

1.0 Policy

Teleworking: A Division Director considering teleworking shall ensure that its use provides a business benefit to the department while maintaining operations and services to internal and external customers.

- 1.1 Authorized Teleworking Arrangements: Departments must determine under what circumstances teleworking will be authorized. Teleworking may only be authorized on a situational case-by-case basis, or for classifications that can perform their essential job functions in a teleworking environment while producing a business benefit to the department.
 - 1.1.1 Situational Teleworking Arrangements: Teleworking may be utilized on a case by-case basis due to the operational needs of the department, emergency situations, or any other reason that would benefit GCJFS to have an employee perform their assigned job responsibilities at an alternative work location. For example, teleworking may be an option for an employee who is absent from the workplace but can still perform their job functions from an alternative location (e.g. during an emergency).
 - 1.1.2 Teleworking Arrangements based on the Functions of a Classification: If GCJFS uses this option, the department shall identify which classifications are eligible in GCJFS policy.
- 1.2 Eligibility: Specific eligibility criteria for teleworking may be dictated by the particular context of the teleworking arrangement. In general, the department shall determine the eligibility criteria. In determining eligibility criteria for teleworking, considerations may include job functions, cost effectiveness, scheduling, and the ability to monitor/measure the employee. For example, the department may consider the employee's most recent performance evaluation or an employee's active disciplinary record.
- 1.3 Employment Information: Teleworking does not affect employees' basic terms and conditions of employment with the GCJFS. Employees are still obligated to comply with all statewide and department rules, policies, practices and instructions. Teleworkers must understand that violation of such may result in removal from teleworking and/or disciplinary action, up to and including termination pursuant to department work rules, and applicable law.
 - 1.3.1 Pay and Benefits: A teleworker's rate of pay, retirement benefits, and insurance coverage are not affected by the teleworking arrangement.
 - 1.3.2 Leave: A teleworker must comply with department call off policies and procedures in the event of an illness. Any request for leave while participating in a teleworking arrangement shall be made in accordance with the applicable department policy and procedure for requesting and obtaining approval to utilize leave.
 - 1.3.3 Overtime: A teleworker earns overtime or compensatory time in accordance with department policy while participating in a teleworking arrangement. GCJFS will continue to require pre-approval when applicable.
 - 1.3.4 Work Location/Temporary Reassignment: The teleworker will perform their job duties at the designated alternative work location. However, the department shall maintain the right to require the employee to change his/her schedule or work location based on operational need if the employee's presence is required in the office. The department

shall make an effort to provide reasonable notice to the employee in the event of a schedule change.

- 1.3.5 Calamity Days and Power Outages: If the agency is closed for a calamity day, those working from home are still expected to work unless they requested and were pre-approved to take a vacation day. Conversely, if they have no power at home and the agency is open, they will be expected to come to the agency to work.

- 1.4 Teleworking Location: The teleworker must work with GCJFS to identify the teleworking location for conducting department business, and indicate the space where the work will be performed and where equipment can be installed. Generally, teleworking locations should be reasonably quiet and free of distractions or any noises inconsistent with an office environment.

GCJFS shall retain the right to inspect and approve the telework location. A self-certification safety checklist must be completed before telework is approved. For employees who primarily telework during regularly scheduled work hours, GCJFS will document the telework location. Each department will establish notice requirements for the teleworker if they wish to change the designation of this location.

- 1.4.1 Equipment and Supplies: If additional equipment is required, other than those that an employee normally maintains, GCJFS shall provide the equipment and software that are necessary for the teleworker to conduct agency business while at the telework location. GCJFS is not under any obligation to reimburse a teleworker for any out of pocket expenses for supplies. Teleworkers are typically responsible for ensuring that the telework location has adequate Internet capabilities to perform department business. In the event of internet connectivity issues, the worker will immediately contact supervision to make arrangements to accommodate the work day. Teleworkers are responsible for providing their own office furniture and space. Teleworkers are responsible for physically securing their equipment and data in accordance with department and statewide policies.

- 1.4.2 Expenses: Teleworkers are responsible for the cost of maintenance, repair and operation of any personal equipment not provided by GCJFS.

- 1.4.3 Public Records Requirements: Consistent with GCJFS confidentiality policy, and the policies and procedures of the Ohio Department of Job and Family Services (ODJFS) and Office of Child Support (OCS), employees working at a telework location are expected to ensure that information is secured and not accessible to persons not employed by GCJFS.

- 1.4.4 Worksite Visits: While participating in a teleworking arrangement, GCJFS shall retain the right to conduct onsite visits to the telework location.

Visits shall only be made during the teleworker's scheduled work hours but the department does not have to give the teleworker advance notice of the visit. Failure on the part of the teleworker to permit an on-site visit may be cause for termination of the teleworking arrangement.

