



Frequently Asked Questions – Coronavirus (COVID-19)

We want to assure you that Walworth County understands your concerns and is actively working to provide answers to the questions you have. Both local and federal governments are working hard to put provisions in place to assist employees who have been impacted by the COVID-19 pandemic. As these provisions are enacted, we will be updating this document with the answers to your questions. Please reach out to Human Resources with any questions that are not answered below.

1. Can my work schedule be adjusted?

Department heads may adjust work schedules to reduce overlap of staff in our non-24/7 operations. Employees are encouraged to coordinate modified work schedules. For example, one individual working on-site in the morning and another in the afternoon or alternating days off-site could still provide for office or phone coverage. These schedules should be discussed with the employee's supervisor and approved by the department head prior to implementation. The County reserves the right to rescind or limit the use of modified work schedules. The County Administrator may also execute the County's right to re-assign essential and non-essential staff to essential duties.

2. Will I be able to work remotely?

Not all departments and functions will be able to accommodate remote work, as many of our services require direct client interaction. To request remote work, please work with your supervisor to complete the Voluntary Temporary Telecommuting Arrangement (VTTA). Requests will be considered on a case-by-case basis and will need approval from your supervisor, department head and County Administrator.

3. Will I be allowed to travel for personal reasons?

Walworth County is following the guidelines from the CDC, State of Wisconsin and Public Health regarding travel. As this situation is fluid, please check with your supervisor and Human Resources regarding travel plans.

If you will be traveling, we ask that you communicate your travel plans, including the airports through which you will be traveling and your return date, with your direct supervisor and department head. This will help the County to prepare for and respond to your personal travel request.

Upon return from your travel, we will expect employees to self-quarantine under the following two circumstances:

- If you, or a member of your traveling party, have knowingly been exposed to COVID-19 or if you otherwise have reason to believe someone in your party may have contracted COVID-19; and/or,
- If, consistent with direction from Walworth County Public Health, the State Division of Public Health and the Centers for Disease Control (CDC), you have traveled to a state (or county if the information is localized) or country currently designated as having

“community transmission” or “community spread.” This means that transmission is occurring not only through individuals who have traveled but is expected to be generally prevalent in the community. Please consult the following map to identify states with community transmission: <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>. [Scroll down to the map and hover your mouse over each state; those that indicate “Community Transmission: Yes” are subject to this rule, but be advised this map changes daily.]
Note: In relation to employees whose primary home is within a “community transmission” zone or whose spouse works within a “community transmission” zone, a decision on how to address handling “community transmission” designations for Illinois and certain Wisconsin communities is forth coming.

You will need to work with your supervisor and Human Resources to determine if self-quarantine will be required prior to returning to work.

A decision on self-quarantine will be made based on the status of each state *when one returns* from travel and not when one leaves. In this circumstance, self-quarantine means remaining away from work and other public places, typically in one’s home, for 14 calendar days. Please see the CDC website for links to information about other steps to take during a self-quarantine. Also, depending on the spread of COVID-19 in Walworth County and among our workforce, we may be required to take a more aggressive posture with regard to keeping employees away from work.

Please do not take offense if your supervisor sends you home due to recent travel or because you are exhibiting symptoms; remember that self-quarantine is not a punishment but rather a selfless act intended to keep your co-workers and our community, including the elderly and at-risk individuals, from being infected.

4. Will I be able to use paid time during this state of emergency?

Depending on the circumstances for your absence, you may be eligible for paid leave. The Families First Coronavirus Response Act (FFCRA) provides eligible employees with two options for job protection and paid leave when experiencing qualifying circumstances. It includes the Emergency Family & Medical Leave Expansion Act (EFMLEA) and the Emergency Paid Sick Leave Act (EPSLA). Please see the different options listed below to understand what may be available to you.

5. What is EFMLEA?

The Emergency Family & Medical Leave Expansion Act (EFMLEA) requires public employers like Walworth County to provide eligible employees with time off to care for the employee’s son or daughter under the age of 18 if the child’s school or place of childcare has been closed or is unavailable due to a public health emergency.

6. When am I eligible for EFMLEA?

Any full-time or part-time employee that has been on the employer’s payroll for 30 days prior to taking the leave is eligible.

7. What pay is available to eligible employees under EFMLEA?

The EFMLEA provides for a combination of unpaid and paid leave. The first 10 days of EFMLEA will be unpaid unless the employee chooses to use benefit time (PTO, STO/vacation, extended sick leave, etc.). (Please note that benefit time cannot be used beyond the first 10 days of leave). Beginning on the eleventh day of leave, employees will continue to have job-protected leave for up to ten more weeks while receiving two-thirds of their usual pay. The two-thirds pay is capped at \$200 per day (\$10,000 in

the aggregate). Part-time employees are entitled to pay based on the average number of hours worked for the six months prior to taking the leave.

