



PARTNERSHIP FOR PUBLIC SERVICE

READY TO SHUTDOWN TIPS FOR AGENCY M&A LEADERS

When the risk of a shutdown in government operations rises, federal agency leaders who are responsible management and administration should consider these actions as they update procedures for a lapse in appropriations:

1. Review and refresh your lapse plan, and ensure agency leadership understands the plan, excepted positions, and recall procedures.
2. Work with the General Counsel's office on ongoing issues during the lapse, such as the agency's website, to communicate with employees, contractors, travel, training and guidance on outside employment.
3. Forward fund contract support work equal to two times the planned shutdown period to ensure continuity of operations if funds are available.
4. Encourage credit unions to offer low or no-interest loans.
5. Ensure the HR teams understand where to access and share information on how to apply for unemployment insurance in each state.
6. Remind employees to print a copy of their latest SF-50 or W-2 and furlough notice before the shutdown begins.
7. Continue building relationships with bargaining units and local community leaders who may assist employees by explaining unemployment insurance filing procedures or other financial resource information. Understand your Employee Assistance Program offerings, especially financial services help, and determine if these services may be accessed during a lapse.
8. Continue to communicate with all employees regularly. Update your Continuity of Operations plans to ensure you have personal e-mails, phone numbers, and personal contact information for every staff member and union contacts. Pull together FAQs, post them as soon as possible, and maintain them through the shutdown.
9. If you have an automated emergency notification system, ask employees to update their contact information and test the system before a shutdown.
10. Think about all the constituencies and their different circumstances and needs: Those who are working and getting paid, those who are working and not getting paid, those who are not working and not getting paid, industrial contractors, independent contractors, interns, detailees, IPA staff, military personnel, etc. If you bucket the categories of workers, you can produce approaches for each to address their needs and communicate effectively.
11. If you still need one, set up an HR hotline for employees to call with issues that still need to be resolved. If you already have one, ensure it is augmented to deal with the extra call volume. No one has time to wait on hold. If possible, staff it so that employees can call after hours. Maintain this hotline through the shutdown.
12. Have day-one information and instructions for employees as they begin their first day after the appropriations lapse has concluded. Ensure IT systems and related help desks are fully staffed to address capacity and systems issues.