1.4.5 Dependent Care: Teleworking is not a substitute for dependent care. The teleworker must not be the permanent primary caregiver for any individual during the teleworker's scheduled work hours. Alternative supervision or care outside of the teleworking location must be established prior to the initiation of teleworking. Departments may request documentation to ensure that the employee is not using teleworking as a substitute for dependent care.

1.4.6 Injuries: Teleworking is covered by the State of Ohio workers' compensation laws for injuries occurring in the course of and arising out of the performance of the employee's official job duties. The teleworker and the teleworker's supervisor shall be required to follow any applicable policies regarding the reporting of injuries for employees injured while at work.

Other than the injuries discussed above in this section, GCJFS is not liable for any accidents and/or injuries resulting from the teleworker's failure to comply with all safety and health rules, regulations, or any violation of GCJFS teleworking policy. The teleworker, and not the GCJFS, shall be responsible for the teleworker's own damages, non-compensable injuries, and for any third party's damages, and injuries resulting from the teleworker's failure to comply with all safety and health rules and regulations and any violation of GCJFS teleworking policy.

1.4.7 Communication and Monitoring: Teleworkers must be available for contact by GCJFS at their teleworking location during their approved work schedule.

Departments shall establish procedures for monitoring employees while they are teleworking to ensure that the arrangement is continuing to provide a business benefit to the agency. Individual monitoring may differ depending on the position, the needs of the agency, and the employee.

1.4.8 Termination of the Teleworking Arrangement: Teleworking arrangement is at the discretion of GCJFS and may be modified or terminated by the agency at any time and for any reason.

1.4.9 Termination/Resignation of Employment: In the event of termination or resignation from employment with GCJFS, the teleworker shall be required to promptly return any GCJFS equipment, supplies, and data.

1.4.10 Discipline: All expectations of compliance with existing statewide and agency policies and procedure are unaffected by the teleworking arrangement. GCJFS may initiate disciplinary action, up to and including termination, if a teleworker fails to comply with the provisions of the teleworking policy. Revocation of the teleworking arrangement may constitute a disciplinary action.

1.5 Information Technology Components of Teleworking: Teleworkers shall agree to comply with all Ohio and GCJFS information technology (IT) policies, standards and procedures regarding IT equipment, software licensing, connection, security, and overall management/support requirements.

The use of state IT resources shall comply with agency and department policies on the appropriate use of state IT resources.

- 1.5.1 IT Security Requirements: Teleworkers are responsible for the security and protection of any IT equipment, software, and data provided to them by the agency. Any IT equipment and software owned by GCJFS shall only be used and operated by the authorized teleworker.
- 1.5.2 Access to IT Resources: Teleworkers shall only be granted access to those resources which are necessary to carry out work assignments. GCJFS shall make deliberate access decisions based upon the principal of least-privilege. For instance, a teleworker may only need access to state e-mail and a telephone to complete telework assignments. Teleworkers may not necessarily need the same level of access provided at the main work site.
- 1.5.3 Protecting Sensitive Data and/or Personally Identifiable Information (PII): Teleworkers shall protect all data, but extreme care shall be taken regarding sensitive data and/or personally identifiable information (PII). All sensitive data and/or PII shall be maintained in accordance with any applicable federal law, Ohio Revised Code, State of Ohio and agency policies, standards and procedures. GCJFS, if necessary, may prohibit employees with access to sensitive data and/or PII from participating in telework if the risk outweighs the benefit to the agency.
- 1.5.4 Incident Response: GCJFS shall ensure teleworkers understand statewide and GCJFS incident response procedures and immediately report lost, stolen or potentially compromised IT equipment and/or state data per GCJFS telework agreement.
- 1.5.5 IT Support Expectations: GCJFS is not obligated to provide support for personal IT equipment authorized for state business use.
- 1.6 Safeguarding of Information - Federal Tax Information (FTI): Despite location, FTI remains subject to the same safeguard requirements and the highest level of attainable security. Employees are required to follow the same FTI safeguarding rules that apply while working in the office, while working from an alternate work site, in addition to the rules described below. IRS Publication 1075 outlines the requirements that must be followed to protect FTI. In all instances, the agency and its employees shall employ appropriate management, operational, and technical information system security controls at alternate work sites.
 - 1.6.1 Only department-owned computers, media, and software will be used to receive, process, access, and store information, including FTI. Copies of illegal and non-approved software shall not be used.
 - 1.6.2 The agency retains ownership and control, for all hardware, software, and end-point equipment connecting to public communication networks.
 - 1.6.3 All computers and mobile devices that contain FTI and are resident in an alternate work site must employ encryption mechanisms to ensure that this data may not be accessed, if the computer is lost and/or stolen. (OMB Memo M-06-16)

