

<b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b>	Transmittal # 18-5	Policy # 3.32
Applicability: <input checked="" type="checkbox"/> All Employees <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input type="checkbox"/> Secure Facilities	Related Standards & References: Executive Order of Governor Sonny Perdue, 2003 DJJ 3.30	
Chapter 3: PERSONNEL	Effective Date: 3/22/18	
Subject: TELEWORKING	Scheduled Review Date: 3/22/19 Replaces: 7/15/16 Office of Human Resources	
Attachments:  A – Teleworking Checklist and Agreement	APPROVED:   <hr/> Avery D. Niles, Commissioner	

## I. POLICY:

The Department of Juvenile Justice shall utilize teleworking arrangements, as appropriate, to achieve overall business goals, demonstrate commitment to the environment, and promote employee satisfaction, work/life balance, efficiency, and productivity. Teleworking is a voluntary agreement between an employee and supervisor, and as such, will be a privilege, not an entitlement.

## II. DEFINITIONS:

**Alternate Workplace:** A workplace other than the employee's primary workplace.

**Primary Workplace:** The assigned location where the employee works the majority of his/her work time.

**Teleworker:** An employee who is scheduled to work one or more days per work period at an authorized location other than the primary workplace.

**Teleworking Agreement:** The signed document that outlines the understanding between the agency and an employee regarding the teleworking arrangement.

## III. PROCEDURES:

### A. Determination of Eligible Positions:

1. The Assistant Commissioner, Deputy Commissioner, Central Office Director, or his/her designee will determine which positions will be eligible for a teleworking arrangement in accordance with the guidelines set forth by this policy.

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2. Positions will be selected for teleworking based on the suitability of their jobs, an evaluation of the likelihood of their success as a teleworker, and an evaluation of their supervisor's ability to manage remote workers.
- B. The supervisor will consider the following job characteristics in the evaluation of a possible teleworking arrangement:
1. Face-to-face communication requirements are infrequent (most communication can be managed by methods such as telephone, electronic mail, and/or facsimile);
  2. Incumbent generally works alone handling information (work tasks may include activities such as reading, writing, word processing, planning, and/or analyzing data);
  3. Work activities are measurable and have objectives with identifiable time frames and check points;
  4. Tasks require concentration and/or large blocks of time when the incumbent works independently of others;
  5. Requirements for special equipment are minimal.
- C. Employee Eligibility Standards:
1. In order to be eligible to telework, an employee must meet the following minimum standards:
    - a) Be assigned to a position that is suitable for teleworking;
    - b) Have been employed with the Department for at least 6 months;
    - c) Have an annual leave balance of at least 40 hours;
    - d) Have consistently met established productivity levels; and
    - e) Have earned a rating of "meets expectations" or higher on his/her most recent performance evaluation, as applicable.
  2. The Assistant Commissioner, Deputy Commissioner, Central Office Director, or his/her designee may waive specific eligibility requirements as necessary to meet Departmental objectives or directives. Waivers will be discussed with the Director of Human Resources prior to approval of the teleworking arrangement.
- D. An employee being considered for a teleworking arrangement must:

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1. Possess strong oral and written communication skills, which are essential to maintain effective communication with the employee's supervisor and other co-workers;
2. Have a demonstrated history of successful job performance in both current and previous job assignments;
3. Be self-motivated and responsible;
4. Be familiar with the requirements of his/her position;
5. Be able to work independently;
6. Be adaptable; and
7. Be results-oriented.

E. A supervisor of teleworkers should:

1. Trust individuals working under his/her supervision;
2. Attempt to accommodate teleworking schedules, whenever possible;
3. Have a results-oriented management style;
4. Provide timely and constructive feedback;
5. Facilitate open communication;
6. Possess above average planning and organizational skills; and
7. Establish clear objectives for employees under his/her supervision and measure results fairly.

F. Workspace:

1. Employees selected to telework must designate a clearly defined workspace at their telework location. The employee must maintain the workspace in a safe condition, free from hazards and dangers to the employee and any department-owned equipment.
2. Home workspace should meet the following general standards:
  - a) A clearly defined workspace with a door is highly recommended;
  - b) The workspace should be located in a quiet area;

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- c) The workspace should be located so that the employee has access to a telephone (as necessary);
  - d) The workspace should be adequate to accommodate required furnishings and equipment, including lighting;
  - e) Desk and work surfaces should be glare free with rounded corners and proper height for the work function;
  - f) An adjustable keyboard should be used if computer equipment is used; and
  - g) The work chair should provide for proper posture, with mechanical adjustability for height and back support.
3. Teleworkers must complete and sign the Teleworking Checklist and Agreement (Attachment A) as a condition of permission to telework. The employee must verify that home facilities used for telework purposes are safe and suitable for telework. Any current or potential safety hazards identified must be corrected prior to agreement approval. Necessary remodeling or electrical work will be at the employee's expense.
  4. The Department reserves the right to inspect a home workspace without notice to ensure safety compliance and adherence with the telework program requirements regarding space and furnishings.

