

**LOS ANGELES COUNTY  
DEPARTMENT OF PUBLIC  
SOCIAL SERVICES  
TELEWORK PILOTS**



September 2013

# Why Telework Now?

- ❖ Increasing Medi-Cal caseloads:
  - ✓ Health Care Reform implementation
  - ✓ Healthy Families participants are transitioning to the Medi-Cal Program, commencing October 2012.
  - ✓ Healthy Way L.A. participants will be enrolled into the Medi-Cal Program effective January 1, 2014.
- ❖ Expanding service delivery from remote locations
- ❖ Reducing the County's need to acquire additional space
- ❖ New Technology: CSC/IVR, EDMS, and YBN

# Staff selection















- Agree to sign Telework Agreement
- Customer Service Center teleworkers must have knowledge in Medi-Cal, and two other programs
- Demonstrate adherence to attendance standards set forth by the Department
- Able to navigate necessary computer applications/systems
- Have a competent or better rating in their current performance evaluation
- Two year work history with no documented disciplinary incidents



# Telework Training

- ① County Telework Program Training Certification
- ① Department Telework Training
- ① Computer Use Training
- ① Security & Confidentiality Policy Training

# County Equipment Provided

Equipment	Customer Service Center Teleworkers	Medi-Cal Approved Teleworkers
Lap Top		
Virtual Private Network (VPN)		
(2) Monitors		
VOIP		
Key Board		
Mouse		
Headset		

# Communication Tools

Tool	Customer Service Center Teleworkers	Medi-Cal Approved Teleworkers
Chat		
Email		
Video Conferencing		
Telephone (VOIP)		

# Teleworkers Must Agree to the following:

- ❖ Hoteling
- ❖ Provide all furniture needed to make their workstation at home fully functional and safe, including, but not limited to, a desk, chair, etc.
- ❖ Agree to a home Ergonomic and Safety Inspection of the workspace prior to beginning telework.
- ❖ Set-up and pay for installation and monthly fees associated with internet connectivity.
- ❖ Participate in mandatory telework and equipment use trainings.

# Teleworkers Home Workspace

Teleworkers are required to:

- Complete an ergonomic and safety self – assessment of their home workspace
- Agree to an Ergonomic & Safety Inspection by a Department designated representative
- Provide all office furniture including an ergonomically appropriate desk and chair
- Designate a private work space





# Required Telework Forms

- Telework Agreement
- Telework Application
- Ergonomic & Safety Certification
- County Security & Confidentiality Policy Form

# Next Steps

- ⦿ January 2014 expand telework Pilots
- ⦿ Incorporate task-based model for Medi-Cal Approved teleworkers

Questions?

# RIVERSIDE COUNTY TELECOMMUTE WORK PROGRAM PILOT



An overview of the a  
business strategy to  
initiate the Telecommute  
Work Program (TWP)

# Pilot objectives

- Assessing the ability to fulfill DPSS service requirements for remote locations in order to expand our capacity to meet increasing service demands
- Reducing the County's need for additional space through telecommuting while expanding the employee population
- Improving the County's recruitment and retention efforts by offering a formal telecommute work program for eligible employees
- Improving productivity by reducing absenteeism
- Complying with the requirement of the SCAQMD's 2202 ruling
- Improving business continuity
- Scope:
  - 63 Employees
    - Admin. Services 15
    - Adult Services 6
    - Children's Services 23
    - Self-Sufficiency 19

# Staff selection

- For Riverside County staff across all divisions are eligible to participate

## Criteria:

- be employed by Riverside County at least one year and/or successfully completed a probationary period
- have a meets or above in his or her current performance evaluation, with no documented performance or conduct issues
- have work assignments or job duties that allow him or her to be away from the office
- be able to work independently
- be able to manage his or her time effectively, and
- be approved by his or her supervisor, manager, and/or deputy/assistant director to participate in the TWP

# Specific Training Provided

- ⦿ Defining Telecommuting
- ⦿ Ergonomic/ Safety Training
- ⦿ Computer Trouble Shooting Training
- ⦿ Specific Policy Training:
  - Board of Supervisor's Telecommuting Policy
  - Department Policy

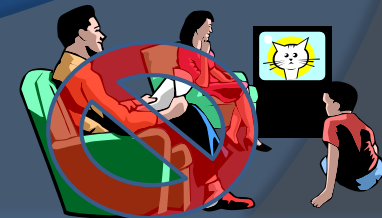
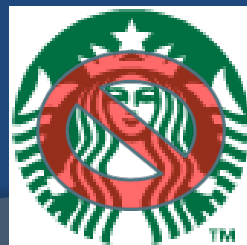
# Equipment Provided by the County

Recommended Equipment for Telecommuters						
Division/Position	Printer	Laptop/ Desktop	Dual Monitors	Cell Phone	Air Card	Postage meter
Administrative Services		X		X		
Adult Services		X		X		
Children's Services		X		X		
Children's Social Service Worker		X		X	X	
Self-Sufficiency		X		X		
Eligibility Tech-Full-Time	X	X	X	X		X



# TAD Staff Equipment and Workspace

- Telecommuters are required to designate a specific workstation/area within their home and are responsible for safe and secure working conditions in the designated work space. This work area is an extension of the employee's PWL and supervisors/managers, at their discretion, may conduct an inspection of the designated home workstation/area during work hours to determine if it meets DPSS's safety and security requirements. Telecommuters **are not allowed** to work in other locations such as coffee shops, parks, mall area, restaurants, and so on.



