



# FLORIDA DEPARTMENT OF JUVENILE JUSTICE PROCEDURE

**Title:** Telework Procedures

**Related Policy:** FDJJ 1025

## I. DEFINITIONS

**Telework** – A work arrangement that allows an employee to conduct all or some of his or her work away from the official work site during all or a portion of the employee’s established work hours on a regular basis.

**Teleworker** – An employee who has been approved to conduct all or some of his or her work away from the official worksite during all or a portion of their established work hours on a regular basis.

**Telework Program** – The plan governed by Section 110.171, Florida Statutes, developed by the Department that addresses the agency’s telework policy and procedures.

**Department** – As used in the related policy and these procedures, refers to the Department of Juvenile Justice (DJJ).

**Telework Office Site** – The teleworker’s approved office location away from the official work site.

**Official Work Site** - An employee’s official work location.

## II. STANDARDS/PROCEDURES

The Department of Juvenile Justice shall continuously monitor the Telework Program and conduct periodic assessment to ensure the program is being carried out in a cost-effective and equitable manner. Research has documented the following benefits of telework:

- Increased productivity and work performance
- Reduced employee turnover
- Reduced absenteeism
- Reduced employee stress
- Financial savings in the amount of office space leased and reduced utility cost
- Reduced energy consumption and reduction in associated emissions of greenhouse gases
- Reduced frequency and distance of commuting to work
- Enhances COOP plan in the event of an emergency

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### A. Qualifications for the Telework Program:

1. Career Service employees must have attained permanent status. This qualification will not pertain to new hires assigned to positions designated as full-time Telework positions, or exempt status employees.
2. The employee must have demonstrated they are mature, self-disciplined, and capable of working with minimal on-site supervision. The employee must have demonstrated consistent, productive, and organized work habits, along with the ability to make independent decisions and access appropriate technological support.
3. The employee must have demonstrated strong verbal and written communication skills, as well as appropriate knowledge on the use of relevant software, email, faxes, scanning and other computer technology as demonstrated by performance evaluations and past performance.
4. Career Service (CS), Selected Exempt Service (SES) and Senior Management Service (SMS) employees must have an overall Performance Evaluation rating of satisfactory or above (latest rating period) in the Performance Management / People First system.
5. OPS employees must have a performance evaluation completed, by their immediate supervisor, on the Performance Planning & Evaluation Form (located in the Forms Library). The OPS employee must have an overall rating of satisfactory or above. Rating period must reflect a minimum of six months. This qualification will not pertain to an OPS new hire expected to telework on a full-time basis.
6. The employee must have no documented absenteeism problems or tardiness issues, and no disciplinary action within the last six months.
7. The employee's eligibility will be reviewed if they are currently under investigation for any act that may be a violation of the Employee Standards of Conduct.

### B. Approval Process:

1. The employee must submit a Department of Juvenile Justice Telework Application (Attachment 1) to request approval for the Telework Program.
2. The immediate supervisor must review the application and ensure the employee meets the qualifications for the Telework Program (as listed in Section II, A). The supervisor shall recommend approval / disapproval and submit the application to the appropriate Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager.
3. The Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager will make the decision to approve / disapprove the application.
4. If disapproved, no additional action is required.
5. If approved, the employee must complete a Department of Juvenile Justice Telework Agreement (Attachment 2) and the Self-Certification Checklist for the Telework Office Site (Attachment 3).

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6. The Telework Agreement must be approved by the (1) supervisor, (2) the Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager and (3) The Regional Director or comparable SMS Manager will be the final authority to sign the agreement.
7. The supervisor must complete the Selection Criteria Evaluation (Attachment 4). The performance rating must meet or exceed the minimum requirement. Both the employee and supervisor must sign.
8. The supervisor must update the CS, SES, or SMS official position description to document the position has been approved to Telework. Not required for OPS positions.
9. The Telework Application (Attachment 1), Telework Agreement (Attachment 2), Self-Certification Checklist for the Telework Office Site (Attachment 3), Selection Criteria Evaluation (Attachment 4), updated position description [for CS, SES and SMS positions] and Performance Planning and Evaluation Form [for OPS] must be forwarded to Human Resources. (Please reference Section III.A – E for additional information).

