

# TELEWORK 2022

# POLICY

*for* LACERA Staff Members

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For reference, as it is used throughout this manual, “telework” is defined as a flexible work arrangement allowing LACERA staff members to perform the normal duties and responsibilities of their positions at a worksite other than where the staff member ordinarily works. The location can be any approved remote location, such as the staff member’s home or another approved work site.

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## Telework Policy and Program Overview

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Approved by: Luis A. Lugo	Review/Revise Date:



# Telework Policy and Program Overview

The Los Angeles County Employees Retirement Association (LACERA) Telework Policy (LTP) makes telework a permanent element of the organization’s strategy. The LTP is a workplace option that balances work quality, productivity, staff morale, disaster recovery and business continuity plans, and air quality and traffic reduction goals.

## Overall, telework:



Promotes operational effectiveness, fiscal responsibility, and accountability



Supports environmental sustainability



Inspires development of the LACERA workforce



Embraces digital government



Encourages engagement and information sharing

Routine telework under the LTP is a pre-approved arrangement between management and staff allowing staff to perform their work duties during their regularly scheduled hours at home or an approved alternate location. Emergency telework may be implemented organization-wide by the Chief Executive Officer during an emergency. Emergency telework protocols will supersede routine telework policies and practices with the intent of supporting continuity of operations. Emergency telework improves emergency response by reducing geographical vulnerability, making disaster recovery and business continuity more robust and sustainable.

In addition, telework supports the expectations and desires of LACERA’s staff. LACERA’s leadership fully endorses and actively promotes a more comprehensive telework program that includes training for the teleworker and the supervisor/manager. An initial training program is set up to provide telework information to both the teleworker and the supervisor/manager. The key for success of the LTP is for managers, supervisors, and staff members to demonstrate that they are mutually responsible for success of the program.

The LTP demonstrates LACERA’s commitment to clean air and the South Coast Air Quality Management District’s (SCAQMD) Rule 2202 regulations by eliminating one vehicle from the roads each day an employee teleworks. Telework benefits LACERA as an employer through the mandate of SCAQMD Rule 2202 by supplying commuter credits when LACERA eliminates at least 50 percent of the normal commute distance from a staff member’s home to work.

## SCOPE

This policy applies to all full-time and part-time LACERA staff members, contractors, temporary employees, and agency-temporary staff members. Telework under the LTP is a management-approved arrangement allowing designated staff members, contractors, temporary employees, and agency-temporary staff members to perform their work duties during any part of their scheduled core hours at home or an approved alternative work site.



## DEFINITIONS

TERM	DEFINITION
<b>LACERA Telework Policy (LTP)</b>	LACERA’s official teleworking policy and program procedures
<b>Core Hours</b>	The LACERA staff member’s regularly scheduled work hours during a normal workday
<b>Primary Work Location</b>	The worksite to which the staff member is permanently assigned, generally LACERA’s offices
<b>Telework</b>	A work arrangement that allows a staff member, contractor, or temporary employee to perform work on a scheduled regular, recurring basis at a telework location that is not their primary work location
<b>Teleworker</b>	A staff member, contractor, temporary employee, or agency-temporary employee who has a Telework Agreement, including an agreed-upon schedule during which they are expected to work at a telework location rather than their primary work location
<b>Telework Agreement</b>	A document authorizing a staff member to telework identifying the employee’s expected telework schedule, and in which the employee acknowledges the requirements of telework
<b>Telework Location Safety Checklist</b>	A checklist designed to ensure that the staff member, contractor, or temporary employee has a location that is safe to work in, free of workspace hazards, and is reasonably secure
<b>Supervisor/Manager (Telemanager)</b>	The supervisory level staff member responsible for the teleworker’s performance. The supervisor/manager approves the teleworker’s Telework Agreement and all related forms and checklists, reviews and approves the teleworker’s work assignments and completed work, tracks and approves hours, and provides all relevant support (outside of technical support) to ensure the teleworker’s success—just as they would for any LACERA staff member working at their primary work location.
<b>Telework Time Codes</b>	Specific time codes used by the staff member or temporary staff member to track their teleworking hours
<b>Telework Job Performance Survey</b>	A survey completed by the supervisor/manager, 90 days after the beginning of telework, to evaluate the working arrangement and the teleworker’s performance, in order to determine if the working arrangement is effective and efficient
<b>Staff Member</b>	Any LACERA staff member, contractor, temporary employee, or agency-temporary employee



# General Expectations

The use and approval of telework is at the sole discretion of LACERA management, and management may terminate a telework arrangement at will. If LACERA requires teleworking staff members to return to the primary work location, management must provide reasonable advanced notice to the staff member, including any required actions in accordance with any applicable MOU arrangements regarding a change in schedule or work location. Not all work situations are appropriate for telework, nor is telework appropriate for all staff members. Appropriateness to any particular work situation or any particular staff member is determined by management. Even when teleworking, staff members may be required by their supervisor to work in the office as needed to complete designated tasks. The LTP does not allow staff members to exclusively telework.

