021-03-01_718044_7.pdf)



REMOTE WORK AGREEMENT

SECTION I - EMPLOYEE INFORMATION

Last Name	Job Title/Position	Employee ID Number
First Name	Department/Agency/Division	Telephone Number
Proposed Remote Worksite (Remote work outside Michigan requires written approval of the Office of the State Employer)		
Proposed Effective Dates (Approval no greater than one year)		Locations
From:	To:	<input type="checkbox"/> Home <input type="checkbox"/> Other
ONLY complete if Other is selected for Location. Physical Street Address (P.O. Box not acceptable)		
City:	State:	Zip Code: County:

SECTION II - EMPLOYEE CERTIFICATIONS, SCHEDULE, AND ACKNOWLEDGMENT

I certify that:

1. I have read the [Remote Work Guidelines](#)¹ and [Acceptable Use Standard](#)² and will abide by all their provisions.
2. I have reviewed expectations and communication requirements in my remote-work plan and SOM and agency privacy and security requirements for my remote work with my supervisor.
3. I have agreed to establish a remote workspace at the location identified above and my remote workspace meets the Health and Safety Standards in the Remote Work Guidelines.

I understand that:

1. Agency policies and work rules applicable to state offices also apply to the remote-work location and failure to follow agency policies and work rules may result in disciplinary action and ending remote work.
2. I will promptly notify my supervisor if I need to change any term of this agreement so that a revised agreement can be entered.
3. I will not be compensated for using personal equipment, if authorized, to work remotely and reimbursement for travel and meals will not be available based on work at an authorized remote work location.
4. If approved to use a privately owned phone or device during remote work, my device may be subject to discovery under court rules, court orders or litigation holds, acceptable-use or cyber-security incident investigations by the state, and Freedom of Information Act (FOIA) requests.

Remote Work Schedules																
	First Week of Pay Period								Second Week of Pay Period							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
In-office work hours																
Remote work hours																
Start time																
Meal period																
End time																

ACKNOWLEDGEMENT

I understand that this Remote Work Agreement can be ended by the appointing authority anytime for any reason and that I can end this agreement if it is discretionary. If feasible, when ending a Remote Work Agreement, two weeks' notice will be given. If the appointing authority ends this agreement, I understand that I cannot grieve its ending. By signing below, I certify that I have read this form and understand and accept all the conditions and requirements referenced in it.

Employee Signature

Date

¹ [Remote Work Guidelines](https://michigan.gov/documents/ose/Remote_Work_Guidelines_717791_7.pdf) (https://michigan.gov/documents/ose/Remote_Work_Guidelines_717791_7.pdf)

² [Acceptable Use Standard](http://michigan.gov/documents/dtmb/1340.00.01_Acceptable_Use_of_Information_Technology_Standard_458958_7.pdf) (http://michigan.gov/documents/dtmb/1340.00.01_Acceptable_Use_of_Information_Technology_Standard_458958_7.pdf)

SECTION III - SUPERVISOR RECOMMENDATIONS

☐ Yes. I approve the request consistent with operational needs and certify approval from higher-level leadership for the work area.

☐ No If no, provide reason:

Supervisor Signature

Date

If recommending approval, complete Section IV before forwarding to appointing authority.

SECTION IV - SUPERVISOR'S CHECKLIST FOR REMOTE WORKERS

Supervisor Name

State equipment, software, and services are documented.

☐ Yes ☐ No

Provided supplies and eligible employee reimbursements have been identified and a list is attached.

☐ Yes ☐ No

Performance expectations, communication procedures, and privacy and security requirements were documented and explained to the employee in a remote-work plan.

☐ Yes ☐ No

Supervisor Signature

Date

SECTION V - APPOINTING AUTHORITY ACTION

☐ Approved ☐ Disapproved If disapproved provide reason:

Effective Dates of Agreement

Start Date: Ending Date:

Appointing Authority (or Designee) Signature

Date

Appointing Authority Comments:

APPENDIX F

LARA ACCOMPLISHMENTS



LARA Pandemic Accomplishments

Department-Wide

1. LARA worked with Governor's Office to introduce legislation to provide license reciprocity and fee waivers for licenses for veterans and their families. This was signed into law in June 2021.
2. LARA became a Silver Status Veteran Friendly Employer.
3. LARA created a Veteran Liaison program to provide veterans the opportunity to speak to veterans who work for LARA to assist them with any LARA-related issues.
4. LARA created an internal recruitment workgroup to improve recruitment efforts across various populations.
5. LARA chaired the COVID-19 Economy and Workforce Task Force which included 60 members across 16 departments and agencies.
6. Under the direction of ED 2020-7, LARA promulgated rules that require implicit bias training as part of the knowledge and skills necessary for the licensure or registration of Michigan health care professionals. LARA worked extensively with stakeholders to consider best practices, gather constructive feedback, and develop recommendations to inform the rulemaking process. The new administrative rules were adopted on June 1, 2021 and the new requirement will be effective June 1, 2022.

