

**Administrative Policy No. 18.80**

**Title:** Teleworking

**Applies To:** All Department of Social and Health Services Employees

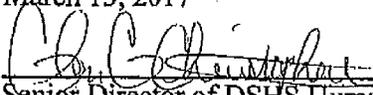
**Information Contact:** DSHS Human Resources

**Authorizing Sources:** RCW 70.94.521-551 (Washington Clean Air Act)  
Executive Order 01-03  
RCW 41.04.390

**Effective Date:** July 1, 2005

**Revised:** March 13, 2013

**Sunset Review Date:** March 13, 2017

**Approved By:**   
Senior Director of DSHS Human Resources

**Purpose:**

This policy requires Department of Social and Health Services (DSHS) supervisors and managers to consider teleworking as a way of contributing to the DSHS commute trip reduction program without impairing service to the public, or the employee's ability to meet job requirements. Additionally, telework is recognized as a way to reduce training and hiring costs due to reductions in turnover, increase employee productivity and morale, and reduce office space and equipment.

**Scope:**

This policy applies to all DSHS employees.

**Definitions:**

**Official workstation:** The city, town, or other location where the employee's office is located or where the employee is assigned to work when not teleworking.

**Telework:** At least once every two weeks, the employee works from his or her home, or from an office near the employee's home, rather than the employee's official work station.

**Teleworking agreement:** A written plan detailing the employee's, supervisor's, and appointing authority's agreed upon understanding of, and commitment to, teleworking.

**Telework site:** An extension of the employee's office workstation that is located in the employee's home or in an office nearer the employee's home than the official workstation.

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<http://asd.dshs.wa.gov/rpau/documents/Admin-Policy/18-80.htm>

4/2/2013

Date: 9.13.13

**Policy:**

This policy provides minimum direction and is intended to be flexible and applicable throughout DSHS. Managers and supervisors within DSHS organizational units may expand beyond these general provisions, as necessary, provided the minimum criteria outlined in this policy are met.

**A. Telework Criteria**

1. Teleworking is a management option. The following criteria must be met when implementing teleworking for a single employee, or group of employees:
  - a. The duties assigned to the employee's position, can be readily completed at a telework site.
  - b. The employee is accessible to supervision at the telework site.
  - c. The employee's absence from the official work station will not:
    - i. Be detrimental to the work group's productivity or client/customer needs.
    - ii. Have a disruptive or negative impact on other employees' working conditions.
  - d. The supervisor considers the employee's performance to be satisfactory.
  - e. The appointing authority, supervisor, and employee are willing to sign and abide by a mutually defined teleworking agreement.
  - f. The supervisor and the employee are willing to participate fully in teleworking training and evaluation efforts.
  - g. Funds are available to provide the necessary resources for teleworking.
2. The supervisor's offering of, and the employee's participation in, teleworking must be voluntary. Either party may end the teleworking agreement with seven calendar days written notice. In cases of an emergency or alleged misconduct, no notice is required prior to ending the agreement.
3. DSHS considers the telework site to be an extension of the official workstation.
  - a. The employee's salary, job responsibilities, total work hours, benefits, and worker's compensation do not change as a result of teleworking.
  - b. DSHS may require the employee to travel to the official workstation at any time during the scheduled workday. No travel expenses will be paid for travel between the employee's home or telework site and his or her official workstation.
  - c. Other reimbursable travel expenses are outlined in the DSHS Travel Manual and the Office of Financial Management Financial and Administrative Policies, Regulations and Procedures Manual.
4. The supervisor and the employee must comply with all applicable laws, rules, Collective Bargaining Agreements, and policies including, but not limited to:
  - a. Work hours
  - b. Meals and break periods
  - c. Scheduling, including flex schedules, if applicable
  - d. Overtime
  - e. Leave
  - f. Employee conduct and ethics
  - g. Performance and Development Plan
  - h. Disciplinary action
  - i. Labor relations
  - j. DSHS equipment and supply use
  - k. Worker's compensation liability for job-related accidents
  - l. Communication procedures
  - m. Confidentiality of DSHS and/or client information
  - n. Position Description Form

**B. DSHS Responsibilities**

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DSHS must ensure computer hardware, software, and equipment meet security and confidentiality requirements and:

1. Limit the use of DSHS-purchased equipment, software, supplies, and furniture at the employee's home/telework site to those authorized by DSHS in accordance with applicable DSHS administrative policies.
2. Ensure the employee complies with all DSHS policies relative to equipment and data security, data confidentiality, and hardware/software manufacturers' licensing agreements.
3. Ensure the employee receives prior management approval to:
  - a. Remove secure or confidential materials from the official workstation.
  - b. Access secure or confidential information through computers.
4. Repair and maintain department-provided equipment, unless damaged through employee negligence.

### C. Employee Responsibilities

1. The employee must make necessary arrangements for dependents during agreed upon telework hours to ensure the successful completion of the employee's assigned work duties.
2. The employee assumes responsibility for all costs associated with teleworking other than costs referenced in this policy and the teleworking agreement.
3. The employee must maintain an in-home telework site in a confidential, safe condition, free from hazards, and free from other dangers to the teleworking employee, others, and agency equipment.
4. The employee must not use his or her home to meet the public, including clients, in an official DSHS capacity.
5. The employee must remain liable for injuries to third parties and/or members of his or her family, or any damage at the employee's home telework site. The laws and policies of the Washington State Department of Labor and Industries will determine coverage of personal injuries to the employee at the telework site.
6. The employee must not use his or her own computer equipment unless it is agreed to in the teleworking agreement. Information Systems Services Division's "Remote Access Request and Agreement", form number 3-443, must be completed before allowing home based teleworkers to use personally owned computer equipment.
7. The employee is responsible for repair and maintenance of his or her personal equipment unless it is negotiated differently in the teleworking agreement.
8. A DSHS-provided surge protector must be used with any DSHS-owned computer.
9. Return any DSHS-purchased equipment, supplies, software, and hardware, etc. at the conclusion of the teleworking agreement.
10. The employee must use the SCAN and SCAN PLUS systems to place long-distance work-related phone calls when a landline phone is available. DSHS must ensure telephone services are available at the telework site. This could be employer or employee provided, in accordance with the teleworking agreement.

### D. Manager Responsibilities:

DSHS managers establishing teleworking agreements must:

1. Provide basic information about teleworking, to include this policy, to participating supervisors and employees.
2. Maintain and report complete and accurate commute trip reduction data as required by the employee's administration.

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4/2/2013

**E. Telework Agreement Reviews:**

The supervisor and the employee must review and evaluate the telework agreement at least annually. The agreements may be reviewed more often if appropriate. The review should include:

1. Work accomplished at the telework site.
2. The impact of teleworking on clients or customers served by the employee.
3. Whether the cost of the teleworking agreement exceeds the predicted benefits.

To document completion of the annual review, the employee and supervisor must date and re-sign the original telework agreement.

**F. Resources**

- DSHS Guidelines for Implementing Telework Agreement
- DSHS Telework Application, Form 17-199
- DSHS Telework Application Disposition, Form 17-200
- DSHS Telework Application Withdrawal, Form 17-201
- DSHS Telework Safety Assessment, Form 17-202
- DSHS Telework Site Agreement, Form 17-203
- DSHS Telework Participant Agreement, Form 17-204
- DSHS Telework Employee Self-Assessment, Form 17-205

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