## I. TELEWORK CONDITIONS

- a. **Compliance With Federal/State Employment Laws:** Telework arrangements must comply with all applicable state and federal employment laws. For example, this includes the Fair Labor Standards Act (FLSA), which regulates the payment of overtime for FLSA non-exempt employees, as well as state and federal laws that prohibit discrimination.
- b. **Job Duties and Responsibilities:** A teleworker remains responsible for all the job duties, responsibilities and obligations of their position while teleworking. The terms and conditions of employment, as specified in the applicable collective bargaining agreement/plan, do not change based on telework status.
- c. **Compliance with Bargaining Agreement/Plans:** Provisions of the applicable bargaining agreements or plans must be followed when implementing telework arrangements. Salary, retirement benefits, and insurance coverage remain unchanged.

## II. STAFF MEMBER EXPECTATIONS

- a. **Personal Activities:** Telework hours are regular work hours and may not be used to perform personal activities. Just as with regular work hours, teleworkers are expected to follow LACERA vacation and sick leave policies and procedures to request time off from telework to engage in nonwork activities. However, teleworkers may telework even if their dependents or an individual they are caring for are present in the telework location, so long as the teleworker is actually performing their job duties and working their normal schedule. Teleworkers are responsible for managing their personal lives so that they are able to work their full regular work hours every day without any unapproved interruption.
- b. **Work Schedule:** Prior to the start of a staff member's telework arrangement, the teleworker must enter into an approved telework agreement, and the supervisor/manager and teleworker must discuss the work schedule, including normal work hours, breaks, core hours, and use of vacation and sick leave. The work schedule must comply with the FLSA, agency policies and procedures, and the applicable bargaining agreement or compensation plan. Any changes to the work schedule due to compensatory time, overtime, or other situations must follow the applicable LACERA policy and/or bargaining agreement. The supervisor/manager must determine the number of days per week that the staff member will be permitted to telework and will develop a telework schedule with the staff member.
- c. **Meetings:** Teleworkers are expected to attend meetings as scheduled using applicable technology. Supervisors/managers may require teleworking staff members to attend staff meetings and/or training in person with appropriate advanced notice.



- d. Communications:** During the core hours of the telework schedule, teleworkers must be reachable by management and/or members, business partners, and the public (in accordance with their assigned duties) by the means and methods as determined by the telework manager. Teleworkers must notify assigned managers/supervisors if they leave their telework location during core work hours, just as they would if they worked at the primary work location. They must also notify the telework manager if they are not performing work due to vacation or sick time and must follow the normal procedures for requesting time off.
- e. Supplies and Expenses:** Unless otherwise indicated in this policy, or as explicitly authorized by the supervisor, the teleworker is responsible for supplies and expenses necessary to perform telework at the telework location, including but not limited to internet and telephone connection equipment (e.g., cable modems, internet routers, etc.) and costs. Minimum internet speeds of 30 mbps download and 3 mbps upload are required to ensure stable connections. (Most internet providers in Southern California meet these minimum speeds with their lowest-priced packages.) LACERA shall provide the teleworker a laptop computer to be used to access the LACERA files, software, and programs necessary to conduct business remotely. LACERA shall also provide necessary peripheral equipment such as a headset, additional monitor, mouse, and required ergonomic equipment to allow the teleworker to conduct remote work safely and effectively. A teleworker must seek prior approval from the supervisor for any expenses that will be incurred for which the teleworker will seek reimbursement, including but not limited to ergonomic equipment. Approved expenses will be reimbursed as provided in the applicable LACERA procurement policies.
- f. Responsibilities When Telework Location Is in the Home:** The teleworker is responsible for establishing and maintaining a safe and adequate work location in their home. The teleworker will be responsible for all costs related to modifications of the telework location, including but not limited to remodeling or electrical modifications. Work-related meetings may not be held in person in the telework location; however, virtual meetings may be conducted via video conference, phone conference, or any applicable approved technology for such interactions.
- g. Privacy and Security:** The teleworker is responsible for adhering to any and all LACERA privacy and security policies. Confidential and proprietary information may not be printed or stored at home, unless specifically authorized by the supervisor/manager. Teleworkers are responsible for protecting the privacy and confidentiality of data and information at their telework location, which includes ensuring that family members do not have access to view any private or proprietary information.
- h. Notice to Supervisor/Manager:** Teleworkers are responsible for promptly notifying their supervisor and the help desk of failure or malfunction of LACERA-owned equipment needed for the assigned work, or of any connectivity issues (regardless of equipment ownership). If the malfunction prevents the teleworker from performing their assigned tasks, the teleworker must notify the supervisor/manager immediately. The teleworker and the supervisor/manager should discuss appropriate steps to resolve the situation or make alternative work arrangements.
- i. Performance:** The teleworker's duties and responsibilities are not altered by telework. Teleworkers are responsible for meeting all performance expectations and maintaining satisfactory work performance. Teleworkers are expected to comply with all LACERA policies, follow work instructions and quality standards, adhere to schedules, and meet team and personal interaction expectations. Failure to meet these expectations can be grounds for termination of the Telework Agreement.
- j. Taxes:** Federal and state tax implications of teleworking, if any, and use of a staff member's home as a telework location are the responsibility of the teleworker.



