



## We're in this together: a message to our community about COVID-19

Dear PICS community,

We appreciate the trust you have placed in us as your Financial Management Services (FMS) provider. As we continue to monitor the spread of COVID-19 (coronavirus), we wanted to share with you the steps we've taken to help minimize the impact of COVID-19 to our participants, their families and workers and our staff.

Effective immediately, PICS is enacting remote working restrictions for our staff. **What does this mean for you?**

### General Operations

- PICS office will be closed to the public through the remainder of March, with staff working remotely during this time. Staff members will maintain regular working hours and will continue to be available via phone and email.
- PICS' main phone line will continue to be available during regular business hours. Our helpful staff is also available via email at [info@picsmn.org](mailto:info@picsmn.org).
- As a reminder, PICS has a wide array of valuable online resources available to you on our website – [www.picsmn.org](http://www.picsmn.org).

### Face to Face Meetings Moved to Phone Meetings

We are practicing social distancing to decrease the exposure and spread of COVID-19. Our staff is rescheduling any in-person meeting and providing the option to meet by telephone or complete requirements via mail.

### Payroll: Timecards and Expenses

We continue to recommend use of our online manager portal to enter expenses and worker timecards. If you have not used the portal before and need log in information, please contact your service coordinator who will be happy to help get that set up for you.

As an alternative, timecards and expenses can be emailed to [payroll@picsmn.org](mailto:payroll@picsmn.org) as a Word document attachment or as a photo of the paper time card taken with your smart phone. **The least desirable method for submitting documents for processing is via mail or personal delivery to our location using the outside drop box.** Although we will continue to manage these hard copies, we do not encourage this practice in case of mail delays and because a physical presence at our office will be infrequent.

### New Hires

Hiring new Workers will continue. We are in contact with DHS Background Studies Division and are waiting for additional guidance to understand how the fingerprinting requirements affect the hiring of new workers during this time. As always, new hire paperwork is available on our website ([www.picsmn.org](http://www.picsmn.org)) or pre-filled paperwork can be emailed or mailed. Please direct requests to your Service Coordinator or by emailing [hr@picsmn.org](mailto:hr@picsmn.org).



### Service Continuity and Preparedness Planning

PICS Leadership is meeting daily to assess our operations and the delivery of our services to you. We continue to collaborate with our State Medicaid and Agency partners, as well as the Minnesota Department of Health and the Department of Human Services as we work to minimize the impact of this pandemic.

### What's next?

While the next few weeks will feel unfamiliar, we have the utmost confidence in our staff to successfully guide our families through this period. Rest assured that all of our staff are already well-versed in remote working and ready to continue to assist you like we always have.

As of now, PICS will prepare to resume regular in-person business operations on 4/1/2020. As mentioned earlier, however, the COVID-19 situation is changing rapidly. In the event we need to extend the period of remote business operations, we will notify you using various means of communication, including email, mailings, our website and Facebook.

Our goal is to make sure PICS is doing our part to flatten the curve of this pandemic by following all guidelines. First and foremost is your health and safety. We appreciate your patience and flexibility as we adapt to this rapidly changing situation.

As always, thank you for making PICS your provider of choice.

Sincerely,

PICS - Partners in Community Supports

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[www.picsmn.org](http://www.picsmn.org)