

DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-01	Effective Date: July 1, 1994 Revision Date: December 27, 2004	Page 1 of 4
SUBJECT: TELECOMMUTING POLICY		
RATIONALE: This policy is intended to provide a program where employees can perform their assigned work outside the office, generally within their homes, eliminating the need for employees to commute daily to their offices. Implementation of the policy is expected to increase employee morale, increase employee productivity, increase employee retention rates, and reduce office space needs.		

I. DEFINITION:

Telecommuting is defined as regular work at an employee's home or other locations identified in the telecommunication agreement signed by the employee and employee's supervisor.

Telecommuting includes a cooperative agreement between an employee and the Department of Human Services involving work that an employee performs on a routine basis, independent of others, and that can be accomplished by the employee outside of the office environment.

Telecommuting is moving the work to the worker instead of moving the worker to the work; working away from the traditional office as part of the workweek on a regular basis. Simply stated, telecommuting is a substitute for the daily commute to and from work, with or without the help of computers.

II. POLICY:

- A. Telecommuting is not an employee right but is limited to those employees whose work can be effectively and efficiently accomplished outside the traditional office environment. Positions which may require the employee to be present at the DHS office location (such as a receptionist, night watchman, etc...) will not be eligible for telecommuting. Employees who are on corrective action or disciplinary action are not eligible for telecommuting. Telecommuting is not recommended for probationary employees until they have completed all required new employee orientation and training and until they have achieved a successful level of performance in assigned job functions.
- B. Telecommuting is restricted to week days, Monday through Friday.
- C. An employee must enter into a telecommuting agreement to be eligible for this program. (See Exhibit B for Agreement).
- D. Employees who telecommute cannot exceed three days (3) per week at a secondary work location. Employees who work more or less than 40 hours per week can not exceed 60% of their work time at a secondary work site. Exceptions can be approved by the employee's Director.
- E. A telecommuting agreement can be terminated at any time by a supervisor. Similarly, employees may end their telecommuting agreement with reasonable notice to their supervisor so office space and equipment can be arranged for the employee.
- F. Telecommuting agreements should not be viewed as means to reduce a regular 40-hour workweek.

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- G. All employees who telecommute must be personally reachable by telephone and available to answer client, public, and supervisor questions when necessary during the work week. Any alterations to established work schedules should be communicated to the employee's supervisor and approved prior to any changes.
- H. Employees should be encouraged to use state-supplied computers for telecommuting if feasible. No state employee should be compelled to use privately owned computer equipment in order to telecommute. Any State owned equipment used in telecommuting must be exclusively used for Department and State business except for occasional or incidental personal use.
- I. Directors or their designees must review and approve all telecommuting costs. Employees will be reimbursed only reasonable costs. Reasonable costs include telephone and line charges directly related to telecommuting as well as incidental office supplies and storage to secure confidential files. Division and Office Directors must approve installation of all ISDN lines. Permanent and long term storage of confidential and department files should not occur at personal residences. Reasonable costs do not include furnishing a home office with desks, chairs, or telephone equipment. Reasonable costs also do not include paying rent, utility, or insurance costs for any home offices.
- J. Employees participating in telecommuting retain the same rights and benefits while working at their secondary work site as other Department and State employees. These rights and benefits include defense and indemnification for claims against an employee that may result from State employment as identified in the Utah Government Immunity Act and worker's compensation benefits. However, the State and Department are not liable for any injuries to a person other than the employee at an employee's home office. Department clients should not be seen at any home offices.
- K. As a condition of telecommuting, the employee must agree that Department representatives can make reasonable inspections of secondary work sites to ensure confidentiality of Department and client information, security of state owned equipment, and compliance with work related activities.
- L. If the telecommuting arrangement involves activities that must be cleared through zoning ordinances or planned community/condominium home association regulations, the employee has the responsibility to meet these requirements.
- M. The employee is responsible to return all equipment, supplies, work products, etc., used at the secondary work location upon request by the DIO or upon termination of their participation in telecommuting, or upon their termination from DHS employment.
- N. Confidentiality of Department and client information must be maintained at all secondary work sites in accordance with Federal, State and Department laws, rules, and policy

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III. PROCEDURE:

- A. Employees interested in participating in telecommuting must read this policy and complete the “Telecommuting Feasibility Worksheet”. (Exhibit A)
- B. The immediate supervisor will review the telecommuting request and complete the supervisor's portion of the “Telecommuting Feasibility Worksheet”. (Exhibit A).
- C. The immediate supervisor and DIO or designee must approve the method(s) utilized by the employee to facilitate telecommuting, i.e. the method used to access the necessary work information, the technology option utilized by the employee to produce the work product, and the method(s) used by the employee to be accessible for work tasks. The costs of telecommuting methods must also be approved by the DIO or designee. (A detailed outline of the telecommuting options and costs can be found in the LAN Business Support plan located on the Office of Technology web page at WWW.dhs.state.ut.us).
- D. The immediate supervisor and the employee may utilize the training which is available through the Office of Technology to become more knowledgeable regarding telecommuting options and guidelines.
- E. The supervisor and employee will be responsible to review and modify the employee’s performance plan annually to accommodate telecommuting.
- F. The “DHS Telecommuter's Agreement and Contract”, (Exhibit B), and “Telecommuting Checklist” (Exhibit C) must be completed to include work site, work condition, location, costs and approved equipment used in the telecommuting program.
- G. The supervisor will monitor employee performance through the performance management system which may include the telecommuting project/assignment evaluation form (Exhibit D). This form may be used after the completion of each project/assignment to supplement and reinforce a more comprehensive performance management program for employees in the telecommuting program.
- H. The Department standard software applications requested for telecommuting should be listed on the “DHS Telecommuter's Agreement and Contract” (Exhibit B). The costs for supported software applications are billed to agencies based on device counts. All equipment and supplies provided to the employee are the property of the Department and are issued to the employee on a business use basis. The employee must sign for receipt of the equipment/software.

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- I. The employee will use all reasonable means to protect the Department's property at the secondary location and will report promptly any damage or loss of equipment. If employee-supplied computers are used, the employee must release the state and agency from any and all liability.

Robin Arnold-Williams

Date 12-27-04

Robin Arnold-Williams, Executive Director
Department of Human Services

EXHIBIT A

DHS TELECOMMUTING FEASIBILITY WORKSHEET

This checklist will help the supervisor and employee in determining the appropriateness of matching job assignments to telecommuting. The employee and supervisor will sign the completed questionnaire and forward to the division director for discussion and approval.

1. Briefly describe your current job duties that can be effectively accomplished by telecommuting.

2. Is the telecommuting arrangement intended to be ongoing? If not, for what period? How do you expect employee productivity be defined and measured?

3. Briefly describe the perceived benefits you see to the Department and community through your telecommuting arrangement.

4. Describe how you can continue to meet needs of internal and external customers through telecommuting.

5. Describe the proposed office arrangement at your secondary location. (Size, location, furniture, characteristics, separation from living area, etc.)

6. Describe the equipment, if any, needed at the secondary work location to support your telecommuting arrangement. (Personal computer, terminal, telephone line, modem, etc.)

7. What special accommodations, if any, other than described in number 6 above, would you require for this telecommuting arrangement?

8. What computer applications do you use now, or would require, for a telecommuting arrangement? (Word processing, electronic mail, spreadsheets, mainframe applications, etc.)

Employee

Date

Supervisor

Date

EXHIBIT B

DHS TELECOMMUTER'S AGREEMENT

Telecommuting is an arrangement that DHS may choose to make available to some employees when a mutually beneficial situation exists. Telecommuting options may include the use of telecommunications technology to transport information, rather than people, to and from the workplace.

Telecommuting is not a formal, universal employee benefit, but rather an alternate method of meeting the need of the Department and its clients. Telecommuting is not an employee "right" but may be granted when mutually beneficial to the employee and the Department.

In signing this agreement, the employee agrees to abide by the Department's Telecommuting Policy and the following conditions:

1. Employee salary, job responsibilities, benefits and company-sponsored insurance coverage will not change due to participation in the telecommuting project.
2. The amount of time the employee is expected to work will not change due to participation in the telecommuting project. Time sheets must be submitted according to the regular schedule.
3. For the purpose of defining the employee's scheduled working hours during which the employer has liability for job related accidents or illnesses and during which worker's compensation laws apply, it is understood that the employee's work hours will conform to the schedule in this agreement.
4. Any changes or extension to the above mentioned schedule with respect to worker's compensation coverage must be reviewed and approved by the supervisor in advance.
5. Since the employee's home work space will be considered an extension of the DHS work space, the State's liability for job-related accidents to employees will continue to exist during the scheduled work hours.
6. A designated work space should be maintained by the telecommuter at the alternate work location. Worker's compensation liability will be limited to this work space as opposed to applying to all areas of the home.
7. As this liability will extend to accidents which may occur in the alternate location, the employer retains the right to make on-site inspections of this work area to ensure that safe work conditions exist.
8. On-site visits by the employer may also be made for the purpose of retrieving equipment and other State property in the event of employee illness or termination.
9. Any hardware or software purchased by the State remains the property of the State and will be returned to the Department at the conclusion of telecommuting.
10. State-owned software may not be duplicated except as formally authorized by the Office of Technology.
11. Unless authorized by DIO Director, confidential materials shall not be taken out of the main

office or accessed through the computer at the secondary office.