## II. MANAGER/SUPERVISOR EXPECTATIONS

- a. **Communication Plan:** The supervisor/manager must work with the teleworker to develop an effective communication plan. The communication plan must require the teleworker to effectively manage their workload and ensure that teleworking does not have a negative impact on the teleworker's managers, supervisors, co-workers, team, or members. In addition, the supervisor/manager should set expectations for responding to emails and phone calls (or Teams calls) during the telework day and for maintaining regular communication with the teleworker. The expectation is that the supervisor/manager and teleworker will interact at least once per day.
- b. **Performance:** The supervisor/manager is responsible for ensuring the teleworker, like any other staff member, has a clear understanding of their performance expectations and deliverables. If the nature of the work requires additional steps to facilitate the ability to telework, a written plan should be created and provided to the staff member, who shall acknowledge the receipt of the plan.
- c. **Annual Review:** Teleworking agreements will be reviewed annually by the supervisor/manager responsible for the teleworker.
- d. **Meetings:** The supervisor/manager is expected to provide the teleworker advance notice of any planned in-person meetings, with reasonable notification for the teleworker to be able to attend (including any required training). Additionally, if a meeting is required on short notice, the supervisor/manager should ensure that there is sufficient time available for the teleworker to travel to the primary worksite or designated meeting site in a safe and responsible manner.
- e. **Emergency Plan:** The supervisor/manager and teleworker must develop an emergency and backup plan with necessary phone numbers and a messaging plan in case of an emergency or equipment failure. This may be in addition to the standard business continuity plan.
- f. **Reporting to HR:** Supervisor/managers must provide required copies of the Telework Agreement, Telework Location Safety Checklist, and 90-Day Telework Job Performance Survey and are required to provide HR with all other documents and notifications as would be applied to any staff member at the primary work location.

## III. TELEWORK LOCATION

- a. **Protection From Hazards:** The telework location must accommodate any equipment to be used in work performed and the teleworker must protect the telework location from hazards and dangers that could affect the teleworker or the equipment. The teleworker is responsible for taking appropriate steps to minimize damage to LACERA-owned property at the telework location.
- b. **Workers' Compensation:** LACERA staff members are covered by workers' compensation laws while they are acting in the course and scope of their job duties while teleworking. Any injury that occurs in the course and scope of work must be reported to the supervisor/manager immediately, using the normal LACERA protocols. The teleworker's designated telework location is considered an extension of LACERA's workspace only during core work hours (or agreed upon overtime) for purposes of workers' compensation.
- c. **Telework Location:** As discussed earlier in this policy, the supervisor/manager and teleworker must agree on the appropriate remote working location. However, in general, a teleworker must work within four hours (ground travel time) of LACERA's offices if they will be working at that location for 25 percent or more of their core working hours, so that they can report to the office as needed.



## Telework Program Procedures

Telework under the LTP is a management-approved arrangement allowing designated full-time and part-time LACERA staff members, contractors, temporary employees, and agency-temporary staff members to perform their work duties during any part of their core scheduled hours at home or at an approved alternative work site. Telework is not a universal staff member benefit or right, and may be granted, modified, denied, or terminated at LACERA's sole discretion.

