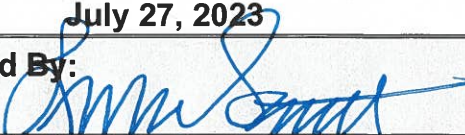




County of Los Angeles
Department of Human Resources
POLICIES, PROCEDURES, AND GUIDELINES

Subject: TELEWORK PROGRAM	Policy Number: 550	Pages: 7
	Effective Date: July 27, 2023	
	Approved By: 	

PURPOSE

Board Policy 9.090 authorizes all County departments to establish individualized teleworking programs to allow employees to work at home or from alternate locations. The Los Angeles County Telework Program (Telework Program) was initially conceived in 1989 to support the achievement of the County's regional clean air and traffic mitigation goals. However, as the County workplace evolved, telework has also come to be regarded as an innovative workplace tool to enhance the quality of life of County employees, maximize County resources, promote operational efficiencies, align with "OurCounty," the Countywide Sustainability Plan, reduce office space costs and related overhead, and improve employee engagement and retention. Telework is an essential feature of the Workplace of the Future, which enhances employee well-being, creates flexible business operations, expedites services to the public, and prioritizes accountability and transparency.

Telework has also become a critical component of the County's emergency plan to ensure the continuance of critical County services and enhance the safety of County employees during emergency events.

POLICY

All departments are required to adhere to the telework eligibility, training, and documentation standards outlined in this policy when developing and implementing an employee telework program.

GUIDELINES**Definitions**

- **Telework** – Is a remote work option and a flexible work arrangement allowing County employees to perform the normal duties and responsibilities of their positions at an approved worksite (e.g., an employee's home, field office, or alternate County or privately-owned facility) other than the location where the employee ordinarily works.

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- **Routine Telework** – Routine telework is a pre-approved, written arrangement in which an employee is regularly scheduled to perform the normal duties and responsibilities of their position at an alternate worksite location (e.g., an employee’s home, field office, or alternate County or privately-owned facility).
- **Emergency Telework** – Unlike routine telework which is intended as a part of an employee’s regular work arrangements, emergency telework refers to the practice of assigning telework during a declared emergency. Emergency telework is used, where practical and appropriate, as an alternative arrangement to ensure continuity of departmental operations and to safeguard the health and well-being of County employees and the public. An emergency event for the purposes of this policy includes natural disasters, acts of terrorism, civil unrest, pandemic health emergencies, or other unforeseen situations that may impact employee safety or disrupt normal business operations.
- **Remote Work** – Work that is conducted by an employee at an approved alternate location, different from their regular worksite(s). The term “remote work” can also refer to various flexible working arrangements, including telework, hoteling, or coworking.
- **Teleworker** – A County employee who has completed all Telework Program requirements, obtained approval from department management, and is engaged in routine telework.
- **Telemanager** – A teleworker’s supervisor.

Telework Eligibility

Department Heads or their designees may implement routine telework as a business tool when deemed beneficial to the department. Participation in the Telework Program is a voluntary arrangement initiated by department management or requested by an employee. Both represented, and non-represented employees are eligible to participate in telework. Employee requests to telework are subject to the approval of a department’s management. This includes the authority to approve an employee’s requested alternate worksite location.

Departments will make reasonable efforts to expand telework opportunities where job functions and business needs are compatible with telework. The department has the discretion to designate which job functions are compatible with telework. Decisions on whether a job function is compatible with telework should be based on the regular duties of the work assignment, rather than simply classification or management level.

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Telework compatibility considerations may include, but are not limited to:

1. The percentage of tasks or assignments that require direct interaction with clients, members of the public, and/or peers or are associated with a physical location (e.g., public service counters, facility maintenance, direct medical care).
2. The equipment required to fulfill the duties of the position, including whether duties can be completed with a standard internet connection, a computer or tablet, and a telephone.
3. Unique information security requirements of the position that, as ascertained by the *Departmental Chief Information Officer (DCIO) and/or Departmental Information Security Officer (DISO)*, cannot be duplicated at the telework site.

Departments that engage in telework are encouraged to develop written telework procedures to clarify compatibility criteria for their unique workforce, telework approval processes, documentation and reporting processes, and teleworker expectations. If a telework assignment is terminated by management, the teleworker shall be given a reason.