# Agreements/Documents

## Employee must sign:

### **Employee's TWP Agreement**

- ⦿ County may terminate at any time
- ⦿ salary and benefits will not change because of participating in TWP
- ⦿ Telecommuters are required to be available by telephone and email during their scheduled work hours
- ⦿ The telecommuter is required to designate a specific workstation/area within his or her home and is responsible for safe and secure working conditions in the designated workstation/area.

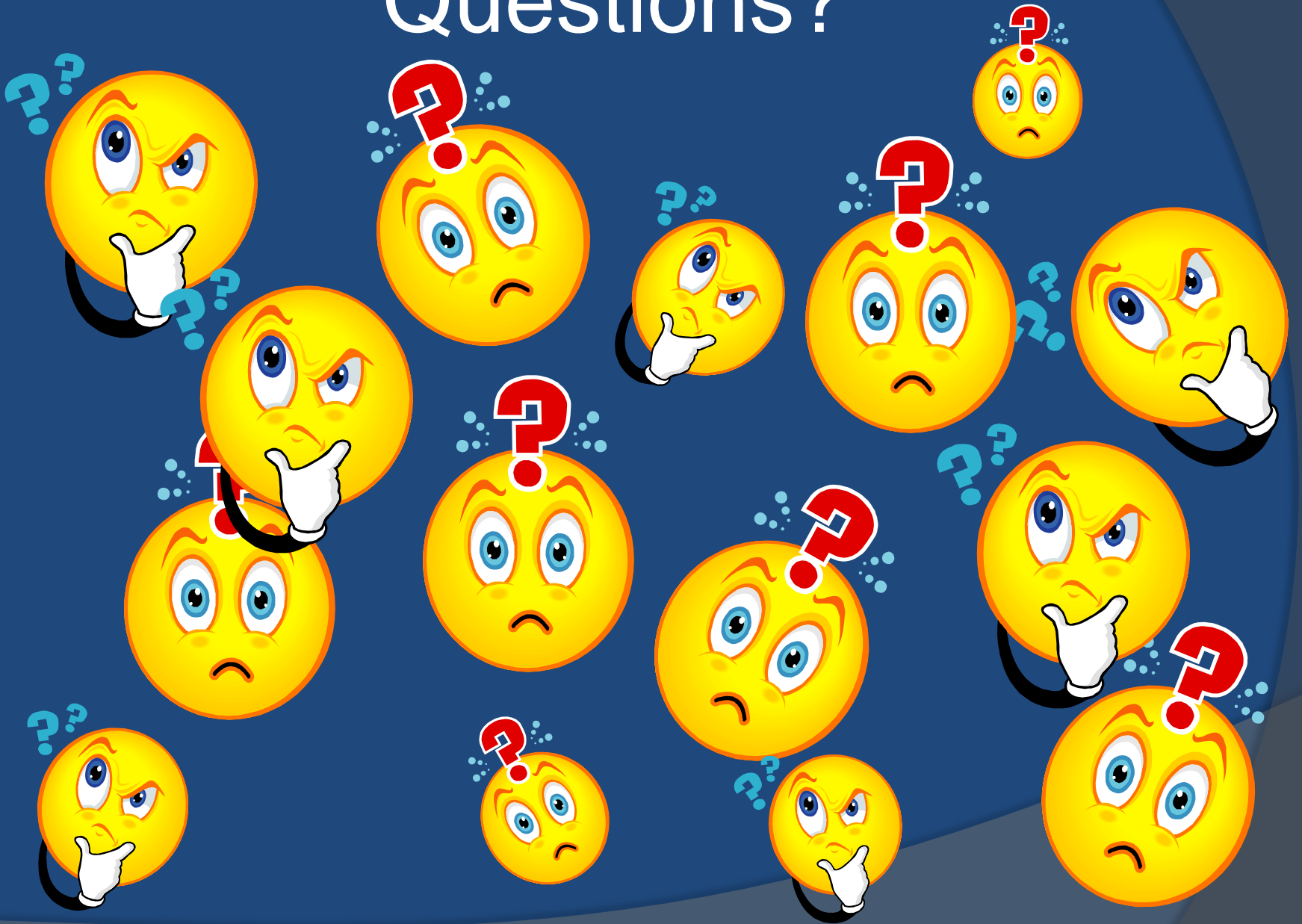
### **Self-Certification Safety Checklist**

- ⦿ General household safety
- ⦿ TWP workstation safety
- ⦿ Ergonomic safety

# Recommendations for moving forward

- Establish a coordinator to oversee the TWP (workload and classification to be determined)
- Explore the usage of video conferencing technology (such as Skype) to connect telecommuters with their office and/or customers
- Expand TWP, using a phased approach
- Provide education and information specifically tailored to telecommuters
- Require telecommuters to have a minimum bandwidth at home from their Internet Service Provider of 6 Mbps.

