Title: Telecommuting Telework Procedures

Related Policy: FDJJ 1025

I. DEFINITIONS

Telework – A work arrangement that allows an employee to conduct all or some of his or her work away from the official work site during all or a portion of the employee’s established work hours on a regular basis.

Teleworker – An employee who has been approved to conduct all or some of his or her work away from the official worksite during all or a portion of their established work hours on a regular basis.

Telework Program – The plan governed by Section 110.171, Florida Statutes, developed by the Department that addresses the agency’s telework policy and procedures.

Telecommuting – A work arrangement whereby selected state employees are allowed to perform the normal duties and responsibilities of their positions, through the use of computers or telecommunications at home or another place apart from the employees’ usual place of work.

Telecommuter – An employee who is working part-time at home, satellite work site or telecenter.

Teleworking – While this term is used more in Europe and other countries instead of “telecommuting”, as widely accepted in the United States and as used in this policy and procedure it is defined as working from home or an alternate location all the time and not required to report to the office each week.

Department – As used in this policy and these procedures, refers to the Department of Juvenile Justice (DJJ).

Home Telework Office Site – The telecommuter’s approved at-home office location away from the official work site.

Official Work Site – The telecommuter’s regular work location when not working at the home office site. For a teleworker, the official work site is the location where the full time work occurs.

Satellite Office, Telecenter or Alternative Community Locations/Reporting Centers – The locations where staff performs duties instead of working from home or at their official work site.

II. STANDARDS/PROCEDURES

The Department of Juvenile Justice shall continuously monitor the Telework Program and conduct periodic assessment to ensure that the Telecommuting Program is being carried out in a cost-
effective and equitable manner. Research has documented the following benefits of telecommuting/telework:

- Increased productivity and work performance
- Reduced employee turnover
- Reduced absenteeism
- Reduced employee stress
- Financial savings in the amount of office space leased and reduced utility cost
- Reduced energy consumption and reduction in associated emissions of greenhouse gases
- Reduced frequency and distance of commuting to work
- Enhances COOP plan in the event of an emergency

Unless otherwise indicated in this procedure, the terms telecommuting and teleworking as well as telecommuters and teleworkers may be used interchangeably.
A. Qualifications of for the Telecommuter Telework Program:

1. The telecommuting Career Service employees must have attained permanent status. This qualification will not pertain to a new hire expected to telework from their home on a full-time basis assigned to positions designated as full-time Telework positions, or exempt status employees.

2. The employee must have demonstrated they are mature, self-disciplined, and capable of working with minimal on-site supervision. The employee must have demonstrated consistent, productive, and organized work habits, along with the ability to make independent decisions and access appropriate technological support.

3. The employee must have demonstrated strong verbal and written communication skills, as well as appropriate knowledge on the use of relevant software, email, faxes, scanning and other computer technology as demonstrated by documented quarterly performance reviews and past performance.

4. Career Service (CS), Selected Exempt Service (SES) and Senior Management Service (SMS) employees must have an overall Performance Evaluation rating of satisfactory or above (latest rating period) in the Performance Management / People First system.

5. OPS employees must have a performance evaluation completed, by their immediate supervisor, on the Performance Planning & Evaluation Form (located in the Forms Library). The OPS employee must have an overall rating of satisfactory or above. Rating period must reflect a minimum of six months. This qualification will not pertain to an OPS new hire expected to telework on a full-time basis.

6. The employee must have a good performance record: no documented absenteeism problems or tardiness issues, performance evaluations reflecting satisfactory performance or above, and no disciplinary action within the last six months (to be verified by the employee’s supervisor prior to forwarding application to the next level for approval). This qualification will not pertain to a new hire expected to telework from their home on a full-time basis.

7. The employee’s eligibility will be reviewed if they are currently under investigation for any act that may be a violation of the Employee Standards of Conduct.

B. Approval Process:

1. The employee must submit a Department of Juvenile Justice Telecommuting Telework Application (Attachment 1) requesting consideration approval for telecommuting the Telework Program.

2. The immediate supervisor will review the application and ensure the employee meets the qualifications for the Telework Program (as listed in Section II, A). The supervisor shall...
recommend approval/disapproval and submit the application to the appropriate Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager.

3. The Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager will make the decision to approve/disapprove the application.

3.4. If disapproved, no additional action is required.

5. The Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager will make the decision to approve/disapprove the employee’s application to telecommute. The employee must complete a Department of Juvenile Justice Telecommuting Telework Agreement (Attachment 2) and the Self-Certification Checklist for the Telework Office Site (Attachment 3).

4. The Telework Agreement must be approved by the (1) supervisor, (2) who will submit the application to the appropriate Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager for their approval and signature and (3).