8. What is EPSLA?

The Emergency Paid Sick Leave Act (EPSLA) requires public employers like Walworth County to provide employees with up to two weeks of paid sick leave when experiencing a covered circumstance (see reasons in #11 below).

9. When am I eligible for EPSLA?

Any active full-time or part-time employee is eligible, without regard to a minimum term of employment.

10. What pay is available to eligible employees under EPSLA?

Employers are required to provide employees with two weeks of paid sick leave, capped at \$511 per day (\$5,110 in total) for the employee's own illness or quarantine due to COVID-19. Full-time employees are to receive 80 hours at their regular rate of pay and part-time employees receive the number of hours that the employee works, on average, over a two-week period. Once the employee has used two weeks of leave or has returned to work, the employer is not required to provide any further emergency paid sick leave.

Employees who are caring for an individual affected by COVID-19 and those whose children's schools have closed receive up to two-thirds of their pay, capped at \$200 a day (\$2,000 in total). (Please note that benefit time cannot be used to supplement this amount).

11. What are the reasons I can use to request EPSLA?

- a. You are subject to a Federal, State, or local quarantine or isolation order related to COVID-19
- b. You have been advised by health care provider to self-quarantine due to COVID-19
- c. You are experiencing symptoms of COVID-19 and are seeking medical diagnosis
- d. To care for an individual who is subject to an order to quarantine or isolate
- e. You are experiencing a substantially similar condition as specified by the Secretary of HHS
- f. To care for your child because his/her school is closed or childcare provider is unavailable due to COVID-19

12. What positions are excluded from eligibility for EFMLEA and EPSLA sections c-f above in #11?

Consistent with the Act and upon expanded definitional guidance provided by the U. S. Department of Labor, employees in the following "health care provider" and "emergency responder" positions are excluded from eligibility for this benefit. This list may continue to be modified by the County Administrator as determined necessary.

- a. Sheriff's Office: All positions in the department.
- b. Medical Examiner's Office: The Medical Examiner and Deputy Medical Examiners.
- c. The County Administrator and Department Heads.
- d. Health and Human Services (HHS): All positions listed below
Accounting Clerk
Administrative Assistant
Administrative Clerk III
Aging Services Case Manager
Behavioral Health Case Manager
Behavioral Health Clinician

Birth to Three Service Coordinator
 Birth to Three Teacher
 Child and Family Case Aide
 Children and Families Case Manager
 Crisis Case Manager
 Crisis Intervention Lead Worker
 Crisis Intervention Specialist
 Dementia Care Specialist
 Deputy Director- HHS
 Finance Senior Accountant
 HS Manager - Administrative Services
 HS Manager - Behavioral Health
 HS Manager - Children & Families
 HS Manager - Long Term Care
 HS Manager - Public Health
 HS Supervisor - Access/Initial Assessment
 HS Supervisor - Aging and Nutrition
 HS Supervisor - Behavioral Health
 HS Supervisor - Behavioral Health Case Management
 HS Supervisor - CPS Ongoing
 HS Supervisor - Compliance and Medical Records
 HS Supervisor - Crisis Intervention
 HS Supervisor - Fiscal Support
 HS Supervisor - Public Health
 HS Supervisor - WIC
 Nutrition Lead Worker
 Nutrition Site Worker
 Occupational Therapist
 Physical Therapist
 Physician Support Assistant
 Prevention Specialist
 Public Health Specialist
 Receptionist/Clerk
 RN-Mental health
 RN-Public Health
 Speech Therapist
 WIC Nutritionist

- e. Lakeland Health Care Center: All positions at the Lakeland Health Care Center.
- f. Information Technology: All positions in the department.
- g. Finance: All positions in the department.
- h. Human Resources: All positions in the department.
- i. Department of Public Works: All positions in the department.

13. Can an employee take paid leave under both the EPSLA and the EFMLEA?

Possibly. If the employee is taking leave under EPSLA for a qualifying reason that does not fall under EFMLEA and subsequently needs leave for a qualifying reason under the EFMLEA, it is likely that an

employee will be entitled to leave under both provisions of the FFCRA, and the leave will not run concurrently.

Example: If the employee takes 80 hours of leave under EPSLA, which does not qualify for EFMLEA, and the employee later needs leave that does qualify under the EFMLEA, the employee will be entitled up to 12 weeks of EFMLEA even though he or she already used two weeks of leave under the EPSLA.