# Questions?



# WORK@HOME E PILOT

**Work@Home**



An overview of the  
pilot for Covered  
California Quick Sort  
Transfers

# Why Work@Home

- HCR requires Transferred calls to the CSC
- HCR requires extended hours – evenings and Saturdays
- Evening and Saturday staffing need may be small
- To avoid keeping offices open, staff can work from home.
- Scope:
  - 5-10 to start
  - All EWs
  - County allows Telecommuting in other departments and classifications, but this is the first project to include Eligibility Staff

# Staff selection

- For San Bernardino's project we needed Eligibility Workers



- Criteria
  - Must have 6 months Customer Service Center experience
  - Regular Status EW II or above
  - Good Attendance
  - Adherence 90% or higher

# Specific Training Provided

- ⦿ Ergonomic Training
- ⦿ Computer Trouble Shooting Training
- ⦿ Specific Policy Training:
  - HCR Training
  - CalHEERS Training
  - Call Center Protocol Training



# Equipment Provided by the County

County will provide:

- Computer Workstation
- Docking station, laptop, two monitors, keyboard, & mouse
- High speed secure Internet connection
- All software necessary to do the job
- IT Support



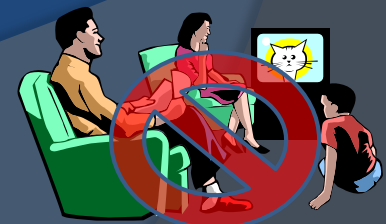
# TAD Staff Equipment and Workspace

The work area must be:

- Private
- Free of noise
- Secure
- Ergonomically appropriate

Staff must provide the following:

- An ergonomically appropriate desk/chair
- Safety equipment:
  - Fire extinguisher
  - Appropriate Heat/Air
  - Adequate lighting
- A private work space such as an office or bedroom



# Agreements/Documents

## Employee must sign:

### ⊙ Work@Home Agreement:

- County may terminate at any time
- Agree to work at least 2 Saturdays a month
- Agree to work no more than 4 evenings a week
- Provide a picture of workspace
- Required to come to the office in certain situations
  - Workstation down
  - Staff meetings

### ⊙ Equipment Loan Agreement

- Workstation specifics
- Must return
- Used to conduct county business only
- List specific county/state that will be accessed

### ⊙ Safety Checklist

- Fire protection
- Emergency procedures
- Electrical safety
- Household safety
- Private work area

# Lessons Learned

- ⦿ Plan early
- ⦿ Lead time for Telco if providing Internet
- ⦿ Telco Contractors are somewhat unreliable
- ⦿ If providing Internet, staff must inform county of address changes
- ⦿ Supervisor Support Availability
- ⦿ Sick Leave Procedures

# Questions?



# TELECOMMUTING PILOT

San Francisco County's  
Human Services Agency

CalFresh Program

9.24.13

# Pilot objectives / Scope

## ◎ **OBJECTIVES:**

- Save space
- Staff morale
- Increase worker productivity by 10%

## ◎ **SCOPE:**

- 6 Eligibility workers
  - English/Spanish
  - Tasks are on-line applications, phone interviews and call center calls

# Staff selection

- ⦿ Criteria:
  - Voluntary
  - Experienced (1 year + as CalFresh EW)
  - In good standing, attendance
  - Serves clients in Eng/Span
  - Recommended by supervisor
    - Independent worker
    - Organized
    - Solid knowledge of CalFresh regulations



# Training

- ⦿ Biz Process (indexing, task assignment)
- ⦿ Ergonomic/ Safety Training
- ⦿ IVP phones
- ⦿ Virtual desktop
- ⦿ The Department's Telecommute Agreement
- ⦿ OJT (in another building)for 2-3 days

# Equipment Provided by the County

- Voice Over Internet Phone (VOIP)
- PC / Monitor/ Keyboard/ Mouse / Headset
- Virtual Private Network (VPN)

# Workspace Expectations

1. **Transport** and **set up** your own equipment
2. Must be **private space** with desk, chair, **DSL/cable**
3. Must not be responsible for caring for a **child/dependent** during work hours
4. Minimize personal **disruptions** (visitors, non-work calls)



# Agreements

## Employee must sign:

### **Employee's Agreement**

- ⦿ Will do 10% more work than when in the office.
- ⦿ Designated days of the week to work at home, and the number of days, may change.
- ⦿ Salary and benefits won't change.
- ⦿ Must be available by telephone and email during work hours.
- ⦿ If IT failures persist, contact supervisor to see if must return to the office.
- ⦿ County may terminate at any time.

# Recommendations

- ⦿ Image documents up-front
- ⦿ Coordinate days for desk-sharing
- ⦿ Expand the pilot

# Questions?

- ⦿ What does it take to supervise a telecommuter, and are all supervisors a good fit?
- ⦿ Will this model work for staff that are less self-reliant?
- ⦿ Does telecommuting make sense for eligibility workers?