



COVID-19 Update for MCB Members

Greetings!

I am writing to share the latest information regarding the COVID-19 crisis and MCDHH's response. As you are aware, your Commissioner has sent correspondence regarding the agency's operation and the expectations from the various job titles. **As of March, 18, 2020, MCDHH services will be provided remotely and the physical offices will be closed. The bottom of this letter contains information on setting up phone and email out of office messages.**

There was an email sent from the Commissioner on March 17th containing specific instructions for agency staff. Broadly, case management services will be conducted remotely. There will be no walk-ins. The referral team will also work remotely. Interpreters are to work remotely, however there may be instances where an interpreter will be deployed in the case of an urgent or emergency request. The A & F team will also work remotely, except for limited rotation in the Boston office by selected employees.

It is expected that employees will be available via phone or email.

Please communicate with your managers for instructions on time coding and other expectations which may be in place for the time being.

If anyone has questions or concerns, especially related to your health or well-being, please contact me or your area Stewards. The Local's Member Action Resource Center (MARC) is also available at 1-800-632-8079. Thanks to everyone for your hard work and resiliency in this unprecedented situation.

In solidarity,

Carolyn Hjelte

Chapter President MCB/MCDHH

Out of office messages:

MCDHH @mass.gov EMAIL ACCOUNTS:

As of March 18, 2020 MCDHH is providing services remotely. We appreciate you contacting MCDHH and we will respond no later than COB each day.

MCDHH PHONE VOICEMAIL ACCOUNTS:

As of March 18, 2020 MCDHH is providing services remotely. This voicemail is being checked periodically throughout the business day. For more urgent matters please email **(add your MCDHH email)**. We appreciate you contacting MCDHH and we will respond no later than COB each day.

MCDHH MAIN LINE RECORDING:

Direct to the 24/7 answering service and provide them with instructions (and contact information) for Executive Team, Case Management and Referral outline primary and secondary contacts for each day. Primary contact via email. Also having them inform callers: All Interpreter/CART requests should be submitted online at <https://www.mcdhh.net/request/>

MCDHH REFERRAL EMERGENCY LINE:

We are expanding the Answering Services to 24/7, referral team will outline primary and secondary contacts for each day. Answering Service will share messages via email. We will having them inform callers: All Interpreter/CART requests should be submitted online at <https://www.mcdhh.net/request/>

MAIN VP HAS ALREADY SET A NEW MESSAGE IN ASL

As of March 18, 2020 MCDHH is providing services remotely. All Interpreter/CART requests should be submitted online at

<https://www.mcdhh.net/request/>

All SignMail messages are being checked periodically throughout the business day.

We appreciate you contacting MCDHH and we will respond No later than COB each day.

LOCAL 509 COVID-19 RESPONSE

To get the latest updates for SEIU Local 509 members on the COVID-19 outbreak, [follow us on Facebook](#) and [check our COVID-19 Response page](#) on our website.

If you have any questions or concerns about changes at your worksite, contact your steward, [a union representative](#), or call the Member Action Resource Center at 1-800-632-8079.

SEIU Local 509

Union Office: (774) 843-7509

Member Action Resource Center: 1-800-632-8079

connect@seiu509.org

www.seiu509.org

Connect with us on social media!

