



TELEWORK PROGRAM



Policy and Procedures

A policy and procedural guide to
Telework for Covered California
supervisors and employees

January 2022

Table of Contents

TELEWORK PROGRAM	1
Foreword	1
Benefits	1
Authority	2
TELEWORK POLICY	3
Telework Policy	3
Telework Agreement	3
REMOTE ACCESS SECURITY AND AUTHORITY	4
Telework and Remote Access Security Standard	4
Authority	4
IMPLEMENTATION AND RESPONSIBILITIES	5
Covered California Organization	5
Executive Leadership	5
Division Leadership	5
Managers and Supervisors	6
Employees.....	7
Human Resources Branch	8
Telework Coordinator	8
Business Services Branch.....	9
Information Technology Division	9
MANAGING TELEWORK	10
Eligibility	10
Employee Teleworker Rights	10
Scheduling Telework.....	10
Types of Telework Schedules	11
Declining Telework	12
Ending Participation	12
TECHNOLOGY, EQUIPMENT, AND WORK PROCESSES	13
Technology and Equipment Needs	13
Office Supplies	13
Restricted Use.....	14
Property Control	14
Return of Equipment	14
Equipment Malfunction.....	14
Employee Provided Equipment.....	15

Work Products..... 15

Reimbursable or Shared Costs 15

Authorized Expenses 16

Office Days..... 16

Work Environment..... 16

Self-Certification 16

Remote Work Safety and Ergonomics 17

Work-Related Injury..... 17

Changing Alternate Work Location..... 17

Information Security During Remote Work..... 17

Liability 18

ATTACHMENTS

ATTACHMENT A – TELEWORK AGREEMENT 15

ATTACHMENT B – SAFETY CHECKLIST/ACKNOWLEDGMENT 16

ATTACHMENT C – SETTING UP A REMOTE OFFICE..... 16

ATTACHMENT D – SUPERVISOR’S CHECKLIST 17

ATTACHMENT E – CONSIDERATIONS FOR TELEWORK ELIGIBILITY 17

ATTACHMENT F – GLOSSARY OF TERMS 18

TELEWORK PROGRAM

Foreword

Covered California is committed to supporting the diverse staff who effectively deliver the department's mission and will adhere to the following guiding principles to inform decisions:

- Culture and Mission: Fostering an inclusive culture anchored in valuing and supporting our diverse staff.
- Choice and Autonomy: Encouraging and supporting telework wherever possible when determining positions or job classifications designated as telework eligible.
- Fairness, Stability, and Flexibility: Ensuring transparency and dependability in decision making and being adaptable to a changing work environment.
- Continuous Learning: Striving to continuously evaluate and improve processes and procedures to meet the needs of employees and the department.
- Common Norms/Protocols: Encouraging engagement and participation in hybrid work environments.
- Health and Safety: Recognizing the health, safety, and wellness of employees is a matter of fundamental importance.

Appropriately planned and managed, teleworking is a work option which can benefit Covered California's workforce and what we seek to accomplish.

Teleworking can also be an important means by which we can help decrease office space, increase flexibility and morale for employees, maintain or improve customer service, reduce carbon emissions, improve resiliency in the case of future emergencies, and have a larger geographic area within the state for job opportunities, recruitment, and retention.

Covered California encourages participation in telework to the extent operational business needs are effectively and efficiently met, recognizing that when used effectively, telework provides a benefit to both the state and its employees.

The Covered California Telework Program Policy and Procedures (Telework Program) provides a detailed guide for executive leadership, managers, and supervisors implementing telework within their workgroups.

Benefits

Covered California expects the following benefits through telework:

- Improved employee performance and morale.
- Optimum use of office facilities.
- Reduced absenteeism.
- Improved opportunity for recruitment.
- Improved employee health and wellness.
- Increased work options for employees on temporary limited duty.
- Improved air quality and reduced traffic and parking congestion.
- Enhanced working experience and opportunities for those with mobility restrictions.
- Effective continuation of business as part of a disaster recovery or emergency plan.
- Increased flexibility for balancing work and family life schedule.

Telework Authority

The Telework Program exists under the following statutes, statewide guidelines and Department of General Services (DGS) responsibilities:

Government Code sections 14200-14203 authorizes every state agency, including every board and commission, to incorporate telecommuting (telework) as a work option and states in part:

As used in this chapter, "telecommuting" means the partial or total substitution of computers or telecommunication technologies, or both, for the commute to work by employees residing in California.

The term telecommute is replaced by telework in this document, except when directly citing current law. See Attachment F for a glossary of terms.

For Bargaining Units with an existing Memorandum of Understanding (MOU), if the MOU contains telework language that is in conflict with this policy, the MOU language shall be controlling. Bargaining Unit MOU, DGS policy, and California Department of Human Resources (CalHR) guidelines shall supersede any conflicting information contained in this policy.

