

 <p>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</p>	Developed by/Date:	Page: 1 of 6	Number: 7.28
	Reviewed by/Reviewed Date: CSA Exec Team, SCEA, SEIU 7/11/22, 8/2/22, 10/25/22, 12/21/22, 1/11/23, 1/25/23	Replaces: NEW	Subject: Administrative
Title: COMMUNITY SERVICES AGENCY TELECOMMUTING PROGRAM POLICY		Approved: 1/25/2023	

Policy Procedure Guideline

PURPOSE

CSA is committed to offering telework when available and appropriate. While work primarily occurs at the Community Services Facility (CSF) and Community Offices, employees whose official work location is their personal residence, are designated remote employees. A remote designation formally defines the positions work location outside of the CSF and Community Offices. The employees remote work location is their “official duty station” for the purpose of travel, reimbursement and compensation and is appropriate only when all of the employee’s work occurs remotely. Employees who work onsite at the CSA-owned or operated work sites are not designated as remote.

POLICY

All CSA employees who telecommute must have an approved telecommuting agreement under this policy. This policy establishes basic requirements for employees to work from home or at some other offsite location for all or some of their regularly scheduled work hours.

Telecommuting does not change the duties, obligations, responsibilities, or terms and conditions of employment. Telecommuting employees must comply with all County/CSA rules, policies, practices, and instructions. Telecommuting is a privilege, not a right.

A telecommuting employee must be fully present to perform work during designated telecommuting hours without ongoing distractions. Employees may not engage in activities while telecommuting that would not be permitted at the regular worksite, such as, but not limited to child, elder, or other dependent care that takes away the employee’s ability to fully perform their duties. Telecommuting employees may take care of personal business during unpaid lunch periods, breaks, or approved time off as they would at the regular worksite.

Employer has the right to deny, end, or modify a telecommuting agreement at any time, by providing a minimum of one week advanced written notice **to applicable employees** for any reason that is not arbitrary. For employees represented under the SEIU bargaining unit, please refer to the current MOU for additional information including timelines for ending or modifying a telecommuting agreement. If there is a short-term business need, employees may be requested to return to their regular worksite or respond out in the field as soon as possible, but no later than 90 minutes. Similarly, a telecommuting employee may end or

request to change a telecommuting agreement at any time. Employees may be immediately removed from telecommuting program if they do not comply with the terms of their telecommuting agreement. Telework schedules will be determined by each unit, however, a minimum of 50% of scheduled staff must be working from their regular worksite in each division at all times.

TELEWORKING REQUIREMENTS

The following requirements must be met:

1. Employees must adhere to their regularly scheduled workweek.
2. Employees must be available to their supervisors and co-workers during their designated work hours without distractions as outlined in their telework agreement.
3. Employees must be available to attend in-person scheduled meetings and participate in other required office activities as needed. Employer will make every effort to provide at least 24 hours' notice for such events.
4. Employee must respond to their regular worksite as soon as possible, but no more than 90 minutes after being called to their regular worksite.

ELIGIBILITY

Eligibility to telecommuting is based on both the position and the employee. Not every job or every employee is well-suited for telecommuting.

A. Position Eligibility

An employee's position may be suitable for telecommuting when the job duties:

- Do not significantly impact the work of those employees at the regular non-remote worksite;
- Are independent in nature;
- Are primarily knowledge-based;
- Lend themselves to measurable deliverables;
- Do not require frequent interaction at the regular worksite with supervisors, colleagues, clients, or in person with the public;
- Allow for remote access of confidential customer information;
- Do not require the employee's immediate presence at the regular worksite to address unscheduled events, unless alternative arrangements for coverage are possible; and
- Are not essential to the management of on-site workflow.

B. Employee Eligibility

Employees may be suitable for telecommuting when their performance history includes the following:

- Demonstrates dependability and responsibility;
- Effective communication with supervisors, co-workers, and clients;
- Demonstrates motivation;
- The ability to work independently;
- A consistently high rate of productivity;

- A high level of skill and knowledge of the job;
- The ability to prioritize work effectively;
- Good organizational and time management skills;
- Employee has a “standard” or above standard rating on their last Performance Evaluation; and
- Employee has no documented personnel concerns on file within the last year.

Regular/reoccurring telecommuting is reserved for employees who have completed at least six months of their initial County Probation and are able to independently complete assignments at a standard or above standard level during their approved telework days as determined by their supervisor and/or manager. Employee and supervisor should review and complete the Safe and Effective Telework environment check and self-certification.

Occasional teleworking can be considered for employees within their first six months of County Probation on a case by case basis.

In emergent situations and due to extenuating circumstances, eligibility requirements will be considered on a case-by case basis.

Employees who are not upholding CSA obligations, such as meeting performance or conduct expectations, are not eligible to telecommute, except under limited emergency circumstances approved by the Director of Community Services Agency.

C. Agreement Options

Telecommuting agreements can be on a regular/reoccurring, or an occasional basis. Regular/reoccurring means an employee works away from the regular worksite on an established day or up to two days, and on a reoccurring schedule for a period of several months.

