



TITLE	POLICY NUMBER	
Telework Program	DCS 04-06	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Human Resources	09/11/2018	10

I. POLICY STATEMENT

The Department of Child Safety is committed to maintain a positive work environment that is inclusive of workforce needs and produces innovative methods of workplace management. The DCS Telework Program is a privilege designed to help employees work effectively at home or at an alternative location when the employee's performance and job duties allow as determined by the employee's supervisor and this policy. This policy provides a general framework for teleworkers and does not attempt to address the special conditions and needs of all employees. By understanding this policy governing conditions of participation, equipment use and liability issues, the employee will have a greater awareness of their obligations – and the State's obligations – about working at home or an alternative location. More specific conditions relating to the employee working remotely are detailed in the Telework Planning Guide and Agreement, which must be negotiated by the employee and their supervisor subject to the manager's approval.

II. APPLICABILITY

This policy applies to any DCS employees and allows them to be eligible to work at a DCS office different from the employee's post of duty or from home. Employees under Field Operations may have incidents in which they telecommute, but cannot have a set telework schedule. Employees who are contracted are not eligible for this program under DCS, but may qualify directly with their contracted employer. Department Management will decide if an employee will be allowed to telework on a regular recurring basis based on current or anticipated workloads, staff availability, and any other criteria deemed relevant. Teleworking shall only occur with the permission of management.

III. AUTHORITY

A.R.S. § 49-588	Requirements for major employers
A.R.S. § 41-621	Purchase of insurance; coverage; limitations; exclusions; definitions
DCS 02-07	Transporting Confidential Records and Information
DCS 04-18	Attendance and Leave
DCS 05-8110	Data Classification Policy
DCS 05-8250	Media Protection Policy
DCS 05-8280	Acceptable Use Policy

IV. DEFINITIONS

Alternative Location: An officially approved worksite designated as a place where an employee may telework that is not the official post of duty to which an employee is assigned. It may be the employee's home, another DCS office, or any other site mutually agreed upon by the employee and management.

DCS Centralized Intake Hotline: An intake center that operates 24 hours, seven days a week, specifically for the purpose of receiving communications regarding suspected child abuse or neglect. The Hotline encompasses a toll-free telephone number and an electronic reporting service.

Department or DCS: The Department of Child Safety.

Employee in Good Standing: An employee that:

- has an overall Performance Appraisal score of 2.0 or higher;
- has not received any formal discipline (written reprimand, suspension, or involuntary demotion) within the last 12 months since the date of request;

- is not the subject of an investigation into allegations of misconduct, or have pending discipline, including dismissal. Approval will be withheld until the matter is decided;
- is not currently on a Performance Improvement Plan (PIP).

Field Office: A DCS office or unit comprised primarily of employees who provide client facing services under the direction of the Deputy Director of Field Operations or the OCWI Chief.

Field Office Employees: DCS employees whose post of duty is a field office. This excludes the Deputy Director of Field Operations and OCWI Chief, and their direct reports.

Management: Supervisors and Managers of each office, program, or unit within DCS.

Manager: Unless otherwise specified, is the next level manager in the employee's chain of command.

Post of Duty: The location of the employee's assigned place of work or the primary location where the employee is stationed for their role.

Supervisor: The first line supervisor of the employee.

Telecommute: A work arrangement for selected employees to work at home, at an alternative location closer to home or any other site mutually agreed upon by the employee and management. Telework accommodations may also be utilized as part of the Department's continuity plan in the event that an employee's regular post of duty becomes inaccessible or unfit for work.

Telework: Working in an alternative location that occurs with permission of management. This includes working at a DCS office different from the employee's post of duty or from home as either part of a telecommute or virtual office agreement.

Telework Planning Guide and Agreement: The official planning document and agreement provided by the State to authorize entry into this program.

Teleworker: A DCS employee who works from home or an alternative location.

Virtual Office: A work arrangement in which the employer does not provide a physical workspace to the employees, and employees work from home or another alternative location.