TELEWORK POLICY

Telework Policy

Covered California may use telework as a work option for all positions deemed eligible to participate. All employees in positions designated by management as eligible shall be qualified to participate in telework and are authorized to participate to the fullest extent possible without diminished individual or organizational performance. In accordance with the Covered California policy:

- **Telework** means work flexibility arrangements established between the department management and the employee where the employee performs the job duties and responsibilities of their position, and other authorized activities, from an approved location other than the office. In practice, telework is a work arrangement that allows an employee to perform work, during any part of regular, paid hours, at an approved alternate work location.
- **Remote-centered** means working fifty percent or more from an alternate work location.
- **Office-centered** means working more than fifty percent from the office.
- Ongoing **informal telework arrangements** without a formal documented Telework Agreement are prohibited.
- **Incidental telework**, which refers to an unplanned situation causing an employee to request and receive supervisory approval to work from an alternate work location, may be approved at the discretion of management.
- **Emergency telework arrangements** due to unforeseen circumstances may be entered into at the department's discretion.

This policy recognizes the business, societal, and personal benefits available through a carefully planned and managed telework program.

Telework Agreement

Completing the Telework Agreement form (Attachment A) verifies that all essential components of a Telework Agreement have been addressed prior to the actual start of teleworking. The required signatures indicate the teleworking employee (teleworker) and their manager/supervisor have read and understand the Telework Program, the state Telework and Remote Access Security Standard and completed the Security and Privacy Awareness Training. Telework Agreements will be reviewed annually by the teleworker and their manager/supervisor.

REMOTE ACCESS SECURITY STANDARD AND AUTHORITY

Telework and Remote Access Security Standard

Covered California is required to ensure its Telework Program is implemented in accordance with all applicable laws, policies, and standards including those governing the protection of state and federal information assets.

Statewide information security policies, standards, procedures, and guidelines are issued by the California Department of Technology (CDT). Policies issued by the CDT are found in the State Administrative Manual sections 5300 through 5399. Corresponding standards, procedures, and guidelines are found on the CDT website at <https://cdt.ca.gov/policy/>.

The state Telework and Remote Access Security Standard is available at: <https://cdt.ca.gov/wp-content/uploads/2018/01/SIMM-5360A.pdf> (Formerly SIMM 66A)

Covered California must maintain compliance with the federal Minimum Acceptable Risk Standards for Exchanges (MARS-e). Covered California Information Security Requirements and Standards and the Covered California Privacy Standards Guide are developed and implemented to ensure such compliance.

Security Authority

The following statute authorizes the CDT to issue statewide policies, standards, procedures and guidelines:

- Government Code section 11549 (a)

The following statute requires specified state agencies, departments, and offices to comply with the information security and privacy policies, standards, and procedures issued by the CDT:

- Government Code section 11549.3 (b)
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IMPLEMENTATION AND RESPONSIBILITIES

Covered California Organization

Covered California is responsible for the implementation of the Telework Program and encourages the use of the telework option where work conditions warrant. Covered California will ensure:

- Employee compensation, benefits, work status, and work responsibilities will not change due to participation in the Telework Program.
- Teleworkers will be eligible for the same opportunities as employees not participating in telework, including assignments, development opportunities, promotions, and awards/recognition.
- Teleworkers will be compensated in accordance with all applicable laws, rules, regulations, and policies, including the Fair Labor Standards Act.
- The amount of time the teleworker is expected to work per pay period will not change.
- Managers/supervisors and employees will familiarize themselves with the teleworking policy and procedures contained in this document, Covered California Privacy Standards, the Information Security Requirements and Standards, and the Telework and Remote Access Security Standard prior to the commencement of an approved Telework Agreement. In addition, all staff must complete the Security and Privacy Awareness Training prior to the commencement of an approved Telework Agreement.
- State information assets are secure, and confidential, personal and sensitive information is protected.
- Covered California evaluates its Telework Program in cooperation with the DGS criteria for evaluating telework programs.

Executive Leadership

Executive leadership are responsible for encouraging the right balance of telework, in-person work, or some combination of the two to ensure operational business needs are effectively and efficiently met.

