



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT TELECOMMUTING	POLICY NO. 603.7	EFFECTIVE DATE 01/01/05	PAGE 1 of 4
APPROVED BY:  <div style="text-align: right;">Director</div>	SUPERSEDES 607.7	ORIGINAL ISSUE DATE	DISTRIBUTION LEVEL(S) 1

PURPOSE

- 1.1 To provide guidance to managers, supervisors and employees on the Department of Mental Health (DMH) telecommuting policy and procedures.
- 1.2 This policy and the procedures described below are intended to be consistent with the Telecommuting Policy established by the County Board of Supervisors and the Chief Administrative Officer instructions issued to County departments.
- 1.3 Telecommuting is an important part of DMH's vehicle trip reduction plan designed to comply with the South Coast Air Quality Management District's Rule 2202.
- 1.4 Questions related to the telecommuting procedures should be addressed to the DMH Telecommuting Coordinator in the Human Resources Bureau (HRB). Questions regarding personnel policies and practices should be addressed to the HRB.

POLICY

- 2.1 Telecommuting in DMH is the status that permits an employee to work in an alternate or remote work site rather than his/her assigned work site.
 - 2.1.1 For timekeeping and payroll purposes, scheduled work days/hours are the same as when the employee is at his/her usual County work site. Any variations to the work schedule and/or overtime requests must be pre-approved by the employee's supervisor.
- 2.2 Telecommuting is a privilege, not a right, resulting from a mutual agreement between the employee and his/her management. With notice of not less than one day, it may be cancelled by DMH or by the employee.
- 2.3 Employees are expected to maintain a satisfactory standard and rate of productivity, whether working from the office, from home or from an alternate site. If the quality or quantity of an employee's work while telecommuting is unsatisfactory to management, the telecommuting will be terminated.
- 2.4 Managers of telecommuting employees will set their productivity standards and will monitor productivity at least once a week.



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT: TELECOMMUTING	POLICY NO. 603.7	EFFECTIVE DATE 12/01/04	PAGE 2 of 4
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- 2.5 Managers will provide monthly reports to the Telecommuting Coordinator in HRB (Attachment I) on the numbers and names of staff telecommuting, the dates and times of the telecommuting, and the type of work being performed.
- 2.6 Telecommuting may be approved by management when all of the following conditions exist:
- The nature of the employee's work is such that close supervision is not necessary;
 - The employee has demonstrated that he/she works productively without close supervision; and
 - Productivity will be enhanced by permitting telecommuting, or will be maintained by permitting an employee who is recovering from illness or injury to telecommute when he/she is approved to do so by his/her treating practitioner.
- 2.7 Employees who telecommute must adhere to all departmental policies including, but not limited to, policies regarding confidentiality of information, work schedules and work hours, reporting of absences and work safety.
- 2.8 Employees who telecommute must work in one of the following types of work area:
- A County-approved telecommute work site;
 - Another DMH office; or
 - An area in the employee's home where work can be performed consistent with safety and confidentiality requirements.
- 2.9 The following additional requirements apply to those employees who telecommute from home because of the nature of the work environment:
- Meetings may not be held in the employee's home. This includes sessions with clients;
 - Employees may not release their home telephone numbers or home addresses to the public or clients; and
 - Requests for reasonable accommodation under DMH policy on Employment Practices Regarding People with Disabilities and the Federal Americans with Disabilities Act will be evaluated in accordance with those procedures.
- 2.10 Telecommuting does not change employee performance requirements.
- 2.10.1 Telecommuters are expected to attend meetings in the departmental work site, as specified by management.
- 2.10.2 Telecommuters are expected to respond to any job-related telephone calls and other communications as if they were working in their assigned departmental office.



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT: TELECOMMUTING	POLICY NO. 603.7	EFFECTIVE DATE 12/01/04	PAGE 3 of 4
---	-----------------------------------	--	------------------------------

- 2.10.3 Employees are expected to maintain satisfactory standards of work while telecommuting.
- 2.11 A change in the employee’s assigned departmental work location, a change in position or a change in work schedule shall automatically terminate the telecommuting status and require the employee to obtain a new authorization if he/she wishes to continue telecommuting.
- 2.12 All telecommuters, regular and occasional, must receive written approval using the Employee Request to Telecommute (Attachment II) and the Telecommuting Standards Agreement (Attachment III) before actually telecommuting.
- 2.13 The Deputy Director-level manager for each Bureau shall decide whether and to what extent, telecommuting will be permitted within his/her organization.
- 2.13.1 Facility and on-site managers are responsible for establishing specific procedures to ensure that telecommuting time results in productive work, that absence reporting and work schedules are monitored, and that the overall departmental standards for performance, productivity and time accountability are maintained while employees are telecommuting.
- 2.13.2 The supervisor of a telecommuting employee is responsible to review the work produced by the employee while telecommuting, at least weekly.
- 2.13.3 The on-site manager shall review the telecommuting plan of each employee and approve or deny the plan and agreement.
- 2.13.4 The Deputy Director-level manager shall meet monthly with subordinate managers with telecommuting employees to review the overall impact the telecommuting is having on productivity and on the budget.

PROCEDURES

- 3.1 Employees who wish to telecommute must submit an Employee Request to Telecommute and an unsigned Telecommuting Standards Agreement to his/her on-site manager.
- 3.2 The on-site manager will review the request with the employee’s immediate supervisor and, within five business days, will forward the documents and make a recommendation for approval or denial to the Deputy Director-level manager.
- 3.3 The Deputy Director-level manager will approve or deny the request and return the forms to the manager within five working days.



