

PROJECT SCOPE STATEMENT

Project Name: Telework Pilot Program

Dan Bertoldi // Chihiro Marie Tabata

Program Duration:

Monday, April 30th - Friday,
August 3rd

PROJECT PURPOSE

Determine the feasibility of a telework program for Monterey County.

DESCRIPTION

Staff will design and implement a Telework Pilot Program to examine the outcomes of employee telework activities. Teleworkers and their supervisors/managers will utilize telework best practices throughout the duration of the Pilot. The Pilot will span approximately 3 months in duration and will be designed for a maximum 45 Teleworkers.

DESIRED RESULTS

- Determine if a widespread telework program is feasible for the County of Monterey
- Identify successes and challenges to telework
- Identify potential funding needs and cost savings for a telework program
- Evaluate measures to mitigate concerns as indicated in the Department Head Telework Survey
- Provide consultation to the Office of Human Resources regarding possible changes to the current County Telecommuting Policy
- Learn and leverage results for future program iterations

PARTICIPATING DEPARTMENTS

As a result of the feedback provided in the Department Head Telework Survey, the Pilot will include employees from the following 11 departments:

- Health
- Social Services
- Resource Management Agency
- Library
- Information Technology
- Economic Development
- Administrative Office
- Assessor, County-Clerk Recorder
- Natividad Medical Center
- Civil Rights
- Child Support Services

Each of the 11 departments will be allotted spaces for up 4 Teleworkers with additional spaces allotted at the discretion of the Pilot Program staff.

Participants from each department will be selected through a lottery conducted by the Pilot Program Staff.

COMMUNICATION NEEDS

- Teleworkers will be required to routinely check in with their supervisor/manager, as needed, throughout the duration of the Pilot.
- All Teleworkers and their supervisors/managers will be required to have Office 365 (including Outlook and Skype for Business), access to a laptop or home desktop computer, and a phone.

ACCEPTANCE CRITERIA

Per the terms of Monterey County Personnel Policies and Practices (Resolution No. 98-394), the Pilot must meet the following requirements:

- The Pilot will be limited to employees from Bargaining Units X and Y. **[Section B.19.1]**
- All Teleworkers will be required to obtain written approval from their supervisor/manager and their Department Head authorizing the participant to telework at least one full day per week. **[Section B.19.2.2]**
- All Teleworkers must meet the telework eligibility requirements as outlined in the County Telecommuting Policy. **[Section B.19.4.1]**
- Supervisors/managers of Teleworkers must meet the Supervisor/Manager Requirements **[Section B.19.4.2]**
- Positions considered unsuitable for telework will not be considered for the Pilot. **[Section B.19.5]**
- Teleworkers are required to have access to an off-site work space that is suitable for performing official business **[Section B.19.6.5]**

Additional Criteria

- Due to the limited scope of this Pilot, the off-site location will be a home office at the Teleworker's residence.
- Teleworkers are required to telework a minimum of one day per week with a maximum of two days per week.
- Teleworkers are required to spend the entire shift working from their home office. Field work on a telework day is not permitted.
- Teleworkers and their supervisors/managers are required to participate in all studies relating to teleworking for the County.
- Teleworkers must attend a program orientation session. (Attendance at this session is optional but recommended for the teleworker's supervisor/manager).
- Teleworkers must maintain full compliance with the County's office ergonomics training requirement **[Occupational Ergonomics Policy - Section 6.0]**
- Teleworkers must complete a supplemental training course on *Ergonomics for Home Offices* by the end of the first month of the Pilot.

- Teleworkers must complete and submit a *Telework Home Office Safety Checklist* within the first month of the Pilot.
- Failure to fulfill any of the above criteria will result in immediate termination of the Telework Agreement and the removal of the Teleworker from the program.

CONSTRAINTS

- Departments will not be required to provide computers or other office equipment to Teleworkers specifically for the use of teleworking. In some cases, Teleworkers will be responsible for providing their own computer and office equipment for telework use.
- Extended ergonomics training will be required for all Teleworkers.

APPROVALS

KEY STAKEHOLDERS

Eric Chatham, Director of Information Technology, ITD

Nick Chiulos, Assistant County Administrative Officer, CAO – IGLA

Irma Ramirez-Bough, Director of Human Resources, Human Resources

Maria Sandoval, Safety Officer, County Counsel

Stephen Vagnini, Assessor/Clerk-Recorder, Assessor