Division Leadership

Management staff (e.g., Division Leadership, Branch and Office Chief) are responsible for administration of the Telework Program within their respective areas of responsibility and shall consider telework for all possible positions in which telework can promote effective and efficient business operations. These responsibilities include:

- Determining which positions/jobs in their division/branch may be eligible for the Telework Program. (See “Eligibility” section.)
 - Approving Telework Agreements.
 - Budgeting the necessary resources, if applicable.
 - Ensuring managers, supervisors, and teleworkers have read and understand the Telework Program and the policies and procedures contained within, the Covered California Privacy Standards, the Telework and Remote Access Security Standard, and have completed the required Security and Privacy Awareness Training.
 - Ensuring compliance with all applicable policies, procedures, and guidelines.
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Managers and Supervisors

Managers/supervisors are responsible for:

- Reading, understanding, and complying with the contents and requirements of this Telework Program and the policies and procedures contained within, the Covered California Privacy Standards, the Information Security Requirements, the Telework and Remote Access Security Standard, and completing the required Security and Privacy Awareness Training.
 - Identifying job tasks suitable for telework.
 - Determining if teleworking staff will contribute to program objectives while maintaining or improving efficiency, productivity, and customer service.
 - Determining if an employee requesting to Telework is eligible to do so. (See “Eligibility” section.)
 - Ensuring telework scheduling meets the business needs of the program as well as the requirements of the employee’s work week group and/or Bargaining Unit MOU provisions.
 - Ensuring employees have the necessary tools to be successful in their jobs.
 - Overseeing the day-to-day performance of teleworking employees, as they would on-site employees, including monitoring of work production, and communicating general office updates and related information to teleworkers.
 - Evaluating employee performance in accordance with existing performance management laws, rules, regulations, policies, standards, expectations, and measures.
 - Advising employees they will continue to be assessed using existing performance standards, expectations and measures.
 - Ensuring the quality of work completed continues to meet program expectations.
 - Providing teleworkers with specific, measurable, and attainable assignments, just as they would non-teleworking employees.
 - *Managers/supervisors must define work tasks, corresponding deadlines, and the expected work performance. These expectations shall be reviewed with the teleworker.*
 - Managing supply and technology needs of the teleworker, as applicable.
 - Ensuring clear expectations are set regarding the use of technology and communication tools (e.g., Microsoft Teams, web cameras). To facilitate a productive and collaborative hybrid working environment for distributed teams, expectations should be clear as to when and/or in what settings these tools shall be used, including, but not limited to, presentations, team meetings, one-on-one meetings.
 - Ensuring teleworking employees indicate the hours they have teleworked in accordance with Covered California established policy and procedures.
 - Advanced approval of the teleworker’s use of sick leave, vacation, time off, or other leave credits, as well as any overtime work.
 - Treating teleworkers the same as employees working in the office with respect to performance management, conduct, training, and promotional opportunities.
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Managers and Supervisors (con't)

- Ensuring employees who remain in the office are not negatively impacted by handling the teleworker's regular assignments (answering telephone calls, dispensing information, etc.)
- Providing employee training in the use of equipment and software as required for teleworkers to function effectively and independently.
- Ensuring all software installed for the telework option will be in accordance with the software copyright laws and be compatible with Covered California Information Security Requirements and Standards, the Covered California Privacy Standards, software standards and state Telework and Remote Access Security Standard.
- Ensuring compliance with departmental consumer privacy requirements, as well as Covered California Privacy Standards, Covered California Information Security Requirements and Standards, and the state Telework and Remote Access Security Standard to protect Covered California assets when accessing, storing, or transporting Covered California information.
- Reporting security and privacy incidents immediately when they occur.
- Supporting telework employees with shared space availability at their office during their onsite days, as applicable.
- Providing clarity on frequency of in-office and/or remote team meetings, including expectations, while ensuring the established meetings remain effective in a hybrid environment.
- Tracking of annual renewal and review of Telework Agreements.
- Forwarding a completed copy of the Telework Agreement to the Telework Coordinator within the Human Resources Branch (HRB).

Employees

Employees interested in becoming teleworkers are responsible for:

- Understanding the requirements contained in the Telework Program and the policies and procedures contained within, the Covered California Privacy Standards, the Telework and Remote Access Security Standard, and completing the Security and Privacy Awareness Training.
- Submitting a request to telework to their manager/supervisor via the Telework Agreement form (Attachment A).
- Working with their manager/supervisor to support an effective Telework Program.

When a Telework Agreement is approved, employees are responsible for:

- Abiding by the provisions set forth in the Telework Program, Covered California Privacy Standards, and the Telework and Remote Access Security Standard.
- Following the department's Acceptable Use Policy.
- Securing needed internet service prior to the start of a telework arrangement.
- Ensuring the alternate work location is free from distractions.
- Establishing and maintaining a work area with consistent access to high-speed internet that is secure, professional, clean, safe, and free from hazards and unnecessary distractions.
- Completing the Safety Checklist/Acknowledgement (Attachment B) and certifying its accuracy on an annual basis.