Bureau of Community and Health Systems (BCHS)

1. CMS On-site Infection Control Surveys are focused infection control (FIC) surveys provided on a weekly basis by CMS or performed with a complaint allegation.
 - # FIC Surveys performed March 1, 2020 – May 28, 2021- **1,109**
2. CMS On-site Recertification Surveys are Tier 1 surveys statutorily required by CMS to be performed every 12-15 months for nursing homes to continue with Medicare Certification.
 - # Recertification Surveys performed March 1, 2020 – May 28, 2021- **169**
 - Note: CMS suspended all but Immediate Jeopardy (IJ) and FIC surveys from March 23, 2020 – May 31, 2020. 18 of these surveys were performed in early March 2020 prior to this suspension period. On August 17, 2020, CMS issued a memo allowing the resumption of Recertification Surveys as states were able.

3. Revisit Surveys are surveys, either off or on site, completed to determine compliance status after initial visit.
 - # Revisit surveys conducted March 1, 2020 – May 28, 2021 - **1,433**
4. Care and Recovery Center (CRC) on-site inspections took place to provide feedback to the Department of Health and Human Services regarding whether certain requirements to become a CRC were met. DHHS then uses the feedback to review the application and other documents to grant or deny CRC status.
 - # CRC on-site inspection surveys conducted – **46**
5. COVID Relief (CR) Facility virtual inspections took place to provide feedback to DHHS regarding facilities meeting certain requirements to become a CR Facility. DHHS then uses the feedback when reviewing the application and other documents to grant or deny CR Facility status. The CR Facility differs from a CRC by limiting admissions to the facility's own residents and retaining their own residents only. CR Facilities may not admit COVID positive residents that are not already their own residents.
 - # of CR virtual inspections conducted - **117**
6. State Licensing Infection Control Section (SLICS) Surveys assist nursing homes in enhancing infection control efforts against COVID-19 and other infectious pathogens and diseases. SLICS surveys are completed under the authority afforded by Parts 201 and 217 of the Public Health Code, Act 368 of 1978, and Licensing Health Facilities and Agencies Administrative Rules, R 325.45101 through 325.45385, with focus on Part 3, Subpart C – Infection Prevention and Control.
 - # of SLIC surveys conducted – **330**
 - # of SLIC surveys conducted based on complaints – **128**
7. Environmental health inspections are done to inspect facilities under CMS LTC regulations and focus on physical environment, such as the kitchen and other areas of the nursing home that the sanitarians specialize in.
 - # of environmental health inspections conducted – **139**
 - # of environmental health virtual infection control focused surveys conducted – **200**
8. Certified Nurse Aide (CNA) investigations are completed to investigate allegations of abuse, neglect, and misappropriation of resident property by nurse aides. Half of the nurse aides on the nurse aide registry work in LTC facilities.
 - # of CNA investigations conducted – **1,876**

Bureau of Construction Codes (BCC)

1. BCC assisted with inspections of alternative care centers like the TCF Center in Detroit.
2. BCC is progressing through a Lean Process Improvement (LPI) for its online customer interface system known as Accela. One of the goals is to make Accela more user-friendly for the customers who obtain their licenses, plan reviews, permits, and inspections from BCC. The other is to reduce the numbers of steps BCC staff need to perform in issuing these services to customers resulting in faster turn-around times.
3. BCC has added assignments and reassigned several staff members to enhance customer service with the Residential Builders program. The adjustments are leading to the quicker handling of complaints.
4. BCC managers with field staff have begun to meet with staff out in the field on job sites/inspections on a more frequent basis. This has led to more opportunities to evaluate staff while there are on the job site, to ensure consistency and high standards of customer service.
5. BCC has increased stakeholder and public engagement with where rules are within the rules process. This has occurred in a variety of ways including through the Trades Connection newsletter, as well as in stakeholder roundtable meetings.

Bureau of Fire Services (BFS)

1. BFS inspected 43 possible alternative care centers and 146 hospitals to increase capacity during the COVID-19 pandemic.
2. BFS instituted and continues to host bi-weekly townhall virtual meetings with local fire departments. Governor Whitmer was a guest during Fire Prevention Month.
3. The fireworks division worked with DTMB this past year to develop a renewal process for the Fireworks Industry who sells consumer-grade fireworks along with low-impact devices. The renewal process allows the customer that is operating the same location as the previous year to renew instead of getting a new certificate each year. The renewal allows the customers to have the same certificate or registration number from year to year. This update is something the fireworks stakeholders have wanted since 2014 and LARA believes that this will decrease confusion with certification number(s) when customers pay their Fireworks Safety Fees to the State of Michigan.
4. BFS was able to get all Aboveground Storage Tanks (AST) files put in Content Manager before moving to the Ottawa Building. BFS imaged (scanned) 17 five-drawer file cabinets. BFS uploaded over 4,000 AST facilities into Content Manager. These records ranged from inspections, fees, and plan reviews to provide a historical record to protect the community and the environment if there was a release of stored substances. The transition allows for easier access and the ability to work with the public quicker and more efficiently.
5. BFS' physical location was moved during the COVID-19 pandemic to streamline the Department's physical footprint and realize cost savings.