- 1.6.3.1 GCJFS will purchase laptops equipped with data encryption technology. GCJFS will also purchase VPN tokens through the OIS TSSP program to provide secure connections when logging into the state system/network.
- 1.6.3.2 FTI data should not be downloaded to the hard drive of the laptop or other device. FTI may be stored on hard disks only if department-approved security access control devices (hardware/software) have been installed, are receiving regularly scheduled maintenance, including upgrades, and is being used. Access control should include password security, an audit trail, encryption, virus detection, and data overwriting capabilities.
- 1.6.4 Employees should have a specific room or area in a room that has the appropriate space and facilities for the type of work done.
- 1.6.5 Employees must immediately communicate with their supervisor or other available supervisor if a security problem arises. The employee is responsible for ensuring that the information is communicated with the supervisor.
- 1.6.6 The employee shall never print or write hard copies of FTI while working offsite.
- 1.6.7 The employee is responsible for protecting and safeguarding the department owned equipment, including laptops and VPN tokens, and information/data at all times.
 - 1.6.7.1 Large automated data processing equipment should be locked to large objects, such as desks or tables. Smaller, department-owned equipment should be locked in a filing cabinet or desk drawer when not in use.
 - 1.6.7.2 If an employee is working in a secure location, such as his/her home and the employee will be away from the computer for a brief time or if the employee is unexpectedly interrupted by a non-GCJFS employee, the employee must lock the desktop immediately. The employee should also log off the computer when away from the area where he/she is working.
 - 1.6.7.3 If the employee is in an unsecure location (i.e. working at a hospital), the employee shall keep any agency-owned equipment with him/her at all times.
 - 1.6.7.4 The employee shall not reveal passwords for the VPN token, laptop, etc. to another employee or another individual. The employee is responsible for safeguarding passwords. Passwords should not be written down and stored with the device.
 - 1.6.7.5 While working at home or an alternate work site, the employee should take extra precautions to ensure the security of the information. The employee shall ensure that any family support related information is not available for access or viewing by an unauthorized individual.

- 1.6.8 GCJFS will conduct periodic inspections of alternative work sites during each year to ensure that safeguards are adequate. The results of each inspection will be fully documented. The IRS and/or GCJFS may also conduct visits to alternate work sites while conducting safeguard reviews.

GCJFS Telework Application

Name:

Home Address:

Primary Telework Address:

Date of Hire in Current Position:

Classification:

Individual Eligibility Criteria

	Met	Not Met
I have successfully completed probation and have worked a minimum of 1 year in my current department.	<input type="checkbox"/>	<input type="checkbox"/>
I have no disciplinary actions in the past 12 months. <i>*Exception to this requirement may be made at the discretion of the Division <u>and</u> Executive Director.</i>	<input type="checkbox"/>	<input type="checkbox"/>
I am not under a corrective performance improvement plan.	<input type="checkbox"/>	<input type="checkbox"/>
I can demonstrate competency with personal computers.	<input type="checkbox"/>	<input type="checkbox"/>
I have access to a high-speed internet connection (recommended minimum 30 mbps).	<input type="checkbox"/>	<input type="checkbox"/>
My telework location is within the State of Ohio.	<input type="checkbox"/>	<input type="checkbox"/>
I have demonstrated the ability to work independently and to comply with the policies and procedures of GCJFS.	<input type="checkbox"/>	<input type="checkbox"/>
The essential functions of my classification can be fulfilled from an alternate worksite, without creating an undue hardship.	<input type="checkbox"/>	<input type="checkbox"/>

It is important that you complete the application with thorough and detailed responses. If you have additional hard copies of information pertinent to this application, please attach.

1. How will you be able to fulfill all the duties and responsibilities of the position?
 - A. What is the benefit of teleworking for you?
 - B. What issues and/or concerns do you anticipate with teleworking?
 - C. How will allowing you to telework benefit the agency?
2. Please describe your intended telework location work site, for example: location, other purposes of the room, dedicated work space, and/or accessibility of other family members to your work area. You may attach any other relevant information.
3. Please state how you intend to protect the confidentiality of case information while teleworking.

It is expressly understood telework is a management option, not an employee right. The program is available only to employees deemed eligible at the sole discretion of GCJFS. The program may be modified or terminated at the discretion of the Director. The Director may revoke or suspend the telework status for any reason including but not limited to performance concerns, work rule, policy and procedure violations, behavior concerns and failure to comply with the Telework policy.

By my signature, I certify all the above statements are true.

Employee's signature

Date

SUPERVISOR'S REVIEW AND DETERMINATION

- ☐ I have reviewed this application for telework and have determined that this employee has met the eligibility requirements. I have the responsibility and capabilities to support distance supervision.
- ☐ I have reviewed this application for telework and have determined that this employee is not approved for teleworking.

