

4.20 TELEWORK PROGRAM (OPR:AIT)

A. AUTHORITY

Section 110.171, F.S.

Section 110.171, F.S., authorizes telework by State employees.

The *Telework Agreement* ([PSC/AIT 249](#)) is adopted by reference as a part of this procedure for use in documenting the teleworking requirements and authorizations.

B. PURPOSE

The purpose of this procedure is to establish processes for the implementation, monitoring, and evaluation of the Commission's Teleworking Program.

C. DEFINITION

"Telework" means a work arrangement that allows a state employee to conduct all or some of his/her work away from the official worksite during all or a portion of the state employee's established work hours on a regular basis.

D. TYPES OF TELEWORK, SCHEDULES, AND MONITORING

1. Telework may be approved for a limited period of time or on a continuing basis when an employee has a task to perform which has a certain completion date or supervisory review cycle, does not require face-to-face interaction with other employees, and for which productivity may be enhanced by completion away from the office. Examples include, but are not limited to, the writing of an especially complex order, recommendation or research paper, or the analysis of a complex filing, auditor's working from home rather than commuting to the office when not in the field, and a court reporter's performing his/her transcription tasks from home on an ongoing basis.
2. Participants should observe the Commission's normal work hours (8:00 a.m. to 5:00 p.m.) while teleworking. However, participants may work a flexible schedule with supervisory approval provided the Commission's core hours (9:00 a.m. to 4:00 p.m.) are observed.
3. The Work Hours and Location section of the Telework Agreement must be completed indicating the address of the Telework Location and the agreed hours of work, both in the office and teleworking.
4. Changes to the approved telework schedule must be documented with an updated Telework Agreement which is then processed and signed in the same manner as an original request.
5. A participant may be called into the official office site by the supervisor or division management as required to meet agency needs.

6. Supervisors are to meet regularly with the teleworking employees to assign specific work, due dates, productivity expectations, and to review completed work. Supervisors are expected to monitor work performance and productivity just as they would in a traditional work place. Employees are expected to meet or exceed work performance and productivity standards while teleworking. Employees who are teleworking will be evaluated on dependability, oral communications, planning & organization, professionalism, work products, and written communications. These criteria and performance standards will be used to ensure teleworkers maintain satisfactory performance levels while teleworking.

E. PARTICIPATION

1. The Telework Program is authorized for certain positions and employees of the Commission, subject to the limitations identified later in this procedure.
2. Participation in telework is voluntary on the part of the employee and may be terminated in writing at any time by the employee.
3. Participation by an employee in telework is discretionary on the part of the Commission and the supervisor and is in no way to be considered an entitlement. Participation may be terminated in writing by the Commission at any time based on workload or organizational changes, poor performance, violation of conduct standards, or decreased productivity.
4. Participation will not adversely affect the employee's eligibility for advancement or any other employment rights or benefits.
5. An employee SHALL NOT telework while working under a Performance Improvement Plan (PIP).
6. Telework Agreements are valid for no more than 12 months or until terminated in writing by either party. Renewal of a Telework Agreement must be reviewed at the end of each 12-month period.
7. Participants are subject to the same rules regarding conduct, attendance, leave, performance evaluation, and separation action as are other employees. Participants must obtain supervisory approval before taking leave. Time sheets must be accurately maintained by the employee.
8. Participants agree to allow inspection of the teleworking site work area by the supervisor or office/division management upon 24-hour notice. In the case of job-related accidents while teleworking, participants agree to allow immediate and follow-up inspections and investigations at the site.
9. Equipment required for telework is generally limited to portable computers and communication devices. Use of this equipment is subject to availability of

equipment and funding. The use of other equipment, software, or communication lines which will result in additional costs being incurred by the Commission must be approved by the Executive Director. Equipment provided by the Commission must be protected against damage and unauthorized use. Participants may not use the equipment, software, or communication lines for personal activities. Approved state-owned equipment must be listed on the Telework Agreement, and equipment provided specifically for teleworking must be returned immediately upon termination of the agreement. If any assigned equipment is added or deleted, an updated Telework Agreement must be completed.

10. Participants are prohibited from conducting face-to-face state business at the teleworking site except for inspections and deliveries.
11. Participants are covered by Workers' Compensation under Chapter 440, F.S., while performing official duties.
12. The Commission is not responsible for operating, home maintenance, or incidental costs (e.g. utilities), associated with the use of the employee's residence. The employee does not give up any reimbursement for authorized expenses incurred while conducting official business for the Commission.
13. The Commission will not be liable for damages to the employee's property resulting from participation in the Telework Program. In signing the Telework Agreement, the employee holds the State harmless against any and all claims, excluding Workers' Compensation claims. In signing the Telework Agreement, the employee verifies that the teleworking location provides work space that is free of safety and fire hazards.
14. The employee will continue to work in pay status while working at the teleworking location. An employee working prior approved overtime will be compensated in accordance with applicable law and rules. The employee understands that the supervisor will not accept work products resulting from unapproved overtime. The employee agrees that failing to obtain prior approval for overtime work may result in removal from the Telework Program and/or other disciplinary action.
15. The employee will apply safeguards which are approved by the supervisor to protect records from unauthorized disclosure or damage. All records, papers, and correspondence must be safeguarded for their return to the office. Confidential information should generally not be taken to a teleworking location. However, if it is necessary to do so, the confidential information should be kept in locked storage when not being used by the employee (Ref. APM 11.04).

16. The employee agrees to work at the office or teleworking location and not from another unapproved site. Employee agrees to be available by communication devices, as specified by his/her supervisor, during approved teleworking hours. Failure to comply with this provision may result in termination of the agreement and/or other disciplinary action.

F. PROGRAM COORDINATION

1. The Human Resource Manager, AIT-HR, is responsible for the coordination of the Commission's Telework Program and is the Commission's Telework Coordinator.
2. The Commission's Telework Coordinator is responsible for the state-wide program, requesting and compiling telework information for the Commission as requested.

G. POSITIONS APPROVED FOR TELEWORK

1. The following positions are not eligible to telework: bureau chiefs and above, all administrative support staff, all Bureau of Consumer Assistance employees, and all attorneys with class code 7736. All other positions are deemed eligible to telework, but this does not automatically grant the employee approval to telework. Employees who have not worked in a traditional office setting with the PSC for at least 1 year of their initial hire date are not eligible to telework. The division/office director must review and approve or disapprove each request based on its individual merits.
2. Positions required and/or eligible to telework will be indicated in People First and on position descriptions.

H. PROCESS AND APPROVAL

All requests to telework shall be made by submitting a completed *Telework Agreement* ([PSC/AIT 249](#)) signed by the employee and his/her supervisor to the division/office director for approval. Copies of approved forms will be forwarded to the Telework Coordinator. The Telework Coordinator will maintain a report for management which lists all active Telework Agreements.

I. DOCUMENTATION AND REPORTING

1. Telework Agreements and related correspondence or documents will be maintained in the employee's official personnel file. The Agency Telework Program will be posted on the Commission's Internet website to allow access by employees and the public.

2. Participants in the Telework Program may be required to complete and submit teleworking evaluation materials and attend periodic meetings on the program from time to time.

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