



**The City of Philadelphia  
Department of Human Services  
Mobile Work Force Policy**

**Approved by Commissioner Anne Marie Ambrose  
Issue date January 21, 2014**

# THE PHILADELPHIA DEPARTMENT OF HUMAN SERVICES

## Policy and Procedure Guide

Issue Date: January 21, 2014

**RE: Mobile Work Force Program**

### **Purpose:**

The purpose of this guide is to inform staff of the requirements that have been established for employees approved to be in the Mobile Work Force Program. This guide replaces the pilot Mobile Work Force Policy issued to those employees involved in the pilot program on 6/24/2013.

This guide will:

- Define the responsibilities and expectations of a Mobile Work Force Program which will be referred to as the "Mobile/Tele Work Program" throughout this document.
- Introduce the Telework Agreement Form which will provide the rules and standards for Mobile/Tele Workers. A copy of the form can be found at the end of this document and will be available on Forms\_Word and on the Mobile Work Force website.

### **Discussion:**

The implementation of Improving Outcomes for Children (IOC) will require DHS staff to have a strong presence in the communities where children, youth, and families are served. As DHS moves forward with engaging children and families in the community and developing collaborative relationships with stakeholders, the development of a mobile work force will provide DHS the unique opportunity to establish job functions that can be performed away from the "main" office, allowing for a more productive and visible presence in the community.

### **Definitions:**

**Mobile/Tele Worker** - Staff identified and approved by the designated chain of command to work at an alternative or remote location other than the "traditional" worksite.

**Telecommuting** - An arrangement in which an employee regularly or during a declared emergency with pre-approval performs officially assigned duties at an approved alternative worksite.

**Telework site** - An alternative worksite other than a "traditional" office approved by the Department, where an employee performs assigned official duties.

**Telework** - An agreed upon arrangement where an employee performs official job responsibilities at an approved alternative worksite.

**Telework Agreement** - A written agreement, completed and signed by an employee and authorized management, which outlines the terms and conditions of the Telework Agreement.

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## POLICY

### Mobile Work Force Program

Staff identified as Mobile/Tele Workers must adhere to all departmental policies including but not limited to policies regarding confidentiality of information, work schedules, work hours, and use of electronic equipment.

The following standards will apply to all Mobile/Tele Work force:

#### Terms and Eligibility for the Program

- Participation in the Mobile Work Force Program will be based on the needs of the Department.
  - The Department reserves the right to terminate the program.
  - All participants will receive advance notice of any plans to terminate the program.
  - The Department can require the employee to report to the main office with advance notice.
- All employees of the Mobile/Tele Work Program must maintain a level of job performance that meets the expectations and timelines for completing all assignments and tasks associated with the position.
  - Employees are expected to complete all work assignments as required, attend meetings and conduct all day-to-day tasks as they would normally.
- If the quantity or quality of an employee's work is unsatisfactory, established policy for handling poor work performance will be applied and will include disciplinary actions if deemed appropriate.
- All employees of the Mobile/Tele Work Program must work from an approved worksite.
- Employees will be expected to comply with flex hours as stipulated in the "Flextime Work Schedule" policy.

#### Telework Agreement

- A Telework Agreement will be signed by the employee and chain of command.
- The Telework Agreement will identify whether the employee will work from an approved worksite or home.
  - If the identified approved worksite is closed due to unforeseen events such as adverse weather conditions, etc., another approved location will be identified by the chain of command.
- If the employee's home is used, any Department issued equipment should be maintained in a safe condition, free from hazards and other dangers to employee and equipment.
- Meetings may not be held in the employee's home.
- Employees may not release their home telephone numbers or home addresses to the public or clients.
- Requests for reasonable accommodations as outlined in DHS policy on "Employment Practices Regarding People with Disabilities and the Federal Americans with Disabilities Act" will be evaluated in accordance with those procedures.
- Telecommuting cannot be used in place of leave time. All personal appointments must occur during approved leave time. All requests for leave time must follow established policy and procedures.
- Telecommuting cannot serve as a substitute for dependent care. If children or adults are in need of care at the employee's home during an employee's scheduled work hours, the employee will secure dependent care. Employees will be expected to comply with flex work hours as stipulated in the "Flextime Work Schedule" policy.
- Performance expectations will be communicated and agreed to by the employee and supervisor.

- Employees will be expected to maintain confidentiality of all client/case information.
- Employees are expected to care for and use equipment in accordance with existing policies.
- Supervision and accountability expectations will be communicated and agreed to by the employee and supervisor.