Supervisor's Signature

Date

Division Director's Signature

Date

Executive Director's Signature

Date

If application is approved, the supervisor and employee together must complete the following before teleworking may begin:

Please outline below the provisions made with your supervisor to manage the following areas taking into consideration your arrangements for paperwork flow, reporting procedures, communication, goals, standards, etc.

- 1. Office Environment Issues (i.e. communication, team meetings, delivery of work assignments, handling of documentation and information, etc.)**

- 2. Customer Requirements**

- 3. Supervisory Requirements (One on one feedback, performance evaluations, monitoring, mentoring etc.)**

GEAUGA COUNTY JOB AND FAMILY SERVICES

TELEWORKING AGREEMENT

As an employee of Geauga County JFS, it is expected that all confidentiality & security agreements currently in place are continued with telework access. It will be your responsibility to know and understand the following:

1. The agency will supply employee with county approved required equipment. These items will be inventoried and assigned to the employee and must be secured in proper locations when not in use. The employee bears the responsibility of the safety and security of the equipment.
2. A high-speed internet connection is required with a recommended speed of 30 mbps.
3. Any reasonable accommodation requests that the employee has submitted to the employer and has been approved is expected to be followed while working at the employee's telework location at employee's cost. Verification that reasonable accommodation has been made will need to be provided to the agency.
4. Should the employee sustain a work-related illness/injury, it is the employee's responsibility to report this to supervision immediately as referenced in the Personnel Policy and Procedure Manual. All necessary paperwork will be completed and submitted to the employer by the next business day of the event.
5. Teleworking employees will be expected to complete all work assigned to them as though they were in the agency. If an employee fails to meet this expectation, they may lose the privilege to telework and/or could face disciplinary action.
6. Falsification of work product and/or inappropriate use of agency property are grounds for disciplinary action up to and including termination.
7. Cost of replacing any of the assigned agency equipment that is lost, stolen or damaged due to negligence, will be the responsibility of the employee.
8. Employee agrees to work at the following primary location and phone number:
 - a. Location: _____
 - b. Phone: _____

9. Employee's official work hours on telework day(s) will be as follows:

Day	Hours
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

Employees will not telework on legal holidays nor work overtime unless pre-approved in writing by supervision. Any revision to the listed schedule requires supervisor pre-approval.

10. Employee is required to punch in and out of TimeForce to accurately reflect time worked.
11. Employee agrees to follow established procedures for requesting and obtaining approval of leave. In the event of illness, the employee must promptly notify supervision by following the established GCJFS procedures.
12. In the event of equipment failure or malfunction, employee agrees to notify supervision immediately. The employee will cooperate to effect immediate repair or replacement of such equipment. In the event of delay in repair or replacement or any other circumstance under which it would be impossible for the employee to complete telework, the employee will be required to report to the GCJFS office location until the equipment can be replaced or connectivity re-established. This agreement may be temporarily suspended, at GCJFS's sole discretion.
13. In accepting this equipment, accountability and responsibility as outlined in the GCJFS Telework policy is hereby acknowledged and accepted. In the event of loss, misuse or theft of this equipment, the employee agrees to immediately notify supervision. In the event the loss is after hours, employee must immediately contact OIS Service desk at 1-800-686-1580.
14. Employee agrees to return this property to the agency no later than the close of business on the last day of employment with the GCJFS, or sooner as directed by GCJFS. All equipment supplied by GCJFS/ODJFS will be inventoried and accounted for by completing the inventory as shown below.
15. If the employee needs to make notes regarding cases to process their work the employee is responsible for shredding the information when it is no longer needed. If the employee does not own a shredder, they must use a wipeable board or digital writing pad (e.g. dry-erase board, grease board, whiteboard, Boogie board, etc.) so that the notes can be cleared when through. This equipment would not be provided by the agency. In no circumstances should an employee be writing or printing any FTI information.

It is expressly understood telework is a management option, not an employee right. The program is available only to employees deemed eligible at the sole discretion of GCJFS. The program may be modified or terminated at the discretion of the Division Director. The Division Director may revoke or suspend the telework status for any reason including but not limited to performance concerns, work rule, policy and procedure violations, behavior concerns and/or failure to comply with the Telework policy.

Employee acknowledges he/she has read the Telework policy and is fully aware that violation of any of the provisions may result in disciplinary action up to and including termination. Employee also understands that intentional misuse of the computer system may result in additional penalties provided by federal and state law.

_____ Employee Signature	_____ Date
_____ Supervisor Signature	_____ Date
_____ Division Director Signature	_____ Date
_____	_____

Executive Director Signature

Date

Equipment:

_____ VPN Token

_____ Laptop

_____ 2nd monitor

_____ Cell Phone

_____ Keyboard

_____ Mouse

_____ Docks

_____ Other

_____ Other

_____ Other