

**UTAH DIVISION OF CHILD AND FAMILY SERVICES
POLICY AND PROCEDURES**

Policy: 11-20

Effective Date: 07.22.21

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DIVISION TELEWORK AND TELECOMMUTE ADDENDUM

Major Objective:

This policy is supplemental to the [DHS Telework Policy 02-20](#) and further defines procedures relating to telework specifically within the Division of Child and Family Services.

The DHS Policy and DCFS Addendum replace all existing DHS or DOI remote work, telework or telecommuting policies within 60 days of its effective date.

Overview:

The Division shall follow Department Telework Policy 02-20 and Department Telecommute Policy 02-21 for employees who wish to participate in the State of Utah's *A New Workplace* telework program. Telework/telecommute arrangements are an electable option, not a universal worker benefit or right per DHRM's telework rule (DHRM Rule 477-8-2). Telework/telecommute agreements should be made only when the employee can meet business needs from a remote location. Telework/telecommute should not be considered if it would create a barrier to meet the needs of the children and families the Division serves, negatively impact quality of services, or if it would not support collaborative work. The only exception is under declared emergency telework as outlined in section V of the DHS Telework Policy 02-20. DCFS management and an employee's direct supervisor reserve the right to terminate or suspend a telework/telecommute agreement at any time unless under a declared emergency telework arrangement.

Definitions:

- I. "Teleworker" refers to an employee who completes all or the majority of assigned work hours per week from a remote location or in the field on a schedule mutually agreed upon by the supervisor and employee.
- II. "Telecommuter" is not synonymous with teleworker. Telecommuting refers to a set schedule where remote work makes up less than half of the worker's time. The individual may still have an assigned office space at a building or use free address space when in an office. Please refer to the DHS Telecommute Policy for more information.
- III. "Mobile worker" refers to an employee who is not necessarily a teleworker, but whose position requires a significant amount of work in the field or at a remote location. Employees who are mobile workers and do not telework or telecommute will be assigned an office space. This applies to the following titles:
 - A. Caseworker I;
 - B. Social Service Worker;
 - C. Social Worker;
 - D. Caseworker Specialist I (Lead Worker); and
 - E. Licensed Clinical Therapist.
- IV. "Flex schedule" workers have arranged a variable schedule with supervisor permission to complete weekly hours either from an assigned office space in a state building or remotely. *Example: 4-10s.* Telework/telecommute rules only apply if the flex worker is also working [the majority of their hours] remotely. Arrangements should be made under DHS or DCFS flex schedule policies or practice, as well as appropriate telework/telecommute policies as applicable.
- V. "Ad hoc remote work" refers to remote work completed by non-telework employees. This may occur intermittently for up to one workday per week with prior supervisor approval. Workers who wish to do more than one workday of remote work per week should consider whether telework may be a better fit for them.

Guidelines:

I. Eligibility

- A. Employees may elect to sign up for telework only during open enrollment period unless they fall into exception categories as outlined in the Department Telework Policy. Any exceptions must be approved by region administration.
 1. New employees may sign up to telework immediately, and may be asked to be in the office for extended periods during their first three months of employment.
- B. Mobile workers who choose to telework/telecommute will use free address workspaces when working in the office. Telecommuters who are not mobile workers will keep their designated office/cubicle.
- C. The Alternate Worksite Basic Package will be reserved for teleworkers as their home office is their primary work location.

II. Confidentiality

A. Remote Workspaces

1. If other individuals have access to the employee's remote work space, the employee must ensure confidentiality of both written and verbal communication/information. Confidential conversations must be held in private, closed rooms where others cannot overhear.
2. Due to security concerns, home printers should not be used for business purposes. If printing is essential, the employee must go to a state office to print.

B. Free Address Workspaces

1. [Teleworkers]Free Address Workspace users are responsible for ensuring confidentiality of information while in the office and between visits if items are left in a DCFS Free Address Workspace. Region/building discretion can be used in determining the best method for storing items left between visits. *Example: Locked filing cabinet drawers.*
2. Free Address Workspaces within DCFS facilities and offices are designated for the sole use of DCFS employees, unless approved by Division Director or designee. The nature of the work within DCFS requires that these spaces be maintained for DCFS use only due to daily protected information involving clients. [Signage will be posted to indicate these restrictions.]
3. If an employee uses a free address workspace outside of a DCFS area, it is the employee's responsibility to ensure confidentiality.

III. Supervision and Collaboration

- A. Supervisors who telework/telecommute may be required to work in the office for extended periods based on the needs of their team.
- B. Office coverage and/or team collaboration may need to be considered when developing telework/telecommute schedules. Supervisors and administrators will ensure that all telework/telecommute schedules meet business needs.
- C. Events that may include virtual and in-person participants should include a Google Meet or Zoom link on the calendar invite.
- D. Employees may not be appropriate for telework/telecommute if ongoing disciplinary, conduct, or performance issues are unresolved and monitoring of these issues is best achieved in-person.

IV. Procedure

- A. Employees who are interested in participation in the telework/telecommute program shall:
 1. Discuss participation with their immediate supervisor; and
 2. If approved for telework/telecommute, worker shall complete all necessary forms, training, and paperwork identified in the Employee Readiness Checklist for telework or telecommute; and
 3. Vacate their assigned office space if applicable once [telework]the agreement is approved.
- B. Employees who have travel requirements for their position should use state vehicles whenever one is reasonably available. Any transport of clients must occur in a state vehicle.
- C. Teleworkers/telecommuters shall adhere to 020.16 Child and Family Services Dress Code for all virtual meetings.
- D. Teleworkers/telecommuters are responsible for equipping and furnishing an alternate worksite conducive to a safe work environment. Computer equipment listed in the [DHS Alternate Worksite Basic Package](#) may be provided by DCFS for the teleworker's use at the alternate worksite. Any additional

technology items outside of the Basic Package must be approved by the DCFS Region or Division Director.