### C. Responsibilities and Obligations:

1. Teleworkers must comply with all Department of Juvenile Justice policies and guidelines as if they were at the official work site.
2. Work products developed by the teleworker remain the property of the Department/State of Florida and shall not be destroyed or made public.
3. Teleworkers may be required to travel to the office to attend meetings as determined by his or her supervisor/management staff. Advance notice will be given to the employee whenever possible.
4. The teleworker shall maintain appropriate and necessary communications with his or her supervisor - related to all work products, reports, assignments and/or projects as directed by the supervisor, including progress or difficulty encountered.
5. The teleworker must submit their time sheet to the immediate supervisor (via the People First System) pursuant to the requirements of the State Payroll Schedule.
6. Teleworker's overtime must be approved in advance. Overtime may be approved in person, by telephone, through People First, through email or memo.
7. Telework shall not be used as a replacement for in-home care. Primary care responsibilities are not allowed during telework hours. Adjustment of work hours to work outside normal business hours must be approved in advance by the teleworker's supervisor should such care issues arise.
8. The immediate supervisor must evaluate performance based on performance expectations, work product produced and any direct observation by the supervisor.

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### D. Work Assignments and Supervision:

1. There must be regular contact between the teleworker and the immediate supervisor. Assignments will be completed according to procedures and timeframes set by the immediate supervisor.
2. The teleworker will consult with the immediate supervisor, through mutually agreed upon mode(s) of communication, to receive or review completed assignments.
3. The teleworker must ensure the telework office site is conducive to working and free of hazards to the teleworker and Department equipment.
4. The immediate supervisor will communicate with the employee through mutually agreed upon mode(s) of communication to review completed assignments.

### E. Performance Evaluation:

1. The teleworker must meet all goals, timeframes and performance expectations as outlined in the performance standards. Failure to maintain satisfactory performance shall result in termination from the Telework Program.
2. Performance expectation and performance evaluations for CS, SES and SMS employees shall be completed pursuant to FDJJ – 1002.05 Performance Planning and Evaluation Procedures.
3. OPS employees approved for the Telework Program shall be evaluated at the end of the standard evaluation rating period (on or before June 30 of each year). The performance evaluation shall be completed on the Performance Planning and Evaluation Form (located in the Forms Library).
4. Employees must have a performance evaluation overall rating of satisfactory or above. Employees with a rating less than satisfactory shall be terminated from the Telework Program.

### F. Telework Office Site:

1. The teleworker agrees to use the approved designated telework office site. The approved designated telework office workspace must be similar in form and function to the official work site and is conducive to working. The designated workspace shall be similar in form and function as the work site of comparable employees. The telework office site should be free of hazards to the teleworker and Department equipment as documented in the Self Certification Checklist for the Telework Office Site (Attachment 3).
2. All work materials will be stored in a secure location to avoid loss or unauthorized access to confidential information.
3. The approved telework office site must be safe and maintained free of safety and fire hazards.
4. The Department will not reimburse an employee for any telework office site-related expenses such as utilities or Internet connection, even if used solely in the telework office site.

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5. The teleworker agrees to permit telework office site reviews by the Department provided there is at least a 24-hour notice and that such reviews are conducted within normal working hours.
6. The Department will have immediate access to records and materials maintained in the telework office site, regardless if the records are maintained in paper or digital format.
7. The teleworker is prohibited from conducting face-to-face state business at his or her residence.
8. The teleworker may be assigned shared office space for on-site office time.
9. Costs to ensure the telework office site is in compliance with the above standards are the sole responsibility of the employee and may not be charged to, nor reimbursed by the Department.

