DATE: March 18, 2020
TO: ESS Regional Directors, Regional Managing Directors
FROM: Taylor H. Hatch, Assistant Secretary of Economic Self-Sufficiency
SUBJECT: Storefront Closure Guidance

PURPOSE: The purpose of this memorandum is to provide direction for storefront closures, including instruction for posting signage that ensures ESS customers experience a continuity of services when storefront locations are closed to the public.

BACKGROUND: To protect its customers and employees from exposure to COVID-19, the Office of Economic Self-Sufficiency (ESS) is following the directive from the Department of Management Services by temporarily closing its storefronts and lobbies until further notice. For the duration of these closures, we will remain committed to supporting our customers by providing continuity of services.

To support this commitment, a storefront closure signage packet has been developed, which includes English, Spanish, and Creole versions of an ESS Resource Guide and the COVID-19 prevention flyer from the Florida Department of Health (DOH), and a multilingual statements poster for customers who are limited English proficient.

The ESS Resource Guide assists customers by providing direction on how to apply for benefits, complete their application, update or check on the status of their application or case, and how to utilize the self-service portal. The DOH prevention flyers equip customers with information about how to protect themselves and reduce the risk of exposure to COVID-19. The multilingual statements poster ensures customers who are limited English proficient can receive assistance in their preferred language.

ACTION REQUIRED:

A. Effective immediately, DCF regions should take the following steps:
   1. Print a copy of the following forms for each facility:
      a. ESS Resource Guide (signage) in English, Spanish, and Creole
      b. COVID-19 Prevention Flyer in English, Spanish, and Creole
      c. Multilingual Statements Poster
   2. Post copies of the forms mentioned above to each entrance to the facility so that they are visible to customers.
   3. Provide a stack of paper applications outside the door(s) to your facility in a container you deem appropriate and ensure the stack is replenished as needed. Provide Bruce Roberts (Bruce.Roberts@myflfamilies.com) the estimated arrival time for your storefront/lobby drop boxes.

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency
4. Restrict access to the storefront location to employees only.

B. Effective immediately, implement a process in which two (2) ESS team members will set up and staff a station outside your storefront/lobby to answer questions customers may ask about their benefits. This station must be staffed for the next week.

CONTACT INFORMATION: For additional questions or clarification regarding this memorandum, please contact Taylor Hatch, (850) 273-2424 cell.