6. Before a person can serve their community they must be trained as a firefighter. In the fall of 2020, the Michigan Fire Fighter Training Council approved a virtual option that allows prospective firefighters to complete the lecture portion of the training on-line, at home, using a learning platform, saving hours of traveling historically needed to get the training and complete the requirements for Firefighter I and Firefighter II certifications.

Bureau of Professional Licensing (BPL)

1. BPL worked with schools of nursing to allow graduating nurses to become licensed early so they could join the frontlines of the COVID-19 pandemic.
2. BPL has issued over 60,000 licenses while working remotely, including pharmacy and controlled substance licenses for the TCF Center alternative care center. During the same period, the Bureau has answered over 173,000 phone calls and responded to over 158,000 emails.
3. MAPS was successfully able to connect with 4 new state Prescription Drug Monitoring Programs (PDMP), to bring the MAPS program to 37 connected states.
4. Transitioned to virtual board meetings, rules committee work groups, and APA rule set hearings with minimal problems. Additionally, the Bureau successfully moved 17 administrative rulesets to JCAR.
5. During the work-from-home period, the Occupational Code Inspectors completed 1,692 virtual pre-licensure and relicensure inspections, which assisted business in Michigan.

37

Child Care Licensing Bureau (CCLB)

1. The Child Care Licensing Bureau was moved from a Division under the Bureau of Community and Health Systems (BCHS) to its own Bureau to emphasize the importance of and focus more on the issues surrounding child care.
2. Between March 1, 2020 and May 27, 2021, 575 original licenses were issued:
 - 255 for child care centers
 - 209 for family homes
 - 209 for group homes
3. In the same time period, 4,154 interim inspections were conducted:
 - 2,381 for child care centers
 - 928 for family homes
 - 845 for group homes

4. In the same time period, 5,286 renewal inspections were conducted:
 - 2,966 for child care centers
 - 1,404 for family homes
 - 916 for group homes
5. In the same time period, 774 special investigations were conducted:
 - 604 for child care centers
 - 103 in group homes
 - 67 in family homes
6. 29 disaster relief child care licenses were issued.
7. 4,703 wellness calls were made to child care providers.

Corporations, Securities, and Commercial Licensing (CSCL)

1. CSCL collaborated with stakeholders, DHHS, and MIMORT to ensure the proper and respectful handling of remains during the pandemic.
2. CSCL began its "Project Paperless," including the development of standard operating procedures to implement it, began shortly after the pandemic did and focused on reducing or eliminating CSCL's reliance on paper complaint files. Doing so is decreasing the need for physical storage space, decreasing the costs associated with the long-term storage of and delayed retrieval of paper files at Records Center, and it is far easier to retrieve, review, and electronically transmit records in response to a FOIA request, subpoena, or similar time-sensitive request for information or records.
3. Through outreach, there has been a 15% increase in the number of business entities on record with the Corporations Division that have opted to receive official notices electronically, thereby decreasing mailing costs.
4. CSCL collaborated with two AG divisions to develop new forms sent together with regulatory actions, giving the respondent the option of receiving future correspondence concerning an administrative proceeding exclusively via email, reducing mail costs and helping in the scheduling of compliance conferences, hearings, and formal hearings.

Marijuana Regulatory Agency (MRA)

1. MRA expanded the Social Equity Program from 41 to 184 disproportionately impacted communities.
2. MRA was named Accelerate 2020 trendsetter award winner in the emerging regulation category.

3. MRA filed a consolidated set of administrative rules to uniformly regulate medical and adult-use licensees, providing clarity and consistency.
4. MRA expanded the online application process for patient registry cards.
5. MRA created the following standing stakeholder workgroups: Diversity, Equity, and Inclusion (after the conclusion of the ad hoc racial equity advisory workgroup), Sustainability, Scientific advisory, METRC user, and Tribal.
6. MRA lifted the restriction on ownership of adult-use establishments requiring a prerequisite medical facility license.
7. MRA automated processes for compliance conferences, hearings, and compliance monitoring through Accela, improving efficiency.
8. MRA created a new monthly publication on educational topics for licensees.
9. MRA became a founding member of the Cannabis Regulators Association.