### G. Equipment:

1. All equipment loaned to the teleworker by the Department, for the purpose of performing job duties, is to be maintained in good working condition and shall be used only for performance of job responsibilities. The Department will cover the costs for maintenance of DJJ equipment when equipment is returned to an office of the DJJ Management Information Systems (MIS) supporting the teleworker's official worksite.
2. The Department will determine and provide equipment as necessary to the employees approved for the Telework Program. The teleworker will be required to sign a DJJ Form 26 (Equipment Issue/Receipt Record for all loaned equipment). Copies of the signed forms will become part of the supervisor's record of inventory that will be kept on all loaned DJJ equipment. The teleworker may be required to bring Department owned equipment to their supervisor for inventory verification.
3. The teleworker is responsible for maintenance of all personal equipment used in the Telework Program, including any liability for personal equipment and cost for personal expenses associated with telework.
4. The costs for office furniture will be the responsibility of the employee.
5. The telework employee is required to bring the issued DJJ owned laptop computer to the office or DJJ facility on a monthly basis so that it can be connected to the network to receive software programs and virus protection updates. (Note that depending on update file size and network loading, this process can take several hours to complete.) Compliance with the DJJ Mobile Devices Policy – FDJJ-1230, is mandatory.
6. The teleworker is responsible for the safety and security of Department equipment, software, data, supplies and furniture at the telework office site. This includes maintaining data security and confidentiality to the same degrees afforded data at Department offices. The teleworker may not copy or duplicate Department owned software.
7. Access to the Internet on Department owned equipment will be kept to business related sites and web pages.

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8. Teleworkers shall make Department equipment available for review when given 24 hours prior notice.

H. Purchasing Card:

1. The teleworker is responsible for scanning, faxing or delivering all purchasing card receipts to their supervisor's office within 24 hours of incurring a charge. A follow up phone call shall be made to ensure that faxed documents are received.

I. Travel:

1. Travel will be reimbursed pursuant to FDJJ 1407.01 (Reimbursement for Travel Expenses). Mileage will begin from the telework office site or official work site; whichever is the shorter distance.

J. Conditions of Employment and Pay Status:

1. All employment responsibilities and conditions (i.e. compensation, benefits, vacation time, Standards of Conduct, disciplinary procedures, performance evaluations and separation actions) apply at the telework office site as if the teleworker were at their official work site.
2. The teleworker will only be reimbursed for authorized or pre-approved expenses incurred while working for the Department, as stated in Department regulations.
3. Requests for vacation, sick leave and change of work schedule are to be approved in writing by the supervisor in advance.
4. Participation in the Telework Program will not adversely affect eligibility for advancement or any other employment rights or benefits.

K. Accidents and Injuries:

1. The teleworker at the telework office site shall maintain a designated workspace. The employee is responsible for immediately informing their supervisor if an injury occurs as covered under Workers' Compensation under Chapter 440, Florida Statutes.
2. A First Notice of Injury or Illness report must be completed in accordance with FDJJ 1004.04 (Work-Related Injuries/Workers' Compensation/Alternate Duty).

L. Liability:

1. The Department 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 agrees to hold the State harmless against any and all claims, excluding Workers' Compensation claims.

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### M. Appeals:

1. Employees who feel their denial for the Telework Program was unfair may request a meeting with their immediate supervisor. Prior to the meeting, employees should state their objection(s) in writing. The Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager will make the final decision.