### **Mobile/Tele Worker Expectations**

- Mobile/Tele Workers are expected to maintain satisfactory standards of work, and complete timely all work assigned by the supervisor.
- Mobile/Tele Workers will provide a weekly schedule to the supervisor listing work assignments, work location, meetings, trainings, etc., and inform the supervisor of any changes immediately.
- Mobile/Tele Workers will submit an activity report to the Telework Coordinator on a bi-weekly basis.
- Mobile/Tele Workers will be available via phone and email throughout the course of their work day and will respond immediately, but no later than 1 hour to any job-related telephone calls and other communications. However, all emergency calls or emails from a supervisor must be responded to immediately.
- Mobile/Tele Workers will attend all necessary meetings and trainings which require their attendance.
- Requests to work overtime, use sick leave, vacation, or other leave must be approved by the employee's chain of command in the same manner as when working in the regular office.
- Mobile/Tele Workers must immediately notify their supervisor of any accident or injury that occurs at the alternative worksite during the course of the scheduled work period. If the immediate supervisor is not available, the alternate supervisor must be called or appropriate chain of command (Administrator, Director).

### **Supervisory Expectations**

- Work assignments to be performed or training to be accomplished should be agreed to and understood, in advance between the supervisor and worker.
- Supervisors will be provided with performance guidelines to use to assess and evaluate the work of employees.
- Supervisors will have formal face-to-face supervision with employees at least bi-weekly in addition to maintaining regular contact via phone and email throughout the course of the work day as needed.
  - Discussions during regularly scheduled conferences with each worker should focus on review of specific assignments, timeframes for completion of assignments, and any other work related issues identified by the supervisor or worker.
  - Supervisors are expected to maintain written documentation of conferences.
  - Supervisors will identify areas of improvement needed to perform the job and offer suggestions/guidance to support employees.
    - Supervisors will develop a plan of correction when needed to address completion of assignments, failure to meet performance standards of the job, etc.
- Discuss and identify with staff backup plans for maintaining coverage of work when employees call out sick, have medical leave, go on vacation, etc.

### **Requirements for Maintaining Confidentiality of Information**

In addition to already established policy on confidentiality, Mobile/Tele Workers are required to:

- Take precautions to ensure that the confidentiality of client/case information and documents are protected at all times while working at any tele worksite (e.g. CUA location, in the field, at home) and while in transit between the office, field, home, and telecommuting location.

- To not verbally disclose any confidential information to any unauthorized person.
- Use only flash drives issued by the Department which will have a security feature to prevent accessibility to unauthorized persons if the flash drive is lost or stolen.

### **Use, Care and Responsibility of Issued Equipment**

- All City-wide policies that already address use of email, computers, internet access, supplies, and furniture when supplied by the Department in addition to the “Electronic Equipment and Employee Responsibility” policy directive issued 1/16/13 will apply to the use of equipment to staff approved to participate in the Mobile Work Force Program.
- All electronic equipment supplied by the Department must be used during authorized work hours only and to complete job related tasks only. Extended use beyond authorized work hours will require prior approval from the employee’s Supervisor.
- If equipment supplied to the employee is not functioning, the employee must notify their supervisor immediately to discuss arrangements for completing all work assignments.
- If an authorized Mobile/Tele Worker works from home, the workspace will be maintained in a safe condition, free from hazards and other dangers to the employee, the equipment, and others.

### **Requirements for Work Schedules and Use of Time**

When working an approved flextime schedule:

- Mobile/Tele Workers will use established flextime work hours identified by Human Resources (HR) and approved by their chain of command.
- The standard work day will consist of two parts:
  - Core Time, which are the hours during which the employee must work or have approved leave time.
  - Flexible times, which are the hours during which the employee may select the remaining hours needed to complete the standard work day.
- Employees beginning the work day and ending the work day will sign in and out through KRONOS on their laptops.
  - Employees must log on to KRONOS prior to performing any work related tasks.
  - KRONOS will be reviewed by the supervisors daily and verified by the timekeeper in the HR office.
  - All approved leave time must be accounted for in KRONOS by the supervisor by indicating the amount of time and the type of leave.
  - Mobile/Tele Workers must work a minimum of 7½ hours each day and a minimum of 37½ hours each week.
  - Employees may not use telework as a substitute for dependent care (e.g. child or elder care).
- Employees must receive prior approval from their chain of command to work overtime.
- Employees must use sick leave for all medical appointments.
- In accordance with existing DHS policy, vacation leave, compensatory time, and administrative leave time will require advance approval by the supervisor.
  - Employees will be able to submit leave requests via KRONOS.
  - Employees calling out sick must contact and speak with their immediate supervisor or someone in their chain of command in accordance with Sick Leave policy.
  - Employees will be considered late if they begin work after the start of either core or flex time established by HR.
    - Lateness will be recorded in accordance with existing Department policy.