Employees (con't)	<ul style="list-style-type: none"> • Maintaining state and/or personally-owned equipment, devices, and services associated with achieving a safe, secure and healthful telework environment as identified in the Telework and Remote Access Security Standard. • Reporting any security and privacy incidents immediately to their manager/supervisor. • Repairing and/or replacing any damaged, lost, or stolen state-owned equipment, if the damage, loss, or theft is determined by management to be due to gross negligence on the part of the employee. <p><i>Report lost, stolen, or destroyed property or equipment immediately to the manager/supervisor and BusinessServices@covered.ca.gov.</i></p> <ul style="list-style-type: none"> • Complying with all applicable laws, regulations, policies, standards, procedures, and guidelines. • Maintaining regular, effective, and efficient communication with their manager/supervisor related to work tasks and performance. • Maintaining a reliable high-speed home internet connection aligned with department-specific technology guidelines that allows access to the Covered California network, including but not limited to, department e-mails, departmentally approved communication platforms (e.g., Microsoft Teams), a web camera that is generally on during meetings with colleagues in other physical locations, and productivity tools. • Being reachable by phone, departmentally approved communication platforms (e.g., Microsoft Teams), and e-mail during designated work hours. • Ensuring dependent care and personal responsibilities do not adversely affect normal work duties or professionalism. • Participating in all requested studies, inquiries, reports, and analyses relating to the Telework Program. • Indicating telework hours worked in accordance with Covered California established policy and procedures. • Observing departmental policy for overtime. Overtime compensation will be consistent with the department's overtime policy. A Telework Agreement does not amend compensation or time reporting.
Human Resources Branch	<p>The HRB is responsible for:</p> <ul style="list-style-type: none"> • The overall coordination, maintenance, and monitoring of the Telework Program, including updates and guidance as needed. • Employee relations aspects of the telework option. The HRB will evaluate all relevant employee relations policies and procedures to ensure the Telework Program is consistent with the employee relations aspects of other departmental programs and policies. • Establishing uniform expectations for performance management and for communication within distributed teams comprised of remote- and office-centered workers.
Telework Coordinator	<p>The HRB will designate a Telework Coordinator who will be responsible for the day-to-day coordination and management of the Telework Program, including compliance with related policies, procedures and guidelines including the State Telework and Remote Access Security Standard and may coordinate training on telework as needed. The coordinator will represent</p>

**Telework
Coordinator (con't)**

Covered California management with respect to teleworkers, other agencies, and the public. Questions regarding the Telework Program may be sent to the Telework Coordinator at Telework@covered.ca.gov.

Additional responsibilities may include:

- Retaining approved copies of teleworking employees signed Telework Agreement documents for the duration of the telework assignment and reviewing Telework Agreements for compliance with the Telework Program.
- Serving as a primary point of contact for employees who have questions or concerns about the Telework Program.
- Developing or assisting with departmental policy, guidelines, and implementation.
- Serving as a telework resource for managers/supervisors with telework issues or concerns.
- Assisting with completion and reporting of metrics to ascertain the effectiveness of the Telework Program and coordinating with DGS as required.
- Communicating to managers/supervisors that state data is only to be saved/stored on encrypted state equipment or other secured formats.

Serving as point of contact for DGS regarding telework and representing Covered California on statewide Telework Advisory group(s) led by DGS or other control agencies.

**Business Services
Branch**

When requested, the Business Services Branch (BSB) will provide:

- Guidance in defining the appropriate ergonomic set-up of home-based telework space and/or alternative worksites. Conducting ergonomic evaluations per the Covered California Administrative Manual (CCAM).
- Guidance and assistance in the acquisition of alternative worksites.
- Guidance in space allocation at our worksites.
- Assistance to teleworker and supervisor to provide the employee with needed supplies per CCAM.

Personal safety aspects of the telework option. The Health and Safety Unit within the BSB will evaluate all relevant health and safety policies and procedures to ensure the Telework Program is consistent with the health and safety aspects of other departmental programs and policies.

**Information
Technology Division**

When requested, the Information Technology Division (ITD) will:

- Ensure approved teleworkers are given rights for remote access.
- Provide assistance to managers/supervisors as well as employees in assessing department computer equipment issues, ensure users have permissions for remote access, and provide oversight and support regarding department computing equipment and other information technology needs associated with telework.
- Provide assistance in defining, procuring, and maintaining the appropriate equipment, software, and services for telework.

Provide work-sharing, collaboration solutions, and technology guidelines that support a productive hybrid telework environment.

MANAGING TELEWORK

Eligibility

It is Covered California's discretion to determine which employees are eligible to participate in the Telework Program. Not all positions or job classifications may be appropriate for telework arrangements. Division leadership may establish reasonable criteria specific to their area of work. Consideration should include, at a minimum, the following factors when determining which positions may be eligible for a telework arrangement:

- Nature of work performed
- Efficiency of work processes
- Effectiveness of existing project teams
- Impact on ability to provide customer service
- Utilization of office space or space savings
- Technology readiness of department
- Impact to employee retention

Please see Attachment E for additional guidance used to determine what functions may be appropriate for telework.