Routine Telework Program Requirements

The terms and conditions of employment for a teleworker remain unchanged, regardless of work location. Work hours, overtime, compensation, and vacation schedules must conform to the County Code, Memorandum of Understanding (MOU) provisions, if any, and terms otherwise agreed upon in the ***Telework Agreement*** by the employee and their supervisor.

Performance expectations are to remain the same regardless of an employee's work location. The same measurements of work performance and productivity that determine employee success on-site are to be used to measure performance and productivity when employees are teleworking. Teleworkers are expected to remain in regular communication with their supervisors, colleagues, and customers (i.e., responsive to phone calls, emails, messaging, etc.) during scheduled working hours regardless of work location.

As with alternate work schedules and flexible work hours, telework is an operational tool that supports a department's business objectives and deliverables. Telework is intended to complement other flexible work arrangements and may be used in tandem with alternate work schedules (i.e., 9/80 and 4/40 work weeks). Participation in the Telework Program may not be conditioned on the suspension or exclusion of alternate work schedules or other pre-approved flexible work arrangements. Requests for occasional telework outside of a routine telework schedule are contingent on the completion of all telework program requirements, the benefit to departmental operations, and remain at management's discretion.

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All prospective teleworkers, and their supervisors, must complete the County's Telework Training module (either the County Teleworker or County Telemanager, as applicable), available on the County's online learning system before they are permitted to engage in routine telework. Employees and supervisors only need to complete the training once during the course of their employment with the County, unless otherwise instructed. Upon completing the County's Telework Training module, the teleworker and their supervisor must complete and sign a **Telework Agreement** and complete the **Telework Location Safety Checklist** in compliance with the Telework Procedures Manual.

All teleworking employees and supervisors must comply with the County's Telework Procedures Manual, which addresses Telework Program procedures, guidelines, and logistics related to the approved worksite other than the location where the employee ordinarily works, Workers' Compensation benefit information, use of County equipment, reporting requirements, tax implications, and well as other associated matters. Additionally, teleworkers must use designated **Telework Time Codes** when completing timesheets to record hours that are worked remotely.

Telework Program Administration and Documentation

County departments with employees participating in the Telework Program are responsible for overseeing routine telework operational and administrative services and ensuring compliance with all County employee policies, including Countywide training and telework policy guidelines, as well as compliance with departmental Telework policies. This includes ensuring that all teleworkers receive appropriate training and complete all required forms; assess and approve routine telework locations; and determine and authorize equipment (whether County-owned or County-approved personal mobile devices) necessary for the completion of regular duties from a telework location.

Management will make reasonable efforts to provide teleworking employees with all materials and equipment necessary to support the employee's ability to work remotely. If a teleworking employee is required and authorized by management to purchase specific materials or equipment for telework, they will be reimbursed for expenses incurred. Maintenance of County-issued equipment will be a management responsibility.

The use of personal mobile devices (e.g., personally owned laptops, smart phones) during telework arrangements must be approved by department management and is contingent on compliance with all County privacy personal-use standards.

County departments are also responsible for maintaining telework forms in the teleworker's personnel file. The forms must be retained by the department for a period of three (3) years, in compliance with South Coast Air Quality Management District (AQMD) Rule 2202(i). Guidelines for submission of these records can be found in the County's Telework Procedures Manual.

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EMERGENCY TELEWORK

Emergency telework protocols, when activated, would supersede routine County telework policies and practices with the intent of supporting continuity of operations during an emergency event.

Activation of Emergency Telework Protocols

Emergency telework protocols are only to be implemented during the occurrence of a departmental or local emergency and may go into effect upon the activation of a department's Continuity of Operations Plan (COOP). Emergency telework may only be used by County employees with management approval when sufficient duties can be performed from an alternate worksite and the safety or health of employees or the public would be compromised by reporting to their regular physical work location.

Emergency telework may not be approved for personal reasons or any other reason unrelated to an organizational or local emergency event.

Suspension of Routine Telework Requirements

When emergency telework protocols are activated, the following routine telework requirements will be immediately suspended to allow the greatest level of flexibility and to ensure that the maximum amount of staff can telework as needed:

- **Training** – Individuals who have not previously completed the County's Teleworker Training, Telemanager Training, or the Telework Timecode Module will still be permitted to begin emergency telework without delay, with the understanding that the training will be completed online as soon as practicable.
- **Telework Agreement** – Employees who do not have a signed Telework Agreement on record will be permitted to begin emergency telework arrangements after receiving written or verbal approval from their manager or supervisor or department executive with the understanding that the Telework Agreement and related forms will be completed, signed, and processed as soon as practicable.
- **Selection Criteria** – Classifications whose duties and tasks would not necessarily be compatible for routine telework may be considered for emergency telework arrangements. Management should use flexibility, as appropriate, to allow the greatest number of employees to telework during an emergency event.