CSA Management will review performance and business need at regular intervals to determine whether a regular telecommute agreement will continue for each employee. Employees who telecommute on a regular/reoccurring basis must be available to work at the regular worksite on telecommuting days if needed. Employees must obtain prior authorization to change a regularly scheduled telecommuting day. Employees must reside or telework within a reasonable distance to their official duty station, and must be able to return to their official duty station within 90 minutes.

Occasional telecommuting means an employee works away from the office on an infrequent one-time, or irregular basis. This option provides an ideal arrangement for employees who generally need to be in the office, but who sometimes have projects, assignments or other circumstances that meet the eligibility criteria. These requests will be approved on a case-by-case basis.

D. Furnishing Equipment

Furniture:

- Employees are responsible for providing office furnishings-such as desks, chairs, file cabinets, and lighting-at their own expense.

IT Equipment:

- CSA has the sole discretion to provide equipment or allow employees to use their personal equipment while telecommuting, and to determine what equipment will be provided to employees working remotely based on operational, workload, job duties and equipment availability.

A standard setup for an employee working remotely on a regular/reoccurring or occasional basis will include:

- Laptop, or an approved personal desktop if a laptop is not provided
- Headset, including a microphone

Additional equipment for an alternative worksite may be provided at the discretion of the agency based on operational, workload, job duties and equipment availability.

These items may include:

- Monitor
- Docking station (or combo docking station / monitor)
- Keyboard
- Mouse
- Webcam

Printers and scanners for home use will not be provided. Personal printers are not to be connected to County issued equipment. Printing from a remote location will be routed to an in-office network printer. Printing to an in-office network printer should be reserved for urgent matters only or completed during an in office day so in-office operations are not disrupted. Documents containing Personal Identifiable Information (PII) should never be printed to an in-office network printer from a telecommuting employee.

Employees may connect their own personal monitor(s) (eg. to have a second monitor), keyboard and mouse, at their own expense.

Phones:

- County issued cell phones will not be issued for staff who are telecommuting on a regular/reoccurring or occasional basis. Soft phones will be issued as standard software.

CSA will not assume responsibility for set-up or operating costs at an alternate worksite, including telephone or internet services, additional equipment purchased or maintained, etc. CSA will not assume responsibility for technical support for home equipment and/or internet connectivity. The employee is solely responsible for the maintenance and repair of personal equipment and internet services.

CSA I.T. will provide remote technical assistance for connection to the CSA network and required state or other applications essential for performance of job duties. Help Desk support will be available during regularly scheduled business hours of 7:30 am - 5:00pm Monday through Friday. After hours emergency support should only be used when a case emergency requires after hours work. Your choice or requirement to work when the Help Desk is closed does not warrant use of after-hours emergency support.

Upon termination, or at the request of CSA management, CSA equipment must be returned immediately.

Office Supplies:

- CSA will provide common office supplies, such as paper, pencils, pens, and paper clips, for employees' use in their home offices.

E. IT Security & Confidentiality

All confidential, private, personal or privileged records or information are kept safe and secure to the greatest extent possible and according to the security measures and safeguards. The workspace in the alternate worksite must allow for privacy and client confidentiality during phone calls/video chats.

Telecommute agreement documents will be reviewed and signed by all employees prior to telecommuting.

Only county desktop computers, laptops and/or cellphones will be directly connected to the CSA network, via Virtual Private Network (VPN). Personal computers and laptops may be approved for use, at CSA discretion, but may only connect to the CSA network via the virtual desktop infrastructure (VDI). Equipment connected via VDI does not process or store PII on the personal device. All PII is processed and stored on the CSA network. No confidential information or documents can be saved or printed locally to a personal device.

Employees must demonstrate the ability to connect to CSA networks using VDI or VPN, according to instructions provided by CSA IT. Employees will log off when away from workstation. Laptops and computers used remotely must receive software and security updates as requested by the agency, which may require that the device is brought into the agency for updates. Multifactor authentication is mandated to access some applications. Additional security measures may be announced and instituted, as a response to any security threats.

Employees will not install unapproved software on any county device. Employees will not permit unapproved persons (such as family members, friends, etc) from accessing and/or using county equipment.

F. Workers' Compensation

Remote employees are covered by workers' compensation for job-related injuries that occur in the course and scope of employment. Remote employees must report any work-related illnesses or injury to their supervisor immediately.

[Workers Compensation forms.](#)

G. Travel Between Locations

The cost of voluntary travel to and from a CSA worksite for remote teleworkers is the responsibility of the individual. The County travel policy describes travel reimbursement for the official County business travel between the employees' official duty station (work location) and a temporary duty station.

Request Process

Telecommuting arrangements are approved by management on a case-by-case basis. Telecommuting might not be feasible within some divisions or for certain positions within a department. Employees interested in telecommuting arrangements should discuss the matter with their supervisors and complete the following form:

- Telecommuting Agreement
- Telework Environment Checklist and Self-Certification