Employee Teleworker Rights

Employee rights provided in the employee's Bargaining Unit MOU between the state and the employee unions are neither enhanced nor abridged by participating in a Telework Program.

- Employee-teleworkers retain the right to grieve in accordance with the provisions of their Bargaining Unit MOU or the California Code of Regulations, Title 2, section 599.859 if an excluded employee.
- Employee-teleworkers retain the right to meet with their representative (e.g., job steward) in accordance with the provisions of the employee's Bargaining Unit MOU.

Scheduling Telework

Managers/supervisors will follow these scheduling guidelines:

- Notify employees of their eligibility and approval for telework consistent with Bargaining Unit MOUs, as applicable.
- Work with the teleworker to establish an effective telework schedule prior to starting the Telework Agreement.
- Schedule telework consistent with requirements of the employee's work week group and/or provisions of the employee's Bargaining Unit MOU.
- Review teleworkers requests for flextime or alternate work week schedules as part of the Covered California policy and/or the employee's Bargaining Unit MOU.
- A teleworker must forgo telework when their physical presence is required in the office on a regularly scheduled telework day. Managers/supervisors should provide reasonable notice whenever possible; however, if needed, the employee may be required to report to the office without advance notice.
- Teleworkers must be accessible for communication (e.g., telephone, email) during regular business hours just as they are at the office.
- Teleworker leave usage, overtime, or alternative work schedule policies will be consistent with those used for non-telework employees.

Types of Telework Schedules

Telework schedules are generally regular and recurring (i.e., office-centered, remote-centered).

Incidental – An employee may be allowed to telework on a temporary basis due to an unplanned situation causing the employee to request and receive supervisory approval to work from an alternate work location. If the request is of a medical nature, written verification must be provided by a doctor or other licensed practitioner.

Circumstances which may be appropriate for incidental telework include, but are not limited to the following:

- Special project work requiring extended uninterrupted time.
- During convalescence from injury or illness.
- During last few weeks of pregnancy.
- While all reasonable commute routes are blocked (i.e., major construction, storm, disaster).
- If the office primary worksite is inaccessible or not habitable.

Regular/Recurring – An established telework schedule per week or month. Managers/supervisors must approve any change in the agreed upon schedule and append it to the Telework Agreement form.

- **Office-centered telework:** Telework schedules in which the teleworker works more than fifty percent from the office per month. Office-centered teleworkers maintain a dedicated workstation in the office and utilize their own equipment or department provided mobile equipment for teleworking at their designated alternate work location.
- **Remote-centered telework:** Telework schedules in which the teleworker works fifty percent or more of their time from an alternate work location per month. Remote-centered teleworkers shall have their dedicated workstation located at their designated alternate work location. Remote-centered teleworkers shall use shared space when working in the office.
 - “Shared space” is a work area that is used on an individual basis by multiple people (e.g., shared cubicle).

“Alternate work location” refers to the approved work location other than the office. Alternate work location could be an employee’s residence or other approved site. The department maintains the authority to disapprove an employee’s selection of a particular alternate work location if management determines the location is not business appropriate.

The manager/supervisor and teleworker should take steps to prevent the teleworker from becoming isolated from the office staff; therefore, teleworkers may be required to spend some time in the office.

NOTE: Teleworking is not to be used for dependent care purposes. Full time teleworking may be permissible when necessary and justified to accommodate medical restrictions or physical disabilities. An employee may request a reasonable accommodation in accordance with Covered California policy and procedures.

Declining Telework

Declining a rank and file employee's telework request is subject to the employee's Bargaining Unit MOU provisions.

- Managers/supervisors with questions regarding Bargaining Unit MOUs, excluded employee entitlements, and telework should contact the Covered California Labor Relations Office.
- Other human resources related questions should be directed to the HRB.
- The decline of a rank and file or excluded employee's telework request must be in writing, reviewed by the Labor Relations Office prior to issuing, and state the reasons for the refusal.

Ending Participation

Employee/Teleworker – The teleworker may request to revise or cancel participation in the Telework Program by written notice to their supervisor. Requests will be considered as business operations allow.

- When feasible, the employee shall provide such notice at least 30 calendar days in advance of the request.
- When an employee's request to cancel participation in the Telework Program is approved, the employee must begin working at the office as soon as possible, but no later than 30 calendar days after being notified, subject to operational constraints.

Management – Management may revise or cancel an individual employee's Telework Agreement if it is determined by management that:

- The telework arrangement results in a reduction in performance, does not enable training, oversight, or any other supervision deemed necessary.
- The agreement no longer supports operational needs due to funding or services being shifted.

Management will endeavor to provide 30 calendar days' written notice to the employee in the event of a revision or cancellation of a Telework Agreement. A Telework Agreement may be immediately terminated for cause and does not require advance written notice.

Management may not terminate an employee's participation in the Telework Program based on reprisal or retaliation or discriminatory reasons.

