

**TO: Heading Home Staff**  
**FROM: Dennis Plummer, CEO**  
**DATE: March 19, 2020 (1:30 PM)**  
**SUBJECT: Staffing Assignments**

*The following is a revision to staff classifications and operations status.  
Current operations status is: **ORANGE**.*

**GOAL:**

- To keep essential services operational.
- To keep staff working as much as possible.
- To keep staff at home to the greatest extent.

All Heading Home employees are important and valued. However, in the instance of a community-wide crisis, it is necessary to classify positions as “essential”, “key” and “non-essential”.

**ACTIONS to ACHIEVE GOAL:**

- Staff will be re-assigned duties as necessary in order to keep our shelter services open, as well as to maintain support to our clients in outreach and housing.
- Supervisors of staff working at home will help use the time by engaging in training, cleaning up of electronic files, etc.
- For as many staff as is possible, online work connections will be facilitated. Work with your supervisor when this is a possibility. (Supervisors, check with your executive director if you need guidance.)

If at some point you are asked to stay home and are not working, then the sequence of using C/SL and PTO as described in the March 12 memo : Subject: COVID-19, “Missed Work” section, will apply (minus the need for a doctor’s signature).

The following Heading Home staff is considered:

**Essential**

*This is the bare minimum to keep open our shelters.*

1. AOC (with Director and/or Executive Director present)
  - a. Security
  - b. Resident Assistants
  - c. Shift Supervisors
2. Westside Emergency Housing Center (with Director and/or Executive Director present)
  - a. Security
  - b. Dorm Monitors
  - c. Shift Supervisors
3. *(Custodial work would be incorporated into the duties of these staff.)*

**Key**

1. Custodial
2. Drivers
3. Housing and Outreach Directors
4. Accounting
5. HMIS data managers
6. Human Resources
7. Facilities Director
8. Emergency Housing Executive Directors
9. Contracts
10. Advancement
11. ABQ StreetConnect
12. AHH Housing Staff

**Non-Essential**

1. Clerical Assistance and Receptionist
2. Donor Receipt & Warehouse
3. WEHC Outreach

<b>OPERATIONS STATUS</b>	
<b>PURPLE</b>	<ul style="list-style-type: none"> <li>• Business as usual.</li> </ul>
<b>BLUE</b>	<ul style="list-style-type: none"> <li>• Select staff may be asked to work from home.</li> <li>• Select staff may be asked to reduce work and alternate schedules to reduce the number of staff at a location.</li> </ul>
<b>GREEN</b>	<ul style="list-style-type: none"> <li>• All non-essential staff stays home, or are reassigned work.</li> </ul>
<b>ORANGE</b>	<ul style="list-style-type: none"> <li>• All non-essential staff stays home, or are reassigned work.</li> <li>• Key staffs reduce work and work from home, as is possible; supervisors determine number of hours. Key staffs may be reassigned duties.</li> <li>• Timing of any office work on location should be coordinated with supervisors so that the least number of staff are present in a building at the same time.</li> </ul>
<b>YELLOW-1</b>	<ul style="list-style-type: none"> <li>• All non-essential staff stays home, or are reassigned work.</li> <li>• All key staff stays home, or are reassigned work.</li> <li>• Only essential and reassigned staffs are present at our shelter sites.</li> </ul>
<b>YELLOW-2</b>	<ul style="list-style-type: none"> <li>• Same as YELLOW-1, except that staffs will “sleep-in-place” at the shelter sites.</li> <li>• This would only happen in the extreme case of the government restricting travel throughout the city. We do not anticipate this happening.</li> </ul>