V. POLICY

General Provisions

- A. All teleworkers and their supervisors must complete the computer-based trainings (TRP1001, TRP1002, TRP1003, and TRP1004), complete the Remote Work Agreement in YES, and must comply with the State's Telework Policies. Employees may not begin teleworking prior to completing the required computer-based training and obtaining supervisor approval.
- B. Supervisors who manage teleworkers must also complete the following computer-based trainings:
 - 1. TRP2001 Benefits and Challenges of Remote Work;
 - 2. TRP2002 Effective Leadership Practices;
 - 3. TRP2003 Communications Best Practices for Leaders; and
 - 4. TRP2004 Effective Performance Management
- C. Offering the opportunity to work remotely is a management option; telework is a not a universal employee benefit and is based on position and employee standing.
- D. An employee's participation in the State's telework program is entirely voluntary. The employee, supervisor, or manager may immediately terminate the teleworking agreement.
- E. The teleworker's conditions of employment with DCS will remain the same as for non-teleworking State employees.
- F. Employees who telework shall be held to the same policies, procedures, and performance expectations as employees who work at their post of duty. Adhering to performance management metrics and expectations by the supervisor and the teleworker is critical to supporting the telework program.

- G. Employee salary, benefits, and employer-sponsored insurance coverage will not change as a result of teleworking.
- H. The commute to an alternative location is not eligible for travel reimbursement, nor is the commute to the employee's post of duty when the employee is required to forgo telework due to issues such as power, network or internet outages. Travel reimbursement is only acceptable for travel occurring as part of a job requirement.
- I. Since the employee's remote work space is an extension of the agency work space, the State's liability for job-related accidents according to [A.R.S § 41-621](#) will continue to exist during the approved work schedule and in the employee's designated work location.
 - 1. To ensure that safe working conditions exist, the State will retain the right to make on-site inspections at mutually agreed upon times.
 - 2. Employees who suffer an injury during work hours shall notify their supervisor and contact ADOA Risk Management at 800-685-2877 within 24 hours.
- J. Any changes to the employee's telework schedule or workspace must be reviewed and approved by the supervisor and manager in advance.
- K. In some instances, teleworkers may need to use their own equipment or office supplies (e.g. pens, paper, internet service, monitor, keyboard, mouse, etc.). Laptops, cell phones, or other state issued equipment may not be used for personal purposes.
- L. Adhere to the Department's automation security requirements and sign the Acceptable Use Agreement (CIS001A) found in TraCorp.
- M. Unless otherwise agreed to in writing, prior to any loss, damage, or wear, the State does not assume liability for loss, damage, or wear of employee-owned equipment.
- N. Office supplies will be provided by the State and should be obtained during the teleworker's in-office work period. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed. The State will not provide office furniture.

- O. All office supplies must be returned to the office upon the employee's return to their post of duty. Employees may not store supplies in their home for Telework purposes.
- P. State-owned software shall not be duplicated.
- Q. To ensure hardware and software security, all software necessary for telework must be approved and installed by the office of Information Technology. No DCS owned software may be installed on a personal computer for telework purposes.
- R. Confidential Records and Information shall not be taken out of the office or accessed through the computer unless absolutely necessary for the employee's role and is in compliance with the [Transporting Confidential Records and Information \(DCS 02-07\)](#) policy. Employees shall ensure non-public information is not accessible by unauthorized persons, such as members of their household or others when working from other remote locations.
- S. Employees will adhere to productivity and quality standards established by their supervisors.
- T. While teleworking, the employee shall be reachable via telephone and logged into Microsoft Teams during agreed upon work hours. Teleworkers must notify their supervisor if they leave their telework location, much like they would inform their supervisor when leaving the traditional office during the work day. Employees must abide by the [Attendance and Leave Policy \(DCS 04-18\)](#), regardless of their work location.
- U. All teleworkers and their supervisors will participate in studies when necessary to evaluate the State's telework program.
- V. Only DCS employees in good standing are eligible to request to participate in the Telework Program. Management will determine an employee's eligibility to participate in the telework program.
 - 1. Employees who are denied approval to telework may reapply in 90 days, as long as the reason(s) they were denied have been resolved.
 - 2. Employees who have their telework privileges revoked are eligible to reapply in 12 months, as long as the reason(s) for the revocation have been

resolved.