14. Can I take both EPSLA and EFMLEA at the same time?

If the employee is eligible for leave under the EFMLEA, they may also apply for EPSLA. In this situation, you may apply the EPSLA during the first two weeks of EFMLEA. The EPSLA will count as the first two weeks of the EFMLEA, and then ten weeks of EFMLEA will remain. Keep in mind, that EPSLA can only be used once, and if a situation occurs later in the year which otherwise would have qualified you to use it, it will not be available again.

15. How do I apply for EFMLEA or EPSLA?

Contact FMLASource at: www.fmlasource.com or call 1-877-GO2-FMLA (877-462-3652) or email FMLACenter@FMLASource.com to apply. When applying online, select “other” for the condition, then indicate COVID-19 and the reason for your request.

16. What documentation do I need to support my leave for EFMLEA or EPSLA?

The FFCRA regulations list the specific information that must be included in the documentation to request leave under EFMLEA or EPSLA. FMLASource will work with you to provide the documentation needed to substantiate your leave request.

17. Can I take intermittent EFMLEA or EPSLA?

You will need to work with your supervisor and Human Resources to establish an intermittent agreement or flexible schedule prior to applying for intermittent EFMLEA or EPSLA.

18. My position is exempt from EFMLEA and EPSLA, what options do I have for leave if I get sick with COVID-19 or if I need to stay home due to child care issues with the schools/daycares being closed?

You are able to apply for EPSLA if you have: a) a Federal, State, or local quarantine or isolation order related to COVID-19 or b) been advised by a health care provider to self-quarantine due to COVID-19. You are not able to apply for EFMLEA, but you can work with your manager on schedule adjustments as well as using your regular benefit time.

The Department of Children and Families is connecting essential workforce families with available child care resources. To request child care, essential workforce families should fill out [the applicable form](#). Families can also search online for available care in their area at a publicly [available map](#).

19. Why is my EFMLEA or EPSLA denied because telework is available?

The Department of Labor (DOL) clarified eligibility to take EPSLA and EFMLEA if your employer offers telework. They stated employees can “telework” if an employer has work for them, permits them to work off-site, and there are no COVID-19 related circumstances that prevent them from working. Individuals in this situation should work with their supervisor to arrange telework that meets both their needs and the needs of the County.

Department of Labor note: An employee who is self-quarantining or is subject to a quarantine/isolation order is able to telework and therefore may not take EPSLA, unless they are unable to work due to other COVID-19 related reasons. An employee who can telework while tending to family responsibilities may

not take leave under the EPSLA or EFMLEA, absent other COVID-19 related reasons that prevent them from working.

20. My scheduled work hours have been reduced; can I use FFCRA leave benefits to supplement reduced hours?

No, if Walworth County reduces work hours due to lack of work, an employee may not use EPSLA or EFMLEA to compensate for the reduction in hours. However, the employee may use EPSLA or EFMLEA if a COVID-19 qualifying reason prevents the employee from working their assigned schedule.

21. My schedule was reduced. Should I file for unemployment?

If you were eligible for unemployment before the federal legislation passed, please apply as soon as you can at <https://dwd.wisconsin.gov/ui>.

If you were not eligible for unemployment before the CARES Act (Federal Stimulus Bill) was passed, the state of Wisconsin is asking you to wait to file because their system is not yet set up to accept your application. They indicate that they are waiting on additional guidance from US DOL. They expect that they will be ready for applications by mid-to late-April. Individuals who can file for unemployment in response to the CARES Act should watch Wisconsin Unemployment's website for updates. Their website is <https://dwd.wisconsin.gov/uiben/caresact>.

You may find answers to your questions at dwd.wi.gov/covid19/ or dwd.wi.gov/uiben/faqs.

22. I am a new employee with the County. When do I have access to my Personal Time Off (PTO) during the State of Emergency?

Walworth County has waived the 60-day waiting period for PTO for new hires. PTO is available to you immediately should you need to use it.

23. All of my benefit time has been exhausted. Do I have any options?

Yes, employees are allowed to request up to 40 hours of Scheduled Time Off (STO)/vacation to be paid back from future time off accruals. Please work with your supervisor and Human Resources to fill out the necessary form to request this.

24. I am at the cap for my vacation or STO balances but cannot take off due to departmental staffing demands. Will I still earn STO or vacation?

Yes, payroll is monitoring employees who fall into this situation. They are adjusting the cap during this time so you will be allowed to accrue up to 80 hours over your benefit cap.

25. What should I do if I am experiencing symptoms, and I cannot get a COVID-19 test?

First, if you are feeling ill, stay home. Then, work with your supervisor and Human Resources to help you walk through the CDC and Public Health recommended steps for self-monitoring or self-quarantine. Human Resources will help you determine how to plan for your return to work based on the length of your symptoms and your recovery and help you navigate the different types of leave that might be available to you. In addition to leaves specifically associated with COVID-19, standard Wisconsin and Federal FMLA may be available to you if you develop a serious health condition related to COVID-19. The total amount of leave available to you is dependent on your situation and the leave.

