



## Monterey County Telework Pilot Program

### Telework Procedures (Draft 2/14/2018)

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Monterey County views telework as a practical work option for eligible, selected employees and of benefit to both the employee and the County as an employer. With this in mind, the County has developed a Pilot Program to determine the feasibility of a County-wide telework program in our organization.

Teleworking allows personnel to work for a specified period of time at a site other than the primary work location, during regular working hours. It is not an entitlement or a right and does not change the basic terms and conditions of employment.

The County's Telework Pilot Program is intended to be a cooperative arrangement, minimizing environmental impacts as well as creating economic and other efficiencies and benefits for teleworking employees and the County. These benefits include reduction in employee commutes, traffic congestion, fuel consumption and greenhouse gas emissions, along with improved productivity and employee morale. All of the above serve as useful recruitment and retention tools.

The following conditions for telework must be agreed to by the employee (or "Teleworker"), the employee's supervisor/manager, and the Department Head (or their designee) in advance of an employee's participation in this Pilot Program.

#### Section One – Pilot Program Information

1. The Telework Pilot Program dates will be: **Monday, April 30<sup>th</sup> - Friday, August 3<sup>rd</sup>.**

**2. Enrollment**

In order to participate in the Telework Pilot Program, an employee (hereafter referred to as the "Teleworker") must:

- 2.1 Complete a Telework Agreement requesting consideration for teleworking;
- 2.2 Receive supervisor/manager and Department Head (or designee) authorization to telework (See Section 2.3);
- 2.3 Participate in a pilot program orientation session.
- 2.4 Certify full compliance with the Monterey County Ergonomics Training and Education Policy. [*Occupational Ergonomics Policy – Section 6.0*]
- 2.5 Complete a supplemental training course on *Ergonomics for Home Offices* within 30 days of the start of the Pilot Program.
- 2.6 Complete and submit a Telework Home Office Safety Checklist within 30 days of the start of the Pilot Program.

### **3. Participant Selection**

- 3.1 Each of the 11 participating County departments will be allotted spaces for up to 4 Teleworkers. Spaces that are left vacant due to incomplete or rejected agreements or an insufficient number of department submissions will be reallocated to other departments at the discretion of the Pilot Program Staff.
- 3.2 The official application period will be from 8:00am on Monday, March 12<sup>th</sup> until 5:00pm on Friday, March 30<sup>th</sup>.

Telework Agreements that have been completed and approved by the Teleworker, their supervisor/manager and their Department Head (or designee) will be scanned and submitted via email to the Telework Program Staff at \_\_\_\_\_ email \_\_\_\_\_ by 5:00pm on Friday, March 30<sup>th</sup>.

Approved Telework Agreements will only be accepted via email.

Telework Agreements submitted before 8:00am on Monday, March 12<sup>th</sup> or after the Friday, March 30<sup>th</sup> deadline will not be accepted.

- 3.3 Telework Agreements will be reviewed for completeness and compliance by the Telework Program Staff.
- 3.4 A lottery will be conducted by the Telework Program Staff on Monday, April 2<sup>nd</sup> to select to participants from each department.
- 3.5 Teleworkers, their supervisors/managers and Department Heads will be notified via email of the participant's selection or denial by 5:00pm on the day that the lottery is conducted.

### **4. Orientation**

Before the Teleworking can begin, the teleworker is required to participate in an orientation session. Attendance at the orientation session will be optional for the Teleworker's supervisor/manager.

The orientation is designed to identify:

- 4.1 Job responsibilities and physical arrangements necessary to support teleworking;
- 4.2 Supervision and measurement of performance;
- 4.3 Training in procedures or proper use of tools that may be required to support the objectives of the telework agreement.

### **5. Telework Studies**

Teleworkers and their supervisors/managers are required to participate in all studies, inquires, reports and analyses relating to teleworking for the County. The individual responses of the participants will remain anonymous, unless authorized for release.

All studies shall be made available to the Telework Program Staff and the Board of Supervisors Alternative Energy and Environment Committee.