3. Employees who have not completed the yearly DCS Data Security Recertification may be denied or be revoked their privilege of teleworking by the employee's acting supervisor.
- W. Each office, program, or unit within DCS that has teleworkers must be closely monitored by managers and supervisors to ensure adequate office coverage during all normal working hours.
1. Managers and supervisors are responsible for maintaining adequate staff coverage to meet daily workload requirements.
 2. Teleworkers may be required to change their telework schedules (either permanently or temporarily) to meet office requirements due to extenuating circumstances or workload requirements.
 3. Teleworkers will adhere to the official Telework Agreement. The employee is responsible for obtaining supervisory approval *prior* to making any changes in the schedule described in the approved agreement.
 4. Supervisors will ensure the Telework Agreement is updated and reviewed with employees as changes occur.
 5. DCS teleworkers are **prohibited** from meeting with DCS clients at the teleworkers' homes.
- X. Employees must abide by the [Transporting Confidential Records and Information \(DCS 02-07\)](#) policy while teleworking. This includes properly securing confidential data and information while not at your post of duty.
- Y. Telecommuting is not the same as having a virtual office. An employee may telecommute for a specified period of time that is approved by their supervisor, but must equate to less than 100% of their worktime away from their assigned post of duty.
- Z. Employees should accurately record all time worked in accordance with federal and state laws, as outlined in [DCS 04-18 Attendance and Leave Policy](#). Teleworkers shall use **Pay Code 110** (Telecommuting Hours) to record their teleworking time.

- AA. Teleworkers are expected to have flexibility in their work arrangements to continue to meet business needs. Teleworkers must have the ability to report to their post of duty or alternative location within 60 minutes at any time during the workday. Teleworkers must also have the ability to report to their post of duty on a regularly schedule telework day if requested by the supervisor.
- BB. Attendance at huddle and one-on-one meetings for all DCS employees is mandatory. Teleworking employees must attend these meetings virtually through Microsoft Teams.
- CC. DCS Management has the discretion not to allow teleworking on certain days of the week based on business need. One-time exceptions may be granted on a case by case basis.
- DD. Employees who work in the DCS Centralized Intake Hotline or DCS Field Offices may not have a set telecommute schedule.
- EE. Field Operations, excluding the DCS Centralized Intake Hotline, are limited to 32 hours of telecommuting per month unless approved by the Program Manager or Program Administrator. Teleworkers shall follow a regular work schedule regarding time off, breaks, and lunches as specified in DCS 04-18 Attendance and Leave policy.
- FF. Emergency situations may require that an employee telework from a new location when directed to do so by management. Refer to the Continuity of Operations Plan for more information.

VI. PROCEDURES

- A. Request Permission to Work Remotely
 - 1. Before the employee begins working remotely, they will contact their supervisor to set up a meeting to discuss the logistics of working at an alternative location in their current role.
 - 2. Prior to the meeting, the employee will complete the following:
 - a. The required training courses (CBTs TRP1001, TRP1002,

TRP1003, and TRP1004);

- b. Review the [State Personnel System Remote Work Program](#) policy and [Remote Work Agreement Guide for State Employees](#);
- c. A Remote Work Agreement in YES, which includes:
 - i. the specific days of the week in which the employee will work remotely; or
 - ii. if the employee does not have fixed dates set to work remotely, indicate in the comments section of the schedule whether the employee will work primarily at their DCS office or their remote work location;
- d. [The Home Environment Checklist](#); and
- e. DCS employees whose regular post of duty is a DCS Field Office or the DCS Centralized Intake Hotline will complete the additional following documents for their supervisors to review and approve prior to being granted permission to work remotely:
 - i. The [Field Operations Telework Skills Matrix](#) or [Hotline Telework Skills Matrix](#) reviewed and approved by the Section Program Specialist; and
 - ii. [Telework Approval/Denial \(DCS-2474\)](#).

B. Telework Meeting

- 1. The supervisor will review the indicated sections of the Remote Work Agreement, including the Home Environment Checklist and Skills Matrix if applicable to the position, with the employee and discuss whether or not teleworking is a good fit for the employee.
- 2. The employee will electronically sign and date the Remote Work Agreement and press submit.

C. Supervisor Approval

- 1. The supervisor will receive an emailed link to the employee's completed and signed Remote Work Agreement.