- The use of flex time will allow employees to select their start time and since that time may vary from day to day, the Department will not excuse lateness caused by a transportation delay during the flexible period.
- The Safety Unit is responsible for managing the Department's Injury on Duty (Worker's Compensation) program. All health and safety questions should be directed to the Safety Unit at 215-683-0440.
- The Department's worker's compensation liability for job related accidents will continue to exist during the teleworking hours of the employee.
- All work related injuries must be immediately reported to a supervisor, but no later than 48 hours.
- Employees who are injured at home and can only perform limited duty during their convalescence must do limited duty at an approved worksite and cannot do limited duty at home.
- Employees are required to complete the mandatory 20 hours of training per fiscal year in addition to any training identified as necessary to perform job functions.

### **Transportation**

In addition to following all existing policies regarding transportation, the guidelines below will also apply:

- Employees issued a transpass are expected to use them for the sole purpose of traveling to and from work related assignments only.
- Employees must have a valid Pennsylvania driver's license.
- Employees using a City vehicle must adhere to all rules and procedures established in current policy.
- Employees using their own vehicle at least ten days per month have the option to enroll in the City's Personal Auto Program (PAP) and comply with all requirements of that program.
  - Employees enrolled in PAP are advised to inform their insurance company that they are using their personal cars for work since the insurance company will be contacted in the event of an accident.
  - Employees using their own vehicles and **not** enrolled in PAP must have car insurance as required under the Pennsylvania financial responsibility laws and submit proof of insurance to the Department.
  - At no time should employees transport clients in their personal vehicles.
- Employees will have the option to use the services of Zipcar. The City currently has a contract with Zipcar, which is a car sharing company providing City employees with access to vehicles. Employees choosing this option must adhere to all terms and requirements of Zipcar and guidelines established by DHS. To find detailed information regarding Zipcar please visit their website at <http://www.zipcar.com/phila.gov>. Information is also available on the Mobile Work Force website.

# **TELEWORK AGREEMENT**

**DHS Mobile Work Force Program**  
**Mobile/Tele Worker Agreement/Teleworking Standards**

The following definitions will be used throughout this document:

- Mobile Worker/Tele Worker - Staff identified and approved by the designated chain of command to work at an alternative or remote location other than the “traditional” worksite.
- Telecommuting - An arrangement in which an employee regularly or during a declared emergency with pre-approval performs officially assigned duties at an approved alternative worksite.
- Telework site - An alternative worksite other than the “traditional” worksite approved by the Department, where an employee performs assigned official duties.
- Telework - An agreed upon arrangement where an employee performs official job responsibilities at an approved alternative worksite.
- Telework Agreement - A written agreement, completed and signed by an employee and authorized management, that outlines the terms and conditions of the Telework Agreement.

The following terms and conditions for Teleworking must be agreed to by the Mobile/Tele Worker and the Department chain of command (employee's Supervisor, Administrator, and Director):

1. The employee agrees to work at the following location (check all that apply).
  - Approved Sites identified by the Department.
  - Home Current Home address:
2. Location of home work space (e.g. Kitchen, Dining Room etc.) (a photograph of the designated home work space must accompany this signed agreement).
3. The Department can require the employee to report to the main office with advance notice.
4. The employee will Telework as needed based on work assignments and will provide the supervisor with a schedule on a weekly basis that will list work assignments, work location, meetings, trainings, etc., and inform the Supervisor immediately of any changes.
5. Employees are required to submit an activity report to the Telework Coordinator on a bi-weekly basis.
6. Employees will be expected to comply with flex work hours as stipulated in the Flextime Work Schedule policy.
7. Time spent in Telework status must be accurately accounted for and reported in the same manner as if the employee reported for work at a “traditional” work site.
8. Employees who Telework must be at their designated worksite during their scheduled work hours.
9. Employees will not conduct any meetings at their home.