## Section Two – Telework Standards

For a Telework Pilot Program Agreement to be approved, the following standards apply:

1. Telework is entirely voluntary and may be terminated by the Teleworker or the County at any time.
2. The Pilot will be limited to employees from Bargaining Units X and Y. *[Monterey County Personnel Policies and Practices (Resolution No. 98-394) - Section B.19.1]*
3. Teleworkers will be required to obtain written approval from their supervisor/manager and their Department Head (or designee) authorizing them to telework a minimum of one day per week with a maximum of two days per week.
4. Positions considered unsuitable for telework will not receive consideration for the Pilot. *[PPPR Section B.19.5]*
5. The “telework site” will be a home office located at the Teleworker’s residence.
6. Field work on a scheduled telework day is prohibited, as it is not consistent with the goals of the Pilot Program.
7. The duties, obligations, responsibilities and conditions of a Teleworker’s employment with the County are unchanged.
8. Teleworkers remain obligated to comply with all County rules, policies, practices and instructions. Violations of these rules, policies, etc. may result in preclusion from telework or disciplinary action, up to and including termination of employment.
9. The business needs of the County on-site office may take precedence over telework days. Teleworkers may be required to be on-site during a regularly scheduled telework day.
10. Teleworkers will not receive compensation nor commute expenses for their normal commute to and from the designated telework site.
11. If the Teleworker is unable to perform work on a scheduled telework day, they must report such to their supervisor/manager prior to the beginning of the shift.
12. The Teleworker is expected to work at the telework site indicated in the approved Telework Agreement during their scheduled telework hours. Personal leave time normally scheduled during a scheduled workday must be arranged in the same manner as office-based employees.
13. Teleworkers must certify and maintain full compliance with the Monterey County Ergonomics Training and Education Policy. *[Occupational Ergonomics Policy – Section 6.0]*
14. Teleworkers must complete a supplemental training course on *Ergonomics for Home Offices*.

15. Teleworkers must Complete and submit a Telework Home Office Safety Checklist.
16. Teleworkers are responsible for maintaining a safe and ergonomic working environment, including the work area, bathroom, and other areas that may be necessary for working during the teleworking arrangement. Worker's Compensation will not apply to non-job-related injuries that occur in the home. The Teleworker is responsible for injuries to third parties or members of their family on their premises. The County of Monterey will not be responsible for injuries to third parties or family members that occur at the Telework Site.
17. In the event of a job-related incident or accident during telework hours, the Teleworker must report the incident to their supervisor/manager as soon as possible and follow established procedures to report and investigate workplace injuries or incidents.
18. Pursuant to the established Telecommuting Policy, the County can perform an on-site inspection of the teleworker's home office; however, for the purposes of this pilot, home office inspections will not be performed.
19. The Teleworker will not provide in-home care for children or dependents during telework hours. If child or dependent care is needed, the Teleworker will make arrangements for care during designated telework hours.
20. Teleworkers will not hold business meetings with internal or external clients, customers, or colleagues at their residence unless specifically authorized in writing in advance.
21. Teleworkers will not conduct any unauthorized external (non-County) work during telework hours.
22. To maintain the confidentiality of County information and documents, prevent unauthorized access to any County system or information, and dispose of work-related documents in a manner that will not jeopardize the interests of the County.
23. The Teleworker must follow County guidelines on maintaining confidentiality and keep employee Social Security Numbers and other private information secure and disposed of in accordance with County policy.
24. Teleworkers must be available to communicate with those whom he/she normally conduct business (e.g. supervisor/manager, clients/the public, colleagues, management team, partners, etc.) by phone and/or email while teleworking. Teleworkers must respond to inquiries in the same fashion, and within the same timeframes, as they would if they were in the office. In addition, Teleworkers must ensure that in-person meetings are not delayed due to telework schedules.
25. The Teleworker is to be working in the same fashion while teleworking as they would if they were in the office; non-work related interruptions must be kept to minimum. Responsibilities and tasks need to be completed with the same importance and attention as they would be if they were tended to in the office.

26. Teleworkers will exercise the same precautions to safeguard electronic and paper information, and protect confidentiality, as the employee would in a traditional office environment.
27. Teleworkers are required to notify the Telework Program Staff should a change in job classification or employment status should occur during the course of the Pilot.
28. Teleworkers may “drop out” of the Pilot Program with written permission from their supervisor/manager. A written notification to this effect must be sent to the Telework Program Staff.