### N. Termination of Telework Agreement:

1. The Department has the right to terminate an employee's participation at any time, if the employee's participation in the program is deemed not to be in the best interest of the Department or the employee fails to comply with the provisions of the Telework Agreement or the Telework Policy and or Procedures.
2. The employee shall be given notice of not less than 10-business days that their participation in the Telework Program will be terminated. If the termination of participation is related to employee misconduct or based on reasonable belief that potential harm will result to the State and/or state property, the 10-business days' notice is not required.
3. The employee may voluntarily terminate their participation in the program. Termination of the Telework Agreement must be completed on the Termination of Telework Agreement form (Attachment 5). The supervisor shall determine the appropriate effective date but not to exceed 30 days from employee's notice of voluntary termination.
4. Upon termination of the Telework Agreement or termination of employment, the employee will return all DJJ owned equipment to their supervisor in accordance with the Property Management and Control Policy (FDJJ 1312) and for employees terminating employment in accordance with the Employee Separation Policy (FDJJ 1003.11).
5. The teleworker will be held responsible for any equipment that is not returned or is damaged due to the teleworker's fault or negligence. Teleworkers shall submit a work order via the DJJ MIS Work Order System for any Department computer equipment assigned to them that is malfunctioning, damaged or broken. Malfunctioning damaged or broken telecommunications equipment such as cell phones or beepers shall be reported to the appropriate Telecommunications Liaison.
6. The supervisor will forward the Termination of Telework Agreement (Attachment 5) to the Bureau of Human Resources within two (2) business days of the termination of the Telework Agreement for an employee.

## **III. RESPONSIBILITY AND DUTIES**

### A. Employee

1. Completion of Department of Juvenile Justice Telework Application (Attachment 1).
2. Completion of Department of Juvenile Justice Telework Agreement (Attachment 2).

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3. Completion of Self-Certification Checklist for the Telework Office (Attachment 3).
4. Sign the Selection Criteria Evaluation (Attachment 4).
5. Completion of Termination of Telework Agreement, when applicable (Attachment 5).
6. Comply with procedures outlined in Section II. A. – N.

**B. Employee's Immediate Supervisor**

1. Review Telework Application (Attachment 1) and ensure employee meets qualifications for the Telework Program. Recommend approval/disapproval. Submit application to the appropriate Superintendent/Chief Probation Officer, Department Chief or comparable SES Manager.
2. If application disapproved, no additional action required.
3. If application approved; approve and submit the Telework Agreement (Attachment 2) to the appropriate Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager and Regional Director or comparable SMS Manager for approval.
4. Ensure employee completes Self-Certification Checklist for the Telework Office Site (Attachment 3).
5. Complete Selection Criteria Evaluation (Attachment 4). Employee and supervisor must sign.
6. Complete performance evaluation on the Performance Planning and Evaluation Form [for OPS].
7. Update CS, SES and SMS official position description. Updates are not required for OPS positions.
8. Submit the (1) approved Telework Application, (2) Telework Agreement, (3) Self-Certification Checklist for the Telework Office Site, (4) Selection Criteria Evaluation, (5) updated position description [for CS, SES and SMS positions] and (6) Performance Planning and Evaluation Form [for OPS] to the Office of Human Resources.
9. Review teleworker's job performance after 30 days, and thereafter, during the third and sixth month.
10. When applicable, forward the Termination of Telework Agreement (Attachment 5) to Human Resources within two (2) business days of the Termination of the Telework Agreement.

**C. Superintendent, Chief Probation Officer, Department Chief or comparable SES Manager**

1. Approve/disapprove employee's Department of Juvenile Justice Telework Application.
2. Approve/disapprove employee's Department of Juvenile Justice Telework Agreement.

**D. Regional Director or comparable SMS Manager**

1. Approve/disapprove employee's Department of Juvenile Justice Telecommuting Telework Agreement.



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E. Human Resources

1. Ensure all documents have been approved and or completed.
2. Maintain documents in the official personnel file.
3. Identify all participating employees and their respective positions in the People First system.
4. Ensure position titles designated for the Telework Program, and all supporting documents are current and available to employees and managers on the agency's website.

**IV. ATTACHMENTS**

*Attachment 1 – Department of Juvenile Justice Telework Application*

*Attachment 2 – Department of Juvenile Justice Telework Agreement*

*Attachment 3 – Department of Juvenile Justice Self-Certification Checklist for the Telework Office Site*

*Attachment 4 – Department of Juvenile Justice Selection Criteria Evaluation*

*Attachment 5 – Department of Juvenile Justice Termination of Telework Agreement*