Michigan Indigent Defense Commission (MIDC)

1. MIDC approved 120 compliance plans for 134 local indigent defense delivery systems for FY 21 in accordance with statutory requirements and distributed \$117 million in FY 21 funding to local systems.
2. MIDC conducted regular meetings with partners throughout the state via Zoom. Continued to hold Commission meetings on a bimonthly schedule plus one extra special meeting, moving to Zoom during the pandemic.
3. MIDC successfully launched a new grant management system through entirely online trainings available to all local systems, including training sessions in evening and on weekends and “office hours” to provide technical assistance.
4. MIDC hosted the annual statewide training for indigent defense providers.
5. Minimum Standard 5 was approved, which ensures that public defense attorneys are subject to judicial supervision only in the same manner and to the same extent as retained counsel or the prosecution.
6. MIDC published a report and manual on social workers as members of a public defense team.

Michigan Liquor Control Commission (MLCC)

1. LCC extended the annual liquor license renewal date/deadline in 2020 from April 30 to May 31 for 22,000 licensees; extended due dates for licensees' monthly and quarterly tax report filings to July 15; and modified the requirement for licensees to place their license in escrow if inactive for more than 30 days. The liquor license renewal period deadline has been extended in 2021 through July 30.
2. LCC implemented the Spirits Buyback Program (Executive Order 2020-46). The Commission bought back almost \$3.4 million in spirits from 673 on-premises liquor licensees providing an average of \$5,000 in financial relief for bar and restaurant owners during the pandemic. Michigan's spirits buyback program was the largest and most unique of all 17 control states. The MLCC also extended the application deadline for the program to allow more licensees to participate.
3. LCC convened a virtual "Reopening Workgroup" comprised of stakeholders, restaurant and bar owners, and other interest groups to hear from them directly on what they needed to help them reopen and survive financially.
4. LCC streamlined the application processes for licensees to add a Specially Designated Merchant (SDM) license to an existing Class C license, allowing for unopened beer and wine to be taken off-premises for consumption and additional bar permits.
5. LCC streamlined licensing for outdoor services to help boost the safe reopening of establishments for the 2020 summer season. LCC approved an extension for currently approved Limited Permanent Outdoor Service areas from October 31 to November 30, 2020. This allowed licensees another 30 days to stay open outdoors. LCC also expedited the process for licensees to convert their already approved Limited Outdoor Service area to a Permanent Outdoor Service area, with no additional fee. LCC launched a Reopening Resources webpage to make it easier for liquor licensees to move their businesses outdoors.
6. LCC implemented an increased discount from 17 percent to 23 percent on spirits purchased by on-premises licensees for a 12-month period (PA 126 of 2020). This provided an additional six percent profit for licensees.
7. LCC notified licensees of Alcohol to Go (PA 125 of 2020), and Social Districts (PA 124 of 2020).

40

Michigan Office of Administrative Hearings and Rules (MOAHR)

1. Between March 16, 2020 and April 30, 2021, MOAHR administrative support staff received and processed approximately 34,993 hearing requests, administrative law judges (ALJs) and Tax Tribunal members remotely conducted 57,369 hearings, and the Rules Division filed 116 administrative rules sets. This provided Michigan residents, businesses, and companies with guidance, due process, flexibility, prompt communication and resolution of disputes.
2. MOAHR created processes to allow for the review of documents and the submission of exhibits and other filings entirely through electronic means, to

protect the health and wellbeing of MOAHR staff and the public.

3. MOAHR developed the [Standards and Guidelines for Remote Hearings](#) manual, which contains useful information and best practices for all hearing participants in remote hearings held by MOAHR's ALJs across most practice areas.

Michigan Public Service Commission (MPSC)

1. The Michigan Public Service Commission (MPSC) has partnered with Connected Nation Michigan to map voice telephone and broadband availability to promote broadband expansion and technology growth in Michigan. The State launched an online map of free Wi-Fi hotspots in June 2020, and broadband maps and statistics were published in September 2020.
2. MPSC led the Critical Infrastructure Task Force with approximately 100 members across 10 state departments/agencies and external stakeholders.
3. MPSC directed utilities to detail protections in place for seniors, low-income, and those medically or economically impacted by COVID-19 and to provide information on the number of customers currently disconnected from service and efforts to restore such services, leading to more than 3,000 customers being reconnected. MPSC also instructed utilities to extend access to and provide flexibility of payment plans to customers struggling to pay their utility bills.
4. MPSC partnered with DHHS and MEAP grantees to streamline the application process for assistance and increased the amount of funding available per household from \$2,000 to \$3,000 for FY 20.
5. MPSC utilized \$17.3M in federal CARES LIHEAP funding to make direct payments on behalf of more than 40,000 households that were overdue on their utility bills.
6. MPSC worked with electric and natural gas utilities on accounting treatment and other means of deferring rate increases during the pandemic while maintaining investment in these critical infrastructure sectors.