## **Section Three – Information Technology**

### **1. IT Equipment and Internet Services**

- 1.1. Access to a computer, high-speed internet, and a telephone at the Teleworker’s home is mandatory for the Pilot.
- 1.2. It is the responsibility of the Teleworker and their supervisor to determine whether certain software, online services, or other technology can be used off premises and to determine if the use of these functions.
- 1.3. If the Teleworker does not have access to a County-owned laptop and/or office equipment, pursuant to Section B.19.7 of the PPPR, Teleworkers are responsible for providing their own office equipment.
- 1.4. If the Teleworker uses a personally owned device (desktop, laptop, or other), a Personally Owned Device Acceptable Use Agreement must be completed (see Attachment C).
- 1.5. It is at the discretion of the Department Head to determine additional IT equipment and services needed for a Teleworker to perform their job function while teleworking.
- 1.6. Pursuant to the existing Telecommuting Policy, the County is not responsible for installation, service, or maintenance costs incurred by a Teleworker with respect to telephone, or internet service, nor is the County liable for repair or damage that may be caused by operation of the equipment.

### **2. IT Security**

- 2.1. Teleworkers must comply with Section B.19.6.4 of the PPPR that provides for Information Security Guidelines while Teleworking (See Attachment A).

- 2.2. Teleworkers are mandated to immediately report any incident that appears to compromise the security of Monterey County information resources to their supervisor or local Information Security Office including missing data, virus infestations, and unexplained transactions.

### **3. Email and Document Storage**

- 3.1. Teleworkers must send, receive, and retain email messages concerning County business solely through the County's Office 365 Outlook server.
- 3.2. Teleworkers are prohibited from using personal email accounts to send, receive, or retain email messages or documents concerning the conduct of County business.
- 3.3. County-related documents, should be maintained and stored on County systems, such as OneDrive, consistent with adopted retention policies.
- 3.4. Downloads of County related material onto personal devices for temporary use should delete such documents as soon as practicable.
- 3.5. All email messages, documents, and text messages concerning County business are subject to review to respond to Public Records Act requests, including those maintained in personal email accounts, and on personal devices.

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**Attachments:**

- Attachment A - Personnel Policies and Practices Resolution No. 98-394 – Section B.19  
“Telecommuting”
- Attachment B - Telework Agreement
- Attachment C - Virtual Private Network and Remote Desktop Connection Fact Sheet

## Attachment C.

### Virtual Private Network and Remote Desktop Connection Fact Sheet

- **Virtual Private Network (VPN)** - Allows connectivity into a network, such as the County's network, by virtually extending the network to a remote computer using a virtual "private" connection.
- **Remote Desktop Connection** is an application of Microsoft Windows that allows a user to take control of a remote computer over a network connection.
- **Connecting to the County's network using VPN**
  - VPN is necessary to access resources and files that reside only inside the County's network and are not available on the Internet.
  - Examples of those resources include:
    - Internal file shares (such as your H: drive if you don't use OneDrive)
    - State of California resources only available to Counties (e.g., DMV)
    - Internally-hosted applications specific to your department that aren't shared on the Internet
    - The County of Monterey Infonet homepage
- **Connecting to the County network using VPN on a County owned computer**
  - A County-owned computer that is a member of the Monterey County domain will have full connectivity to all County resources, not just remote desktop.
  - Teleworker will have access to all County programs and services that are available on County premises, without having to go through a remote desktop connection.
  - Teleworker will not require a separate, powered-on work computer on County premises to connect to the County network.
  - Additionally, since you are using VPN to connect directly from your mobile device, your connection is protected if you are working from high-risk public Wi-Fi locations such as an airport, hotel, coffee shop, etc.
- **Connecting to the County network using VPN on personal computer (non-County owned)**
  - After connecting to the VPN, Teleworker must launch "Remote Desktop Connection" application and connect to Teleworker's work computer located on County premises.
  - Work computer must be powered on with remote connectivity enabled.
  - Enables Teleworker to remotely control work computer as if sitting in front of it.
  - Teleworkers are limited to remote desktop only and will not be able to access the County's network directly on their computer.
- **Some County online resources do not require the use of VPN**
  - This includes Office 365 (Outlook email, Office, SharePoint).
  - Documents stored on Microsoft's OneDrive (which can sync with your computer's documents folder).