5. The Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager will submit the application to the Regional Director or comparable SMS Manager for approval.

6. The Regional Director or comparable SMS Manager will be the final authority to sign the agreement.

7. The supervisor must complete the Selection Criteria Evaluation (Attachment 4). The performance rating must meet or exceed the minimum requirement. Both the employee and supervisor must sign.

6.8. The supervisor must update the CS, SES, or SMS official position description to document the position has been approved to Telework. Not required for OPS positions.


B. Responsibilities and Obligations:

1. The telecommuter is required to comply with all Department of Juvenile Justice policies and guidelines as if they were at the official work site.

2. Work products developed by the telecommuter remain the property of the Department/State of Florida and shall not be destroyed or made public.

3. Telecommuters may be required to travel to the office to attend meetings as determined by his or her supervisor/management staff. Advance notice will be given to the employee whenever possible.
4. The telecommuter teleworker shall maintain appropriate and necessary communications with his or her supervisor - related to all work products, reports, assignments and/or projects as directed by the supervisor, including progress or difficulty encountered.

5. The telecommuter teleworker must submit their time sheet to the immediate supervisor (via the People First System) pursuant to the requirements of the State Payroll Schedule.

6. The telecommuter teleworker’s overtime must be approved in advance. Overtime may be approved in person, by telephone, through People First, through email or memo.

7. Telecommuting Telework shall not be used as a replacement for in-home care. Primary care responsibilities are not allowed during telecommuting telework hours. Adjustment of telecommuting teleworker’s work hours to work outside normal business hours must be approved in advance by the telecommuter teleworker’s supervisor should such care issues arise.

8. The immediate supervisor must evaluate telecommuting performance based on the expected performance expectations as described in the employee’s position description, work product produced and any direct observation by the supervisor.

9. Work hours, tasks, and realistic/measurable expectations (both in quality and quantity), must be clearly defined in writing by the immediate supervisors. The supervisor must clearly delineate in writing the steps to be taken by the telecommuter when a problem arises.

C. D. Work Assignments and Supervision:

1. There must be regular contact between the telecommuter teleworker and the immediate supervisor. Assignments will be completed according to procedures and timeframes set by the immediate supervisor.

2. The telecommuter teleworker will consult with the immediate supervisor, through mutually agreed upon mode(s) of communication, to receive or review completed assignments.

3. The immediate supervisor will meet with the telecommuter teleworker must ensure the at the home telework office site prior to implementation and at least one during the first three months to ensure the designated workspace is conducive to working and free of hazards to the telecommuter teleworker and Department equipment.

4. The immediate supervisor will communicate with the employee through mutually agreed upon mode(s) of communication and to review completed assignments.

D. E. Performance Evaluation:

1. The telecommuter teleworker must meet all goals, timeframes and performance expectations as outlined in the performance standards. Failure to maintain satisfactory performance shall result in termination from the telecommuting Telework program.

2. The immediate supervisor and telecommuter will set goals and document them in the quarterly review.
2. The telecommuter’s job performance will be reviewed after 30 days, and thereafter, during the third and sixth month. The telecommuter’s performance will be based on criteria and expectations as agreed upon by the immediate supervisor and telecommuter, and as documented on the telecommuting agreement. Performance expectation and performance evaluations for CS, SES and SMS employees shall be completed pursuant to FDJJ – 1002.05 Performance Planning and Evaluation Procedures.

3. OPS employees approved for the Telework Program shall be evaluated at the end of the standard evaluation rating period (on or before June 30 of each year). The performance evaluation shall be completed on the Performance Planning and Evaluation Form (located in the Forms Library).

3.4. Employees must have a performance evaluation overall rating of satisfactory or above. Employees with a rating less than satisfactory shall be terminated from the Telework Program.

F. Home Telework Office Site:

1. The telecommuter teleworker agrees to use the approved designated telework office site. The designated approved designated telework office workspace must be that is similar in form and function to the employee's official work site and is conducive to working. For teleworkers, the designated workspace shall be similar in form and function as the work site of comparable employees. The workspace telework office site should be free of hazards to the telecommuter teleworker and Department equipment as documented in the Self Certification Checklist for the Home Telework Office Site (Attachment 3).

2. All work materials will be stored in a secure location to avoid loss or unauthorized access to confidential information.

3. The approved telework office site must be safe and maintained free of safety and fire hazards.

4. The Department will not reimburse an employee for any home telework office site-related expenses such as utilities or Internet connection, even if used solely in the home telework office site.

5. The telecommuter teleworker agrees to permit work telework office site reviews by the Department provided there is at least a 24-hour notice and that such reviews are conducted within normal working hours.