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT: TELECOMMUTING	POLICY NO. 603.7	EFFECTIVE DATE 12/01/04	PAGE 4 of 4
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- 3.3.1 Approval may be subject to the employee's acceptance of modification to the proposal as specified by the Deputy Director-level manager.
- 3.3.2 The decision of the Deputy Director-level manager is final.
- 3.4 The on-site manager will review the approved request (including any modifications) and agreement with the employee and his/her immediate supervisor. If there are no modifications, or if the employee agrees to the modifications, the employee, the supervisor and the manager will sign both documents and telecommuting will be approved. If the employee does not agree to the modifications, he/she will not be permitted to telecommute.
 - 3.4.1 The original, signed forms are sent to the DMH Telecommuting Coordinator.
 - 3.4.2 Copies of the forms shall be given to the employee, the supervisor (for the office file) and to HRB (for the Personnel file).
- 3.5 If the Deputy Director-level manager denies the request, the on-site manager will inform the employee and the immediate supervisor.
- 3.6 If the employee or management wishes to end the telecommuting, they shall notify the other party in writing with at least one day's notice. A Telecommuting Participation Termination form (Attachment IV) shall be filed with the Telecommuting Coordinator in HRB.

AUTHORITY

Board of Supervisors Telecommuting Policy
Chief Administrative Officer Instructions

ATTACHMENTS

Attachment I	Monthly Telecommuting Report
Attachment II	Employee Request to Telecommute
Attachment III	Telecommuting Standards Agreement
Attachment IV	Employee Participation Termination Form

REVIEW DATE

This policy shall be reviewed on or before December 2009.

OTHER CONDITIONS:

- _____
- _____
- _____
- _____

SPECIFIC METHODS OF MEASURING PRODUCTIVITY: _____

OTHER: _____

**WE HAVE REVIEWED, UNDERSTAND AND AGREE TO
THE ABOVE CONDITIONS FOR TELECOMMUTING**

Employee's signature

Date

Supervisor's signature

Date

Manager's signature

Date

- c: DMH Telecommuting Coordinator, Administrative Support Bureau (original)
- Personnel File
- Employee
- Supervisor
- Manager

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH TELECOMMUTING STANDARDS AGREEMENT

When a telecommuting assignment is implemented, the following standards/agreement shall apply:

1. Telecommuting is voluntary and may be terminated by the employee or DMH at any time.
2. Employees who telecommute are accountable for maintaining a high level of productivity while telecommuting. All requests for telecommuting must include the method by which management measures each telecommuter's productivity.
3. Managers and supervisors of telecommuting employees are required to monitor employee productivity on no less than a weekly basis, and will terminate the telecommuting agreement if the productivity level is not maintained at a satisfactory level.
4. The duties, obligations, responsibilities, and conditions of a telecommuter's employment with DMH remain unchanged. Employee's salary, retirement, benefits, and County-sponsored insurance coverage shall remain unchanged.
5. Work hours, overtime compensation and vacation schedule will conform to County Code, to MOU provisions and to terms otherwise agreed upon by the employee and the supervisor.
6. The use of DMH equipment, software, data, supplies, and furniture when provided by DMH for the use at the remote work location, is limited to authorized persons and for purposes relating to DMH business.
7. Employees should designate a workspace for telecommuting, and installation of any supplied DMH equipment. This workspace should be maintained in a safe condition, free from hazards and other dangers to the employee, and equipment.
8. Since the employee's remote workspace shall be considered an extension of DMH workspace, the County's workers' compensation liability for job related accidents would continue to exist during the employee's telecommuting work hours.
9. In the event of delay in repair or replacement of equipment or any circumstance under which it would be impossible for the employee to telecommute, the employee may be reassigned to their regular County work site, or be assigned to another work site.
10. When DMH equipment is provided to the employee, the employee is responsible for ensuring that the equipment is properly used. DMH will provide for repairs to DMH equipment.
11. When the employee uses his/her own equipment, the employee is responsible for maintenance and repair of the equipment.
12. The employee remains liable for injuries to third persons and/or members of the employee's family on the employee's premises.
13. Request to work overtime, use sick leave, vacation or other leave, must be approved by the employee's supervisor in the same manner as when working in the regular office.
14. If a telecommuter is sick while working at home, the telecommuter reports those hours worked and uses sick leave for hours not worked.

15. Employees who telecommute are required to participate in all studies, inquiries, reports, or analysis relating to telecommuting for DMH. While the employee's individual responses shall remain anonymous, the data may be compiled and made available to the general public without identification of the employees.
16. Employees remain obligated to comply with all County and DMH rules, policies, practices, and instructions. Violation of such may result in preclusion from telecommuting and/or disciplinary action, up to and including termination of employment.
17. Individual tax implications related to homework space shall be the responsibility of the telecommuter. Employees are advised to consult a tax expert.

WE HAVE REVIEWED, UNDERSTAND AND AGREE TO THE ABOVE STANDARDS

Employee's signature

Date

Supervisor's signature

Date

Manager's signature

Date

c: DMH Telecommuting Coordinator, Administrative Support Bureau (original)
Personnel File
Employee
Supervisor
Manager

COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH

**TELECOMMUTING PROGRAM
EMPLOYEE PARTICIPATION TERMINATION FORM**

_____ Date

TO: Telecommuting Coordinator
Human Resources Bureau

FROM: _____ Name
_____ Telephone Number
_____ Position
_____ Bureau/Section/Division

SUBJECT: **EMPLOYEE PARTICIPATION TERMINATION**

Remove the employee listed below from participation in the Department of Mental Health Telecommuting Program.

Employee Name _____

Employee Position _____

Date of Termination _____

Reason(s) for Termination _____
