

TO: Agency HR Directors
FROM: Kara Veitch, State Personnel Director
RE: COVID-19 Agency Volunteer Responder Project
DATE: March 31, 2020

Team Colorado,

COVID-19 continues to strain Colorado's citizenry and our economy, threatening continuity of service for many state agencies responding to the overwhelming public demand for services. We must innovate to find the capacity to support critical service needs wherever we can.

While the first course of action should be to evaluate agency needs internally, and allow agency staff to work on other assignments from home as appropriate, we recognize that will not always be an option. In some cases, employees are unable to perform their jobs due to office closure, or other similar reasons. In these cases, employees are then placed on paid administrative leave. Employees placed on paid administrative leave present a large pool from which to draw volunteer talent and answer public demand. What is needed is the flexibility to reallocate those untapped knowledgeable, capable, and dedicated people where they are needed most.

The COVID-19 Volunteer Responder Program represents that opportunity.

Program Structure and Process

The overall program structure will be decentralized. On the advice of the Attorney General, employees will participate as volunteers. Volunteers must be doing no work for their home agency and will continue to be on paid administrative leave. Volunteer work will be capped at 40 hours per week and the 40-hour limit cannot be exceeded under any circumstances. No employee can be compelled or otherwise persuaded to volunteer and they must have the ability to pick the hours they work within the agency's framework.

Anticipated roles and responsibilities:

Human Resource Directors (HR Directors) within each participating agency will be asked to forward a [call-to-action](#) for volunteers to employees who are currently on paid administrative leave from their agency. They should also select an HR point person to coordinate directly with [Consulting Services](#) within the Division of Human Resources (DHR).

Agency Points of Contact (POCs) within the agency that needs volunteers are responsible for training each volunteer within the chosen work environment. Work environments can vary

with each volunteer role and can include work from home, facility-based work, and field work. If a volunteer needs resources (e.g. a laptop) and the volunteer does not have one, the agency will be responsible for providing whatever resources are necessary or identifying external resources from other agencies and institutions so that volunteers can fulfill their chosen role.

Consulting Services within DHR will provide a volunteer tracking document to agency HR Directors for their use in tracking volunteer hours.

Process:

1. A volunteer [call-to-action email](#) will be sent to HR Directors. HR Directors will be asked to forward the linked [volunteer sign-up form](#) to agency employees on paid administrative leave. They should also designate themselves as the point of contact or select another HR point person within their agency to coordinate directly with [Consulting Services](#) at DHR.
2. Consulting Services at DHR will share responses to the volunteer sign-up form with agency HR Directors or their delegated HR point of contact that need volunteers so they can source and onboard volunteers on behalf of agency points of contact.
3. Agency POCs will establish and communicate volunteer training opportunities and provide the necessary support or resources for each volunteer reporting to them. They will also communicate volunteer hours worked, work performed, and any other necessary information back to their HR Director or HR point person for volunteer shift tracking.
4. Consulting Services will establish regular check-in meetings with agency HR Directors or HR point people and POCs to assess ongoing and new volunteer needs as they arise.

It is important to note that the responsibility for Workers' Compensation and other types of liability will rest with the agency or institution to which the employee's primary role is funded and budgeted. Both parties should discuss and clarify liability responsibilities prior to placement.

State employees are dedicated to service. Many employees on paid administrative leave will be excited for the opportunity to support our emergency response. It is our privilege to help facilitate the placement of skilled volunteers where they are most needed.

If you have any questions pertaining to this project, please reach out to [Lisa Rangel](#) at DHR Consulting Services.