

# **Cuyahoga County Division of Children and Family Services (CCDCFS) Policy Statement**

**Policy Chapter:** Management  
**Policy Number:** 10.02.05  
**Policy Name:** Working from Home

**Original Effective Date:** 01/01/2016  
**Revision Date(s):** 04/01/2019  
**Current Revision Date:** 04/01/2019  
**Approved By:** Cynthia G. Weiskittel

**PURPOSE:** To provide guidelines and procedures when a request is made by staff to complete required assignments outside the office. Technological advances allow the completion of casework and supervisory activities from remote locations. This time outside the office allows for concentrated attention to assignments.

**SCOPE:** This policy applies to all CCDCFS staff who can complete regular job functions outside of the office.

## **POLICY**

### **I. Definition**

Working from home is the performance of any job-related duty that is normally completed at a CCDCFS office site being completed at an alternate location that is not affiliated with CCDCFS (typically the employee's place of residence).

### **II. Criteria**

- A. Employees working from home must have a working computer with a secure high-speed internet connection and anti-virus software.
- B. Employees will need a secure wifi internet connection. Free wireless internet connections such as those available in restaurants and places of business is not authorized or allowed.
- C. Employees working from home must ensure the security of confidential information. When accessing SACWIS or other work-related documents in a remote location (including your home), where non-CCDCFS employees are present, you must position yourself so others cannot view data in SACWIS, e-mail, etc.
- D. When signed on for a SACWIS or webmail session, employees will not leave the computer unattended. When leaving the computer, the employee logs out of SACWIS and/or e-mail.
- E. Supervisors may refuse the privilege to work at home if there are performance concerns; if the type of work requires presence at the agency; or, if the employee had demonstrated an abuse of this privilege.
- F. Employees provide their direct supervisor with specific information regarding the tasks they will be completing and the expected amount of

- time to complete each task. This information is included on their work schedule which is provided to their supervisor for approval. The scheduled and completed tasks are reviewed by the supervisor prior to the approval of the weekly schedule.
- G. Employees working from home must have clear and measurable products of working from home. This is negotiated with their supervisor and must be available upon request for review.
  - H. Employees will check and respond to their e-mail and voice mails hourly throughout the day when working at home during regular business hours.
  - I. Employees ensure their weekly schedule is current and complete on the county personal information manager system (email system) and that their direct supervisor has access to their weekly schedule.
  - J. Employees carry their agency issued cell phone (charged and turned on) during all regular working hours and respond to all calls within 15 minutes.
  - K. Employees who take advantage of the privilege to work at home are acceptable to a flex work schedule during weeks where working at home is permitted.
  - L. Employees return to the office (or specified location) when work demands require their presence unless they have made prior arrangements with their supervisor.
  - M. Employees are subject to the expectation set forth in the county employee handbook when working from home. Any falsification of time worked at home may result in discipline including removal from employment.

### **III. Eligibility**

- A. Employees are not eligible if they are on initial probation.
- B. Employees must demonstrate proficiency in the task(s) they are completing.
- C. Employees must demonstrate the ability to maintain work in good standing. This includes the following:
  1. Adherence to the criteria set forth in this policy.
  2. Adherence to the county time and attendance policy.
- D. All work from home eligibility requests are approved by the workers Supervisor.

### **PROCEDURES**

- A. Eligible employees must request and receive permission from their direct supervisor to complete work from home prior to the time requested.
- B. Eligible employees submit their request with their weekly schedule prior to the time requested. The request includes specific activities the employee plans to complete and the expected amount of time to complete each activity.
- C. The supervisor grants or denies the workers request to work from home and clarifies the amount of time permitted.
- D. The supervisor verifies the work completed prior to approving the time sheet.