12. Except for minor, incidental use during non-work hours, State equipment in a remote office shall not be used for personal purposes.
13. The State will, on a case by case basis, provide computer equipment to an employee to use in his home to conduct State business.
14. The State will reimburse the telecommuter for telephone and line charges directly related to telecommuting. All charges must be reviewed and approved at the time the telecommuter's agreement is signed by the Division Director or designee.
15. Supplies required to complete assigned work at the alternate location must be obtained during one of the telecommuter's in-office visits. Out-of-pocket expenses for supplies available at the State will not normally be reimbursed.
16. The State will reimburse the telecommuter for telephone calls made for work-related purposes when documentation is provided by the employee.
17. Expenses not specifically covered above will be dealt with on a case-by-case basis, taking into account the reasonableness of the expense, other expenses reimbursed for the same employee, and the overall Division/Institution/Office budget. Costs specifically excluded from reimbursement include office furnishings, telephone equipment, rent, utilities, and insurance costs.
18. Telecommuting is not to be viewed as a substitute for adult or child care. Telecommuters who care for others in the home are expected to have someone else care for them during the agreed-upon work hours.
19. Individual tax implications related to the home work space shall be the responsibility of the telecommuter. It is possible, under some circumstances, to deduct expenses of a home office, but a tax expert should be consulted first.

Employee Signature

Date

Supervisor Signature

Date

Complete Section A or Section B. Section C must be completed by everyone.

SECTION A: Remote A

Primary Work Location (Office)

Address: _____

Agency: _____

Telephone: _____

Scheduled Days at Primary Work Location: Mon Tues Weds Thurs Fri

Approved Secondary Work location:

Address: _____

Telephone: _____ Data Transmission Telephone: _____

Scheduled Days at secondary location: Mon Tues Weds Thurs Fri Sat Sun

Work hours available for telephone contact: _____

Computer Used: Personal State Owned (If State owned list brand/model/serial number)

Brand/Model/Serial Number: _____

If the use of a computer is required, List the additional software applications approved for installation (SAFE, FINET, etc...).

Software: _____

Local calling area for your secondary home office (**Ogden, Provo, Salt Lake**): _____

Billing Information (must be completed before returning):

Agency: _____ Appropriation Unit: _____

Fund: _____ Org #: _____ Activity: _____

Note: a \$150.00 setup fee or a \$50.00 hourly fee, for setup and on-going support, may apply in addition to the LAN Support Rate you are currently paying. Refer to the Remote Access Methods and Cost Recovery Options (RAMCRO) document for a complete explanation of applicable charges.

I agree to participate in the DHS Telecommuting Program. I have read the DHS Policy on Telecommuting, and understand the policy and that training session(s) are available. I will abide by the Telecommuting Policy as well as the above work schedule.

SECTION B: use of Software only

The following state owned software will be installed to the hard drive of a PC. I agree to remove the listed software upon the specified time period, upon transfer of equipment or upon my termination.

Software: _____

Software Installed to: State owned PC Personal PC

Date to be Returned: _____

SECTION C: Signatures (completed by everyone)

This contract may be modified or canceled at any time by the employee or DHS.

Employee Name (Please Print): _____

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

EXHIBIT C
DHS Telecommuting Setup Checklist

- Two (2) copies of the signed Telecommuting Policy, Exhibit B (One copy for you, Return second)
- Software list (Exhibit B of Telecommuting Policy)

Telecommuting Alternative: Full Time Part Time

Telecommuting Billing Codes:

Agency: _____ Appropriation Unit: _____
Fund: _____ Org #: _____ Activity: _____

Remote Access Method (Refer to section 2 of LAN Support Business Plan):

- Internet (personal service provider)
- Remote Dial-up
- ISDN

Calling Area:

- Salt Lake Ogden Provo

File Server: _____

Hardware:

- State Owned Desktop State Owned Mobile Personal

Required Hardware:

- Pentium Processor PC (or higher)
- 32mb memory (or higher)
- 600 Mb available disk space
- CD Rom drive
- 3Com Ethernet PCMCIA card (ISDN Connection)
- 28.8 Hayes Accura external modem (Dial-up and/or Internet Connection)

Technical Support Contact: _____

Schedule an appointment with:

- Cindy Reed (Salt Lake Calling Area)
120 North 200 West Room 109
801-538-4044
- Wanda Wintle (Ogden Calling Area)
Ogden Regional Center
801-626-3771
- Val Danklef (Provo Calling Area)
Provo Regional Center
801-374-7870

Exhibit D -- Telecommuting Project/Assignment Evaluation

EMPLOYEE: _____

DIVISION/OFFICE: _____

DETAILED PROJECT DESCRIPTION:

SPECIFIC ASSIGNMENT AND DUE DATE:

OUTCOME/RESULTS:

NEXT MEETING SCHEDULED FOR (DATE):

SIGNATURES:

Employee Signature

Date

Supervisor Signature

Date

NOTE: This form is optional during the Telecommuting Project. This form is not a replacement for the performance evaluation or the performance plan.