2. The supervisor will log in and look for the employee's remote work agreement request in the "To Do" task list, then click on the corresponding button under options.
3. The supervisor will review and approve or deny the request.
4. If approved, the agreement will be forwarded to the upline manager (if applicable) for approval.
5. Send any completed the [Home Environment Checklist](#), [Field Operations Telework Skills Matrix](#) or [Hotline Telework Skills Matrix](#), and [Telecommute Approval/Denial](#) (DCS-2474) to hroperations@azdcs.gov if a DCS Field Office or Hotline employee. HR will store the forms in the employee file and retain according to applicable retention schedules.

D. Supervisor Denial

1. If the supervisor denies the request, the employee will receive an email that says the agreement was denied.
2. The supervisor should follow up with the employee to explain the denial and how the employee should correct any errors in the agreement prior to submitting it again.
3. The employee may request for the Manager to review the denial.
4. If the supervisor has denied the request, the manager should consult with the supervisor regarding the reason for denial, then determine whether to approve or deny the employee's requested remote work agreement.
5. Send any completed the [Home Environment Checklist](#), [Field Operations Telework Skills Matrix](#) or [Hotline Telework Skills Matrix](#), and [Telecommute Approval/Denial](#) (DCS-2474) to hroperations@azdcs.gov if a DCS Field Office or Hotline employee. HR will store the forms in the employee file and retain according to applicable retention schedules.

E. The Remote Work Agreement must be renewed annually.

F. DCS Field Office, Request Episode of Telework

1. Supervisors of DCS Field Office and DCS Centralized Intake Hotline employees must provide pre-approval for each episode of telework.
 - a. The employee will create an Outlook calendar appointment for the time and duration of the telework episode, and include the planned activities to be achieved during the episode of telework.
 - b. The supervisor will review the request and provide approval or denial of the telework episode.
2. If the employee is unable to accomplish their planned activities when teleworking, the employee may have their telework privilege revoked.

G. Revocation of Telework Privilege

1. If the employee is unable to continue to meet the agreed upon requirements that allowed them to telework, then telework privilege may be revoked until the issue is resolved. For example, if the employee's Internet is disconnected, it will need to be fixed before the employee may telework again.
2. Management will follow the steps outlined in subsection E and notify the employee that the privilege is being revoked. The notice will explain why the privilege is being terminated and include the termination effective date, which may occur immediately. The initial notice of termination may be issued verbally, with written notification issued within one business day.
3. Management will send a copy of the notice to hroperations@azdcs.gov within five business days.
4. HR will store a copy of the notice in the employee file and retain according to applicable record retention schedule.

H. Computer Security

1. Employees are required to adhere to the Department's automation security requirements. Refer to the [Media Protection Policy \(DCS 05-8250\)](#) for more information.

2. All devices must be issued and approved by DCS; working directly on personal devices is forbidden. DCS-approved and supplied equipment includes a laptop or tablet that has already been assigned to the employee for DCS-related business use. To reference the policy on acceptable use, please see [Acceptable Use Policy \(DCS 05-8280\)](#).

I. Confidentiality of Department Records

1. Confidential Records and Information may be accessible as part of the Telework Agreement if it is a critical part of the employee's job and role. In order to remove Confidential Records and Information from DCS, the employee must comply with all standards outlined in the [Transporting Confidential Records and Information \(DCS 02-07\)](#) policy.
2. The teleworker must:
 - a. Protect Department records and information from damage, loss, or unauthorized disclosure in accordance with federal, state, and Department regulations, policies, and guidelines. Specific policy on Data Classification can be found in policy [DCS 05-8110](#).
 - b. Adhere to Department guidelines for confidential information and information processing systems in order to reduce the risk of unauthorized access, loss, or damage to information during and outside normal working hours. The following are highlights of these guidelines located in the [Media Protection Policy \(DCS 05-8250\)](#):
 - i. Never leave confidential information visible to family and friends.
 - ii. Never leave confidential information unsecured and unattended.
 - c. Ensure that no DCS client or employee information containing any personal identifiers (e.g., social security numbers, phone numbers, addresses, birth dates) is printed or transcribed on or by non-DCS equipment.

VII. FORMS INDEX

[Telecommute Approval/Denial \(DCS-2474\)](#)

[Field Operations Telework Skills Matrix \(DCS-2473\)](#)

[Home Environment Checklist \(DCS-2472\)](#)

[Hotline Telework Skills Matrix \(DCS-2516\)](#)

[Remote Work Agreement Guide for State Employees](#)