TECHNOLOGY, EQUIPMENT, AND WORK PROCESSES

Technology and Equipment Needs

Before allowing a telework arrangement, the manager and/or supervisor and employee will determine the equipment needed for telework on a case-by-case basis. The acceptable computing equipment to support telework will be defined by the Chief Technology Officer/Chief Information Officer. The types of technology services (e.g., internet services, internet bandwidth), access to state IT infrastructure and equipment that will be necessary to support the proposed telework arrangement must be identified. Information regarding the recommended parameters of these technology services may be found on the Covered California Employee Hub within the IT Guides SharePoint page.

- Carefully weigh the costs and benefits of a telework arrangement, particularly ones that will require additional departmental expense for services or equipment (e.g., the purchase of new computer equipment or cable trenching to allow for a business telephone line).
- Work with the ITD and BSB to assess telework technology hardware and software needs and to provide the necessary services, equipment and supplies to teleworkers.
- Ensure the telework infrastructure, including computing equipment at the agency that hosts telework connection and the state issued computing equipment used by the teleworker to connect, is installed, maintained and updated in accordance with state information security policies, standards, and procedures.

The acquisition and furnishing of services, equipment and supplies shall be in accordance with all state laws, policies, standards and procedures including, but not limited to, the state Telework and Remote Access Security Standard, CCAM, and Covered California Procurement and Contracting Manual.

Where an employee is not providing their own equipment, the department shall provide appropriate equipment for a single dedicated workstation required to perform job functions dependent upon the teleworker's schedule designation (i.e., remote-centered, office-centered), to include:

- Computing equipment.
- Telephone service. If an employee needs a work number, they should be provided a single phone number that can be used at an alternate work location and office location.
- Ergonomic equipment as appropriate per the department's ergonomic policy such as chair, sit/stand device, or headset.
- Delivery of items that are not easily moved to the workstation at the alternate work location.

Office Supplies

Covered California will supply approved teleworkers with necessary office supplies (pens, pencils, stationary, envelopes, etc.). These supplies should be obtained at the office through the teleworker's manager/supervisor through standard procurement processes as outlined in the CCAM and the Covered California Procurement and Contracting Manual. Otherwise, employees may get equipment at their designated office location.

Restricted Use	The employee acknowledges the use of any Covered California provided equipment, software, data, and supplies is limited to authorized teleworker use and only for purposes related to Covered California business, or as allowed by law or under Bargaining Unit MOU provisions.
Property Control	<p>Managers/supervisors working in conjunction with the BSB must properly account for Covered California telework property by ensuring the following steps are taken:</p> <ul style="list-style-type: none"> • Ensure all Covered California equipment has been tagged with a property/asset identification number for property inventory and control purposes. • Maintain a record of all property, by teleworker and tag number, purchased and/or issued to teleworkers for telework purposes using the Covered California Equipment form in DocuSign. • Coordinate the return of all Covered California equipment with the BSB when an employee leaves Covered California. <p>With supervisory approval, remote-centered teleworkers may check out assigned state-issued equipment such as monitor(s), chair, docking station, and/or other portable items using this form.</p>
Return of Equipment	<p>Covered California requires a telework employee to return all department-owned equipment, software, data, and supplies when:</p> <ul style="list-style-type: none"> • An employee decides to end telework participation. • Covered California deems the employee’s job no longer qualifies for telework, telework equipment, and/or related services. • The employee terminates employment with Covered California. • The employee is terminated by Covered California. <p>Upon notification the Telework Agreement will end or notification of employee separation, the manager/supervisor will review authorized equipment issued to ensure the equipment is returned and services are terminated.</p> <p>NOTE: For equipment requiring removal by Covered California, such as a business telephone line, the approving manager/supervisor will determine when it will be removed, or its use discontinued, with a minimum notice to the employee of two working days, when feasible.</p>
Equipment Malfunction	<p>If equipment malfunctions, the teleworker must notify his or her manager/supervisor immediately.</p> <ul style="list-style-type: none"> • The manager/supervisor will determine if equipment down time and/or system/power outages warrants the teleworker to report to the office. • The teleworker is responsible for returning the malfunctioning state equipment to the office for repair. • Covered California IT Help Desk will provide telephone service and assistance to teleworkers for state-owned equipment and services. <p>NOTE: Covered California will not provide any “alternate work location” service. When necessary, the telework employee is responsible for returning state-owned equipment to Covered California for maintenance and repairs.</p>