- 10.** Employees granted prior approval to work from home must secure dependent care if needed. Please check the box that applies below:
- I have secured dependent care (proof of documentation must be provided to the department).
  - I do not require dependent care.
- 11.** The Department retains the right at the start of and throughout the program to inspect all worksites by advance notice to determine if the work space is safe, to ensure there are no hazards, and to maintain, inspect, repair or retrieve Department owned equipment, software, data, or supplies.
- 12.** Employees are advised to consult a tax expert to discuss tax implications related to the use of the home as a work space.
- 13.** Employees remain obligated to comply with all Department and City-wide rules, policies, practices and instructions. Violations of these rules, policies, etc. may result in preclusion from Teleworking and/or disciplinary action.
- 14.** Mobile/Tele Workers and their Supervisors are required to complete the mandatory 20 hours of training each fiscal year and any other training deemed necessary to perform their job functions.
- 15.** Employees will maintain a current Pennsylvania driver's license during their position as a Teleworker.
- 16.** The Supervisor will provide the employee with all work assignments. The employee will complete assignments to be worked on by the agreed upon date identified by the Supervisor.
- 17.** Prior to signing this Telework Agreement, the supervisor and employee will discuss:
- Work procedures (e.g. work schedules, time and attendance, use of flex time, reviewing work, etc.).
  - Safety, technology and equipment requirements.
  - Performance expectations.
- 18.** The employee agrees to be available and responsive via phone or email to the chain of command during established work hours.
- 19.** Failure to meet performance standards could result in disciplinary actions consistent with current policies. In addition, the Department may make changes to the work schedule regarding the amount of days the employee will be approved to work away from the main office.
- 20.** The employee will be provided with supplies necessary to perform the job and will let their supervisor know when additional supplies are needed. Advance written approval by the chain of command must be obtained prior to an employee purchasing any supplies regularly available from the Department.
- 21.** The following equipment will be provided to the employee to complete work assignments:
- Laptop
  - Blackberry
  - Air Cards (based on job functions)
  - Flash Drive (by request only)
  - Laptop carrier

- Portable Printers (Team Coordinators Only)
- Headset

- 22.** Any other requests for additional equipment must be pre-approved by the chain of command.
- 23.** The equipment provided is the property of the City of Philadelphia and is to be used only during approved work hours for job related purposes and in accordance with City policy.
- 24.** When Department issued equipment is provided to the employee, the employee will receive training on the use of the equipment and will be responsible for the proper use of the equipment. The Department will provide for repairs to Department issued equipment.
- 25.** The use of equipment, software, and supplies, when provided by the Department for use at the offsite work location, is limited to authorized persons and for purposes relating to Department business only.
- 26.** The employee will take precautions to ensure that the confidentiality of client/case information and documents are protected at all times while working at any Telework location.
- 27.** Employees granted approval for working from home must designate a work space where Department issued equipment will be maintained in a safe condition, free from hazards and other dangers to employee, the equipment, and others.
- 28.** In the event of delay in repair or replacement of Department issued equipment or any other circumstances under which it would be impossible for the employee to safely Telework, the employee's Department may assign other work and/or request that the employee move to another location.
- 29.** Failure to return Department issued property may result in disciplinary action.
- 30.** The duties, obligations, responsibilities, and conditions of a Teleworker's employment with the Department are unchanged. Employee's salary and retirement benefits are unchanged.
- 31.** Requests to work overtime use sick leave, vacation, or other leave must comply with already existing policies. Such time must be reported appropriately and approved by the supervisor.
- 32.** The Department's worker's compensation liability for job related accidents will continue to exist during the employee's Teleworking hours. All work related injuries must be reported to the supervisor immediately, but no later than 48 hours.
- 33.** Employees who are injured at home and are only able to perform limited duty during their convalescence must do the limited duty at an approved worksite and not at home.
- 34.** In no case will the City or Department be liable for injuries to third persons and/or members of employee's family on employee's premises.
- 35.** Employees are required to comply with any guidelines and instructions related to the Mobile Work Force Program. Failure to comply will result in removal from this program.

- 36. The Department reserves the right to review and amend this agreement when deemed necessary at its sole discretion with or without cause.
- 37. This agreement will be renewed annually based on the date this agreement has been signed by all required parties.

As a Mobile/Tele Worker employee, I have reviewed the conditions of this Teleworker Agreement with my Telemanager (Supervisor) and agree to the terms as set forth on pages 1 thru 4 of the agreement.

Employee Name	Unit	Date
Employee Payroll Number		
Department Telephone Number	Blackberry Telephone Number <i>(if applicable)</i>	
Supervisor	Department	Date
Administrator	Department	Date