**G. Equipment, Tools, and Supplies:**

1. The employee must use his/her own furniture, telephone lines, and other equipment. Any use of the employee's private facilities will be at the employee's discretion and not at the expense of the state. This applies to all physical improvements and conveniences as well as services. Utilization of employee-owned equipment will be subject to the following provisions:
  - a) All expenses (e.g., maintenance, repair, insurance) will be the employee's responsibility;
  - b) Department files must remain confidential in accordance with policies regarding records management (DJJ Policy Chapter 5, Records Management) and information technology resources (DJJ Policy Chapter 6, Information Technology);
  - c) The employee must protect the security and integrity of data, information, paper files, and access to Department information.

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All Department information must be properly secured at the end of the business day.

- d) When possible, work related long distance phone calls should be planned for days in the office. At the discretion of the supervisor, expenses for business related long distance calls may be charged to a state issued calling card.
- e) The use of information technology resources will be in accordance with applicable policies (DJJ Policy Chapter 6, Information Technology).

2. Mail, Office Supplies, Copying:

- a) The employee will make arrangements to pick up and deliver outgoing mail, gather office supplies, and make copies at his/her primary work location.
- b) Office supplies will be provided as needed by the Department. Out-of-pocket expenses for other supplies will not be reimbursed unless the employee obtains prior approval from his/her manager.

H. Employment Considerations:

- 1. Compensation and Benefits: The employee's compensation, benefits (including leave and holidays), and work status will not change due to participation in the teleworking program.
- 2. Performance Management: Teleworkers must participate fully in the Department's Performance Management Process.
- 3. Each teleworker must comply with all applicable laws, rules, regulations, policies, and practices.
- 4. Workers Compensation:
  - a) During work hours and while performing work functions at the approved alternate work site, teleworkers will be covered by Workers' Compensation. This location will be considered an extension of the Department's workspace.
  - b) In compliance with applicable Department guidelines and policies, any on-the-job injury must be reported to the employee's supervisor as soon as possible after the accident/injury occurs.

I. Work Schedules and Work Hours:

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1. Each teleworker will have an established work schedule with regularly scheduled work hours, as described in DJJ 3.30, Work Hours. All work hours will be recorded in accordance with DJJ 3.30, Work Hours.
  2. Employees must be accessible by e-mail, telephone, and/or cellular phone during their established work hours, regardless of work location.
  3. Teleworkers may be required to attend meetings, training sessions, etc., as deemed necessary by their supervisor.
  4. Unstructured telework arrangements (without scheduled workdays and work hours) will not be permitted.
  5. Fair Labor Standards Act (FLSA) non-exempt employees must obtain approval from their supervisors before working beyond their regularly scheduled hours. A non-exempt employee working overtime without such approval will result in termination of the teleworking option.
  6. Falsification of time and attendance records will be grounds for terminating the telework agreement and may subject the employee to disciplinary action up to and including dismissal from employment and may also be subjected to criminal/civil liability.
- J. Mileage between an employee's home and the assigned office or other alternate work site will be considered commuter mileage and will not be subject to reimbursement.
- K. Teleworking will not be used as a substitute for routine dependent care. Employees will manage dependent care and other personal responsibilities in a manner that allows the successful completion of job responsibilities.
- L. Teleworking Request Process:
1. An employee must complete the Teleworking Checklist and Agreement (Attachment A.) The supervisor must review the Teleworking Checklist and Agreement and approve/deny the request.
  2. Each Assistant Commissioner, Deputy Commissioner or Central Office Director will designate the level of supervisory approval necessary for the Teleworking Checklist and Agreement.
  3. Original Teleworking Checklist and Agreements will be forwarded to the employee's official personnel record.

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4. If a proposed teleworking agreement is denied, the applicable supervisor must provide a written explanation to the employee outlining the reason(s) for the decision.
5. Once a telework agreement has been approved, the immediate supervisor and reviewing manager will make any necessary revisions to applicable performance management plans.

M. Review and Termination of Teleworking Agreement

1. The immediate supervisor will review the telework agreement every six months, at a minimum, to ensure that the employee is adhering to the agreement.
2. An approved teleworking agreement will remain in effect until the Department, the employee, or immediate supervisor requests/mandates a modification or termination of the agreement. Any modifications to the agreement must be documented on the Teleworking Agreement Form.

**IV. LOCAL OPERATING PROCEDURES REQUIRED: NO**