Employee Provided Equipment	<p>Only state-owned computing equipment may be used to connect to state IT infrastructure at the network-level.</p> <p>The teleworker is only authorized to utilize state-issued computing equipment and software which shall comply with the state Telework and Remote Access Security Standard, the Covered California Information Security Requirements and Standards and the Covered California Privacy Standards. The state Telework and Remote Access Security Standard is published on the CDT website at https://cdt.ca.gov/security/</p> <p>Covered California does not assume any liability for loss, theft, damage, or wear of employee's personally-owned equipment as a result of telework-related activity. Covered California will not pay for maintenance or repairs of privately-owned equipment.</p> <p>NOTE: <i>Employees are not authorized to utilize their personal computing equipment to connect to the state IT infrastructure at the network-level for work purposes. Use of personal computing equipment for work purposes subjects their hard drive, software, and/or any other type of electronic storage media to the possibility of subpoena or lack of privacy through legal action taken against, or by, the state (Electronic Communication Privacy Act), or legal action taken against the employee.</i></p>
Work Products	<p>Covered California owns any software provided by Covered California and any products, or data created as a result of work-related activities, including those created on personal devices.</p>
Reimbursable or Shared Costs	<p>Covered California will reimburse teleworkers for business expenses necessary for performing work assignments. Business expenses shall be evaluated in accordance with existing applicable policies, laws, and standards.</p> <ul style="list-style-type: none"> • Managers/supervisors must pre-approve in writing all such reimbursements. • Reimbursements will be made via normal purchase and/or reimbursement procedures. <p>NOTE: <i>Covered California will not be liable for telework expenses not identified in the Telework Policy or Telework Agreement.</i></p> <p>Additional points:</p> <ul style="list-style-type: none"> • Reimbursements follow the state travel claim policies and will be the same for all employees regardless of telework status. Teleworkers should submit a Travel Expense Claim along with receipts, bills or other verification of expenses pursuant to travel expense claim procedures. • On a case-by-case basis, the manager/supervisor will decide whether any telework expenses not specifically covered in this Telework Program are reimbursable. • Covered California will not reimburse for utility costs associated with the use of the state computer or occupation of the home, including home internet/Wi-Fi connections. • Travel expenses associated with commuting to the employee's headquarters location (official worksite/office) will not be reimbursed, other than authorized transit subsidies.

Authorized Expenses	<p>The Director/Branch Chief must follow regular Covered California procedures to authorize expenditures for office equipment, software, office supplies, communication devices, and office services needed by teleworkers in their alternate work locations.</p> <ul style="list-style-type: none"> • Computer hardware and software purchases must be processed through the ITD and follow the procurement process. • Existing procedures require all invoiced goods have an authorized purchase order in place before purchasing. • All Covered California provided furniture and computer equipment must be tagged as Covered California property consistent with departmental property control guidelines before placement or installation at the teleworker’s alternate work location. • Managers/supervisors should use existing equipment and supply items available through their division, branch, or office whenever possible.
Office Days	<p>Covered California expects telework employees to work at the office on their non-telework day(s) unless alternate arrangements have been approved by Management. Office refers to the headquarters location, state building, or official worksite that would be the employee’s work location if not teleworking.</p> <p>Managers/supervisors are responsible for ensuring that on employee’s regular non-telework days:</p> <ul style="list-style-type: none"> • Telework employees have adequate office space available to them. <i>Space efficiencies can be accomplished by temporarily assigning teleworkers space of absent employees, providing reserved office space in a shared environment, or providing reduced space. In all such cases, managers/supervisors will meet health and safety requirements for work environments.</i> • Teleworker’s in-office files, related equipment, and telephone lines are available to them.
Work Environment	<p>Covered California provides the opportunity to participate in a remote Telework Program with the understanding it is the responsibility of the employee to maintain a safe and productive work environment.</p> <ul style="list-style-type: none"> • Telework is not a substitute for dependent care and teleworkers must make regular dependent care arrangements. • Personal disruptions, such as non-business phone calls and visitors, should be kept to a minimum. • The Telework Agreement form (Attachment A) shall identify work hours and the work location. • Covered California employees should treat the work area as an official state office work area during work hours. <p>Employees as well as managers/supervisors should review the Safety Checklist/Acknowledgement (Attachment B) and the Setting Up a Remote Office (Attachment C).</p>
Self-Certification	<p>Teleworkers are responsible for self-certifying that the in-home office complies with identified safety requirements by completing and signing the Safety Checklist/Acknowledgement (Attachment B). Management retains the right to make inquiries as to the status of the remote/alternate work location office work environment.</p>