26. How can I access my extended sick bank?

Temporary applicable use of extended sick bank during the period of the County's Emergency Declaration:

- If an employee has the flu or flu-like symptoms
- If an employee, an employee's qualified family member, or an employee's immediate member of household have COVID-19
- If an employee, an employee's qualified family member, or an employee's immediate member of household has received notification of an exposure (by public health or medical provider)
- If an employee voluntarily travels to (or visits while traveling) an area that is classified as NOT having community spread but then is designated as having community spread before they return home, extended sick is available for their self-quarantine. *If an employee willingly travels through or to an area identified as having community transmission, extended sick is not available for self-quarantine period

Employees may not use an extended sick bank to cover time for child care issues. Child care issues due to closures have the following options:

- Allowed to use: STO/vacation, PTO, holiday bank or comp bank (any paid time except extended sick bank).
- If all accrued benefit time is exhausted, unpaid time will be allowed.

Extenuating circumstances will be evaluated on a case-by-case basis and approved by the County Administrator.

27. What will my county health and dental insurance cover?

COVID-19 Testing

The following benefits are included with no cost-sharing on Tier 1 and Tier 2 plans (no deductible, copay or coinsurance):

- In vitro diagnostic testing (e.g., nasal swab)
- Items and services related to office visit, telehealth session, urgent care visit, or emergency room visit for COVID-19 diagnostics that result in an order for or administration of a COVID-19 test (but only to the extent such items and services relate to the furnishing or administration of the test or to the evaluation of whether the test is needed). Follow-up services will be covered under usual plan cost guidelines.

Telemedicine (Virtual visits with medical providers)

The plan will cover plan participants' virtual visit at 100% on either Tier 1 or Tier 2 plan from April 1, 2020 to December 31, 2020. You will be responsible for any cost share for any medications or future in-person visits that would arise from the telemedicine visit.

Teledental (Virtual urgent dental visits with dentist)

Delta Dental will cover remote exams – under CDT code D0140, “limited oral evaluation – problem focused” – to evaluate a patient’s urgent dental problem during this time.

28. Will my prescription access be affected by COVID-19?

Serve You Rx continually monitors for new or updated information from the U.S. Food and Drug Administration (FDA) on any drug product shortage. If a shortage for a specific medication were to occur, Serve You Rx will work with the patient, the prescriber and the employer plan to identify a covered therapeutic alternative, address any other benefit needs and provide other resources if necessary.

Serve You Rx knows that members may also have concerns about accessing their medications if they are practicing social distancing or self-quarantining. We encourage you to take advantage of mail service provided by Serve You DirectRx Pharmacy for maintenance medications. Shipping is free, packaging is discreet and members can receive up to a 90-day supply of their medication delivered to their door.

Members who are running low on drug supplies may seek an early refill of their medication if they have concerns about running out. If the medication is a non-controlled substance, Serve You Rx will perform a one-time override authorizing an early refill. Members who would like help obtaining an early prescription refill can call Serve You Rx customer service at 800-759-3203 or work with their retail pharmacist.

29. If I take leave, what will happen to my insurance coverage?

While you are on FMLA or EFMLEA you are on an approved leave and will only be responsible for the employee premium portion of your benefits. Should you fall into a situation that you are on an unpaid leave past your FMLA or EFMLEA approved leaves, the County will work with you to offer a one-time 30-day extension to your employee premium portion of your elected benefits prior to being required to pay COBRA premiums to continue your coverage.

30. My daycare provider has closed. Can I change my FSA – dependent care election for 2020?

Yes. Notification of the election change must be made no later than 30 days after the qualifying event. Please work with Human Resources to get the form to make an adjustment.

31. Where can I find more information?

Walworth County website Human Resources page:

<https://www.co.walworth.wi.us/441/Human-Resources>.

Click on the COVID-19 Employee Information link to find Administrative Procedure 4-493, Resolution 102, FFCRA information, EFMLEA or EPSLA request information, child care resources for essential workers and EAP resources

Walworth County COVID-19 Updates:

<https://www.co.walworth.wi.us/856/COVID-19>

Additional Resources

It is critical that all of us receive our information from trusted and reliable sources. Walworth County is using the following resources:

- [Centers for Disease Control \(CDC\)](#)
- [CDC Travel Advisories](#)
- [Walworth County Public Health Department](#)
- [World Health Organization](#)
- [U.S. State Department](#)