

**INDIANA DEPARTMENT OF CHILD SERVICES
ADMINISTRATIVE POLICIES AND PROCEDURES**

Policy Number: HR-2-12

Effective Date: March 1, 2008

Version: 1.0

POLICY TITLE: TELEWORK

OVERVIEW: DCS offers telework as a temporary work space alternative. Telework is available voluntarily on a limited basis to permanent employees, whose job duties do not absolutely require them to be in their assigned office. Telework must be pre-approved and follow a verifiable work schedule.

I. DEFINITIONS

- a. Assigned office: The location that work is normally performed such as a local office, regional office or DCS Central office.
- b. Telework: A mutually agreed upon work option where regular duties are performed during set time frames (i.e., 8 a.m. – 4 p.m.) at the employee's home.

II. REFERENCES

- a. [State Personnel Telework Policy](#)

III. POLICY

- a. Eligibility
 - i. Extenuating circumstances such as extremely long commutes, regular regional travel patterns, employee medical conditions and departmental constraints such as a lack of office space will be factored into telework decisions.
 - ii. Telework is available voluntarily on a limited basis to permanent employees who meet or exceed performance measures during their most recent evaluation. Employees who are currently on a work improvement plan are not eligible for telework.
 - iii. An employee may not participate in telework if his/her primary job function requires him/her, as determined by DCS Central Office, to be physically at an office (i.e. a receptionist).
 - iv. Family Case Manager Supervisors may only participate in telework if it will in no way negatively impact staff management/supervision.
 - v. Telework cannot be combined with other scheduling options.
- b. Telework Practices
 - i. Telework must be performed at the agreed upon site and during the agreed upon hours. Teleworkers must be accessible by either phone or email at all times.
 - ii. *Teleworkers must be available to work in their assigned office at any time.* Travel between the telework site and the assigned office will not be reimbursed. Additionally, teleworkers may be required to change their schedules and spend regular telework days in the office to meet the operational needs of DCS. An employee participating in telework must be able to respond to emergencies within one (1) hour. This policy is not to

circumvent the telework employee's job description. DCS reserves the right to terminate participation at any time.

- iii. Teleworkers must comply with all applicable laws, work rules, state and departmental policies and program guidelines. Performance standards will not be adjusted due to participation in the telework option. Additionally, teleworkers retain the same rights and benefits as on-site employees.
- iv. Teleworkers may not care for dependents or conduct personal business during their regularly scheduled telework hours.
- v. Under no circumstances may teleworkers hold business meetings with clients, partner agencies, professional colleagues or members of the public in or at their residence. Violations will result in immediate revocation of the telework option and may lead to other disciplinary action, up to and including dismissal.
- vi. DCS reserves the right to inspect the telework site to ensure adherence with all related policies and procedures.
- c. Security and Confidentiality: All confidentiality rules apply equally to the assigned office and the telework site. Confidential records must be logged in and out of the assigned office. Teleworkers must maintain files and work materials in a designated locked storage area. Violations will result in immediate revocation of the telework option and may lead to other disciplinary action, up to and including dismissal.
- d. Equipment and Supplies
 - i. DCS will provide routine office supplies such as paper, pens, and staplers; however, it will not provide any office furniture. DCS will not compensate or reimburse the teleworker, nor will DCS accept any responsibility for personal equipment or supplies used at the telework site.
 - ii. Support of all DCS equipment, such as a laptop computer, will occur at the assigned office. DCS will not provide any technical support at the telework site.
 - iii. DCS will not purchase computers, printers, fax machines or other hardware for the telework site. Use of existing DCS equipment at the telework site is subject to availability and requires the approval of DCS Operations Director.
 - iv. Remote access is required at all telework sites. The teleworker is responsible for installation and maintenance of telephone and internet service, including covering all incurred costs.
- e. Reporting for the State Personnel Department (SPD): The DCS Operations Director shall ensure adherence to the SPD requirement to submit an annual report, which includes the name of participants, number of telework hours compensated, the employees' performance reports, office space saved and accounting of the commuter miles avoided.

IV. PROCEDURE

- a. Requesting Telework
 - i. The employee and his/her supervisor should discuss whether telework is an appropriate option for the employee.
 - ii. If it is determined to be an option, the employee will complete the [Telework Feasibility Assessment](#) and schedule a meeting with his/her direct supervisor.

- iii. The supervisor and the employee are to meet to review the feasibility of telework. If it is agreed that telework is the most appropriate option, the supervisor is to sign the [Telework Feasibility Assessment](#) and forward it to the Division Deputy Director, if applicable, or DCS County Director.
- iv. If approval is received by the DCS County Director, the employee and supervisor are to complete the [Telework Agreement](#) and route it for signatures (e.g., Division Deputy Director, if applicable, County Director, Regional Manager, etc.). The agreement may be revoked at any time during the signature process.
- v. The signed original is to be added to the employee's personnel file. Signed copies are to be placed in the employee's reference file and given to the employee.
- vi. The teleworker is responsible for coordinating any necessary services such as software installation.
- b. Monitoring and Supervision: Supervisors must provide on-going monitoring and oversight of the teleworker's work performance. The [Telework Log](#) may be used as a monitoring tool. A weekly report will be completed by the teleworker reflecting work completed during telework hours. Any concerns related to teleworking are to be brought to the employee's attention immediately. Telework agreements are to be reviewed by the employee, Supervisor, Division Deputy Director, if applicable, County Director, Regional Manager, DCS Personnel, every three months for the first year and annually thereafter.

V. FORMS AND OTHER DOCUMENTS

- a. [Telework Agreement](#)
- b. [Telework Feasibility Assessment](#)
- c. [Telework Log](#)
- d. [Termination of Telework Agreement](#)

DATE: 02/27/08

James W. Payne, Director
Department of Child Services

A signed copy is on file.