


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

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

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Revision Date(s):
Current Revision Date:
Approved By: Thomas D. Pristow 

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 are able to 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 provide prior approval for employees to complete SACWIS or other related duties from home. Supervisors 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 does not meet the eligibility standards outlined in this policy.

- 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 are limited to no more than 8 hours/per pay period of work away from the office.
- I. Employees will check and respond to their e-mail and voice mails hourly throughout the day when working at home.
- J. 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.
- K. Employees carry their agency issued cell phone (charged and turned on) during all working hours and respond to all calls within 15 minutes.
- L. 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.
- M. Employees return to the office (or specified location) when work demands require their presence unless they have made prior arrangements with their supervisor.

III. Eligibility

- A. Employees are not deemed eligible if they are on initial probation.
- B. Employees are not deemed eligible if they have received discipline within the past 2 years.
- C. Employees demonstrate proficiency in the task(s) they are completing.
- D. Employees demonstrate the ability to maintain work in good standing. This includes the following:
 - 1. Not currently on a PIP.
 - 2. No discipline in the past 2 years.
 - 3. Current in all work assignments (no assignments past due) for a minimum of 3 consecutive months.
 - 4. Adherence to the criteria set forth in this policy.
 - 5. Adherence to the county time and attendance policy.
- E. All work from home eligibility requests are approved by the workers Supervisor and Senior Manager.

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.