6. The Department will have immediate access to records and materials maintained in the home telework office site, regardless if the records are maintained in paper or digital format.

7. The telecommuter teleworker is prohibited from conducting face-to-face state business at the home his or hersite residence.

8. The telecommuter teleworker may be assigned shared office space for on-site office time (not applicable for teleworkers).
9. Costs to ensure the home telework office site is in compliance with the above standards are the sole responsibility of the employee and may not be charged to, nor reimbursed by the Department.

F. G. Equipment:

1. All equipment loaned to the telecommuter teleworker by the Department, for the purpose of performing job duties, is to be maintained in good working condition and shall be used only for performance of job responsibilities. The Department will cover the costs for maintenance of DJJ equipment when equipment is returned to an office of the DJJ Management Information Systems (MIS) supporting the telecommuter teleworker’s Circuit official worksite.

2. The Department will determine and provide equipment as necessary to the employees approved for telecommuting the Telework Program. The telecommuter teleworker will be required to sign a DJJ Form 26 (Equipment Issue/Receipt Record for all loaned equipment). Copies of the signed forms will become part of the supervisor’s record of inventory that will be kept on all loaned DJJ equipment. The telecommuter teleworker may be required to bring Department owned equipment to their supervisor for inventory verification.

3. The telecommuter teleworker is responsible for maintenance of all personal equipment used in telecommuting the Telework Program, including any liability for personal equipment and cost for personal expenses associated with telecommuting telework.

4. The costs for office furniture will be the responsibility of the employee.

5. The telecommuting telework employee is required to bring the issued DJJ owned laptop computer to the office or DJJ facility on a monthly basis so that it can be connected to the network to receive software programs and virus protection updates. (Note that depending on update file size and network loading, this process can take several hours to complete.) Compliance with the DJJ Mobile Devices Policy – FDJJ-1230, is mandatory.

6. The telecommuter teleworker is responsible for the safety and security of Department equipment, software, data, supplies and furniture at the home telework office site. This includes maintaining data security and confidentiality to the same degrees afforded data at Department offices. The telecommuter teleworker may not copy or duplicate Department owned software.

7. Access to the Internet on Department owned equipment will be kept to business related sites and web pages.

8. Telecommuters Teleworkers shall make Department equipment available for review when given 24 hours prior notice.

G. H. Purchasing Card:

1. The telecommuter teleworker is responsible for scanning, faxing or delivering all purchasing card receipts to their supervisor’s office within 24 hours of incurring a charge. A follow up phone call shall be made to ensure that faxed documents are received.
H. 1. Travel:

1. Travel will be reimbursed pursuant to FDJJ 1407.01 (Reimbursement for Travel Expenses). Mileage will begin from the telecommuter’s home office telework office site or official work site; whichever is the shorter distance. For teleworkers, these sites may be the same.

I. J. Conditions of Employment and Pay Status:

1. All employment responsibilities and conditions (i.e. compensation, benefits, vacation time, Standards of Conduct, disciplinary procedures, performance evaluations and separation actions) apply at the home or alternativetelework office site as if the telecommuter teleworker were at their official work site.

2. The telecommuter teleworker will only be reimbursed for authorized or pre-approved expenses incurred while working for the Department, as stated in Department regulations.

3. Requests for vacation, sick leave and change of work schedule are to be approved in writing by the supervisor in advance.

4. Participation in the telecommuting Telework program will not adversely affect eligibility for advancement or any other employment rights or benefits.

J. K. Accidents and Injuries:

1. The telecommuter teleworker at the home telework office site shall maintain a designated workspace. The employee is responsible for immediately informing their supervisor if an injury occurs as covered under Workers’ Compensation under Chapter 440, Florida Statutes.

2. A First Notice of Injury or Illness report must be completed in accordance with FDJJ 1004.04 (Work-Related Injuries/Workers’ Compensation/Alternate Duty).
2.

K. Liability:

1. The Department of Juvenile Justice will not be liable for damages to the employee’s property resulting from participation in the telecommuting Telework Program. In signing the Telework Agreement, the employee agrees to hold the State harmless against any and all claims, excluding Workers’ Compensation claims.

L. Appeals:

1. Employees who feel their denial for telecommuting the Telework Program is unfair may request a meeting with their immediate supervisor. Prior to the meeting, employees should state their objection(s) in writing. The Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager will make the final decision.

M. Termination of Telecommuter Telework Agreement Status:

1. The Department has the right to terminate an employee’s participation at any time, if the employee’s participation in the program is deemed not to be in the best interest of the Department or the employee fails to comply with the provisions of the Telework Agreement or the telecommuting Telework policy and procedures.