Each manager is expected to review job descriptions and determine in advance which job classifications and duties can be performed by a staff member working remotely. Each review must account for the number of days/hours during which telework can be supported. Not all positions, job classifications, or duties will be eligible for completing work remotely. The decision to allow any classification or any job duty to be completed remotely is based on business needs and at the sole discretion of the manager. Not all persons in a classification will necessarily be eligible to work remotely. This determination will be made on the basis of the individual staff member's role, responsibilities, and performance, and will not be made for factors not directly related to role, responsibilities, and performance.

All telework policies and procedures must be followed to remain eligible for program participation. Prior to participating in the Telework Program, staff member performance level should be at an overall "competent" or above, and the staff member and their supervisor are required to obtain a certificate of completion of telework training offered on the myla-county.gov website. Past experience teleworking at LACERA is not a substitute for compliance with the telework policies and procedures.

There are three different elements to initiate participation in the program that are necessary before telework may begin:

1



Complete teleworker training

2



Complete required paperwork, including the Telework Agreement

3



Determine telework location



## TELEWORK STEP-BY-STEP PROCEDURE

### STEP 1. Registration and Online Training (Staff Member and Supervisor)

- a. The prospective teleworking staff member needs to complete a training request and submit it to their supervisor for approval.
- b. Upon approval and submittal to LACERA's Human Resources Employee Organizational Development (EOD), EOD will register the staff member for the **County Teleworker Training** (#00433079).
- c. Upon completion of the telework training, the staff member will have the option to download an electronic certificate of completion. EOD may confirm completion of the course via the Learning Net.
- d. The supervisor of a potential teleworker must have also completed the **County Telemanager Training** (#00426378) prior to the beginning of a telework assignment.

### STEP 2. Teleworker Agreement

- a. After receiving the telework training certificate of completion, a signed [Telework Agreement \(Appendix 1\)](#) must be entered into by the new teleworker and supervisor/manager. A copy of the finalized agreement is filed in the teleworker's official personnel file. Submit completed Telework Agreement to [HumanResources@lacera.com](mailto:HumanResources@lacera.com).

### STEP 3. Pre-Telework Process

- a. The teleworker completes the [Telework Location Safety Checklist \(Appendix 2\)](#) to assess the safety of the telework site and provides the completed checklist to their supervisor/manager.
- b. The supervisor/manager has the option to create a [Telework Task Schedule \(Appendix 3\)](#) for the teleworker, which will be used as a tool to manage performance expectations and deliverables.
  - i. The [Telework Supervisor's Checklist \(Appendix 4\)](#) may be utilized by the supervisor/manager to ensure teleworkers are properly oriented to the LTP prior to teleworking. A model is provided in this appendix and should be tailored to an individual division's needs.
- c. The supervisor/manager confirms the teleworker has reviewed and affirmed the End User Info Security Policy and Standards Manual which occurs annually.
- d. The supervisor/manager approves or denies the request to telework within 15 working days after the paperwork is completed and submitted by the teleworker.

### STEP 4. Staff Member Begins Teleworking and Reporting Telework Hours

- a. Telework participants are required to report hours spent teleworking by reporting appropriate [Telework Time Codes \(Appendix 5\)](#), which are contained in this appendix.
- b. Before beginning telework, teleworkers are required to complete the **Telework Time Code Training** (#00428798) to ensure accurate capturing of telework data.



### STEP 5. 90-Day Check-In

- a. Ninety days after beginning a telework schedule, the supervisor/manager must complete a [Telework Job Performance Survey \(Appendix 6\)](#) for all new teleworkers. Disposition of form:
  1. If the job performance survey is satisfactory, the teleworker may continue to participate in the LTP—so long as LACERA deems it appropriate and consistent with the needs of the organization—provided the teleworker’s performance is in compliance with telework procedures and the form is filed in the teleworker’s official personnel file.
  2. If the survey is unsatisfactory, the teleworker may be removed from participation in the LTP until the supervisor/manager assesses the readiness of the staff member to telework.

### STEP 6. Discontinuing Telework

- a. Teleworking may be discontinued at any time at the request of either the teleworker or the supervisor/manager.
- b. If telework is to be terminated, a [Termination of Telework Arrangement \(Appendix 7\)](#) form must be filed by the supervisor/manager with Human Resources, and a copy is filed in the staff member’s personnel file.
- c. The Termination of Telework Arrangement should be issued to the staff member with at least 10 business days’ notice.

### STEP 7. Resuming Telework

- a. When telework is resumed, a new **Telework Agreement** must be entered into and an updated **Telework Location Safety Checklist**, **Telework Task Schedule** (if applicable), and **Telework Job Performance Survey** must be completed. No new training is required.