Emergency Telework Procedures

When emergency events can be anticipated, departments should notify all staff to take steps to be "telework ready." This includes proactively ensuring new hires and/or transfer employees with telework conducive positions complete the teleworker/telemanager training, working with employees to ensure they have access to all necessary equipment,

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systems, and documents to telework effectively. If an employee is unable to secure the equipment or tools needed to telework prior to an emergency event, or if the employee's job function does not generally align with telework arrangements, the employee and their supervisor are to connect as soon as possible to determine if there is any level of work or alternate assignment that may be accomplished at their telework location (or alternate work location).

Alternatively, if an employee opts not to participate in emergency telework, they may request to use accrued benefits (e.g., vacation time, Non-Elective and Elective Leave, etc.) as appropriate for the days they will not be at their customary work location. Employees who are deemed essential to department operations may be required in their role as Disaster Service Workers to continue to work from County facilities while emergency telework protocols are in place or to work from an alternate work location.

Employees participating in emergency telework are expected to maintain their normal work schedule, unless otherwise approved by their supervisor, and adhere to departmental overtime requirements.

Termination of Emergency Telework

Termination of the emergency telework protocols should occur once the emergency event has resolved to the point where employees are able to safely return to their customary work locations, as determined by management. Employees are to be informed in writing by the department that emergency telework arrangements are concluded, and routine telework operations may resume.

Telework in Continuity of Operations Plan (COOP)

All County departments are to incorporate emergency telework in their COOP, and by doing so, identify ways in which department staff can perform the duties and responsibilities necessary to continue essential functions during any type of threat or emergency from an alternate work location or home. During non-emergency periods, departments should ensure that eligible staff have completed the required telework training and that all approved teleworkers and their supervisors understand how telework is implemented during a declared emergency.

In addition, departments should proactively ensure that teleworkers, particularly those in mission-critical functions, have the appropriate resources (e.g., hardware, etc.) and access to begin teleworking at a moment's notice. Employees are considered "telework ready" when they have an approved Telework Agreement, approved telework space, information technology items and any other resources needed to telework, an understanding of telework operations, and access to work materials.

Please contact telework@hr.lacounty.gov for questions related to this policy.

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AUTHORITY

- Board of Supervisors Policy Number [9.090 – Telework Program](#)
- Board of Supervisors Policy Number [10.060 – Countywide Mobile Device Management and BYOD \(Bring Your Own Device\) Privacy Policy](#)
- Motion Adopted by the Board of Supervisors on January 31, 1989, [Synopsis 5](#)
- Motion Adopted by the Board of Supervisors on November 16, 2004, [Agenda Item 8](#)
- Motion Adopted by the Board of Supervisors on June 10, 2008, [Agenda Item 62-B](#)
- Motion Adopted by the Board of Supervisors on June 12, 2012, [Agenda Item 14](#)
- Chief Executive Office’s March 29, 2016 memo, entitled “[Chief Executive Office Organization Redesign](#)”
- Department of Human Resources’ December 24, 2018 memo, entitled “*New Online Teleworker and Telemanager Training and Updated Telework Procedures.*”
- Motion Adopted by the Board of Supervisors on December 3, 2019, [Agenda Item 5](#)
- Motion Adopted by the Board of Supervisors on March 4, 2020, [Agenda Item 60A](#)
- Department of Human Resources’ August 20, 2020 memo, entitled “*DHR - Review of Countywide Classifications for Tele-Readiness and Identification of Management-Level Departmental Telework Manager*”

REFERENCES

- South Coast Air Quality Management District (AQMD) [Rule 2202 – On-Road Vehicle Mitigation Options](#)
- [DHR Telework Procedures Manual](#)
- Chief Executive Office’s December 18, 2020 memo, entitled “*Immediate Implementation of Emergency Telework*” and accompanying “*Emergency Telework Protocols.*”

DATE ISSUED

Original Issue Date: **July 27, 2023**