2. The employee shall be given notice of not less than 10 business days that their participation in telecommuting the Telework Program will be terminated. If the termination of participation is related to employee misconduct or based on reasonable belief that potential harm will result to the State and/or state property, the 10-business day notice is not required.

3. The employee may voluntarily terminate their participation in the program. Termination of the Telework Agreement must be completed on the Termination of Telework Agreement form (Attachment 5). The supervisor shall determine the appropriate effective date but not to exceed 30 days from employee’s notice of voluntary termination.

4. Upon termination of the telecommuting agreement or termination of employment, the employee will return all DJJ owned equipment to their supervisor in accordance with the Property Management and Control Policy (FDJJ 1312) and for employees terminating employment in accordance with the Employee Separation Policy (FDJJ 1003.11).

5. The telecommuter Teleworker will be held responsible for any equipment that is not returned or is damaged due to the telecommuter’s fault or negligence. Telecommuters shall submit a work order via the DJJ MIS Work Order System for any Department computer equipment assigned to them that is malfunctioning, damaged or broken. Malfunctioning damaged or broken telecommunications equipment such as cell phones or beepers shall be reported to the appropriate Telecommunications Liaison.

6. The supervisor will forward the Termination of Telecommuting Telework Agreement (Attachment 45) to the Bureau of Personnel Human Resources within two (2) business days.
advising them of the termination of the Telecommuting Telework Agreement for an employee.

III. RESPONSIBILITY AND DUTIES

A. Employee

1. Completion of Department of Juvenile Justice Telecommuting Telework Application (Attachment 1).

2. Completion of Department of Juvenile Justice Telecommuting Telework Agreement (Attachment 2).


5. Completion of Termination of Telework Agreement, when applicable (Attachment 5).

6. Comply with procedures outlined in Section II. A. – MN.

B. Employee’s Immediate Supervisor

1. Review Department of Juvenile Justice Telecommuting Telework Application (Attachment 1) and ensure employee meets qualifications for the Telework Program. Recommend approval/disapproval, and submit application to the appropriate Superintendent/Chief Probation Officer, Department Chief or comparable SES Manager.

2. If application disapproved, no additional action required.

3. If application is approved, approve and submit the Department of Juvenile Justice Telecommuting Telework Agreement (Attachment 2) to the appropriate Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager and Regional Director or comparable SMS Manager for approval.

4. Ensure employee completes Self-Certification Checklist for the Telework Office Site (Attachment 3).


6. Complete performance evaluation on the Performance Planning and Evaluation Form [for OPS].

7. Meet with the telecommuter at their home office site prior to the start date and at least once during the first three months to ensure the designated workspace is conducive to working and free of hazards to the telecommuter and Department equipment. Update CS, SES and SMS official position description. Updates are not required for OPS positions.
3-8. Submit the (1) approved Telework Application, (2) Telework Agreement, (3) Self-Certification Checklist for the Telework Office Site, (4) Selection Criteria Evaluation, (5) updated position description [for CS, SES and SMS positions] and (6) Performance Planning and Evaluation Form [for OPS] to the Office of Human Resources.

4-9. Review telecommuter’s teleworker’s job performance after 30 days, and thereafter, during the third and sixth month.

5-10. When applicable, Complete and forward the Termination of Telecommuting Telework Agreement (Attachment 45) to the Bureau of Personnel Human Resources within two (2) business days, advising them of the termination of the telecommuting Telework Agreement for an employee.

C. Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager

1. Approve/disapprove employee’s Department of Juvenile Justice Telecommuting Telework Application.

2. Approve/disapprove employee’s Department of Juvenile Justice Telecommuting Telework Agreement.

D. Regional Director or comparable SMS Manager

1. Approve/disapprove employee’s Department of Juvenile Justice Telecommuting Telework Agreement.

E. Human Resources

1. Ensure all documents have been approved and or completed.


3. Identify all participating employees and their respective positions in the People First system.

4. Ensure position titles designated for the Telework Program, and all supporting documents are current and available to employees and managers on the agency’s website.
IV. ATTACHMENTS

Attachment 1 — Department of Juvenile Justice Telecommuting–Telework Application
Attachment 2 — Department of Juvenile Justice Telecommuting–Telework Agreement
Attachment 3 — Department of Juvenile Justice Self-Certification–Checklist for the Home–Telework Office Site
Attachment 4 — Department of Juvenile Justice Selection Criteria Evaluation Department of Juvenile Justice Termination of Telecommuting Agreement
Attachment 5 — Department of Juvenile Justice Termination of Telework Agreement