Remote Work Safety and Ergonomics	<p>Covered California expects teleworkers to maintain the same safe working environment at the telework site as they would have at the office.</p> <ul style="list-style-type: none"> • Employees who telework must have a functioning fire extinguisher and smoke detector in the alternate work location. • Teleworkers shall have pre-established evacuation plans and first aid supplies. • Remote/alternate work location offices shall be clean and free of obstructions and hazards. • The User's Guide to an Ergonomic Workstation is available on the CalHR website. • The Covered California Injury and Illness Prevention Program, Workplace Violence and Bullying Prevention Program, Emergency Action Plans, and other ergonomic resources are available on Covered California's SharePoint intranet. <p>NOTE: Failure to maintain a safe work environment, in accordance with this policy, is cause for discontinuing employee participation in the Telework Program. Review Safety Checklist/Acknowledgement (Attachment B) and Setting Up A Remote Office (Attachment C).</p>
Work-Related Injury	<p>If a teleworker incurs a work-related injury, workers' compensation laws and rules apply just as they would if such an injury occurred at the office.</p> <p style="text-align: center;"><i>Teleworkers must notify their manager/supervisor immediately and complete all necessary documents regarding the injury. Managers/supervisors are responsible for notifying Covered California's Disability Management Unit, within the HRB.</i></p>
Changing Alternate Work Location	<p>Once a Telework Agreement is approved and implemented, the teleworker's manager/supervisor must pre-approve any changes involving relocation of installed equipment or services owned or acquired by Covered California.</p> <ul style="list-style-type: none"> • If a teleworker is moving the workstation to a new alternate work location and has existing Covered California-owned equipment used for teleworking in their current residence, the teleworker must provide reasonable notice to their manager/supervisor of the intended move.
Information Security during Remote Work	<p>Security of information assets is of primary concern and importance to Covered California. Privacy and Information security requirements, policies, standards and procedures serve to protect the availability, integrity and confidentiality of information assets. These requirements, policies, standards and procedures also serve to protect the agency, as well as its citizens and employees. It is the teleworker's responsibility to ensure that their home network is configured in a secure manner. The loss or theft of a telework computer that is not encrypted and password protected may lead to data loss and confidentiality issues. The use of a personally-owned* asset may expose the employee to privacy-related issues, such as all personal information, as well as work information, stored on the personally-owned device may become subject to disclosure under subpoena or legal action taken against the state or employee. Therefore, it is essential those engaged in telework arrangements are aware of and understand the following:</p> <ul style="list-style-type: none"> • Teleworkers, like all Covered California employees, must adhere to all applicable laws, rules, regulations, policies, and procedures regarding privacy and information security.

Information
Security during
Remote Work
(con't)

- Teleworkers shall apply the state policies, standards and procedures to all Covered California privacy and information assets, Covered California equipment, software, and information used within the Telework Program.
- The state reserves the right to monitor and log, without notice, all telework activity, including E-mail and Internet activities. Teleworkers, as with non-teleworking employees, should have no expectation of privacy in the use of computer related resources.

Whenever a teleworker is unclear about the requirements of privacy standards and/or information security requirements and standards, they should consult with their manager/supervisor and the Covered California Privacy or Information Security Officer, respectively.

**Personally-owned asset to include personal computer, laptop and other electronic and storage devices that may have accessed Covered California information.*

Liability

The alternate work location is an extension of the department's workplace only when used for work. All existing workplace health and safety rules, as well as all existing employment laws, rules, and policies, apply the same as they would for staff reporting to the office.

The State of California is not responsible for any injuries to family members, visitors, or other guests at the employee's alternate work location. The teleworking employee shall not have any business guests at a residence designated as an alternate work location.

The teleworker is solely responsible for any tax implications and insurance requirements, and compliance with state and local laws and ordinances when the alternate work location is a residence.

Telework Agreement

A	Request Type Select the appropriate box and complete the listed sections.			
<input type="checkbox"/> 01. New Telework Agreement Sections B, C, D, E, G (Section F for Supervisor only)	<input type="checkbox"/> 02. Modify Telework Agreement Sections B, C, D, E, H (Section F for Supervisor only)	<input type="checkbox"/> 03. Terminate Telework Agreement Sections B, I	<input type="checkbox"/> 04. Perform Annual Review Sections B, J	

B	Employee Information		
01. Employee Name:	Last	First	Middle Initial
02. Employee ID:			
03. Position Number ¹ :			
04. Collective Bargaining Identifier (CBID) ¹ :			

C	General Provisions		
<input type="checkbox"/>	1. Employee and Department agree to adhere to the state telework policy, their own organization's telework policy, and the terms of this Agreement.		
<input type="checkbox"/>	2. Addresses		
	Officially designated alternate work location ^{1,2} :		
	Street		
	Street 2		
	City	State	Zip
	Office address ¹		
	Street		
	Street 2		
	City	State	Zip

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

C

<input type="checkbox"/>	3. Telework phone number: <input style="width: 150px;" type="text"/> Employee agrees to be reachable by phone during their assigned work hours.																																
<input type="checkbox"/>	4. Employee's agreed upon telework schedule ¹ <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 12.5%;">M</th> <th style="width: 12.5%;">T</th> <th style="width: 12.5%;">W</th> <th style="width: 12.5%;">T</th> <th style="width: 12.5%;">F</th> <th style="width: 12.5%;">S</th> <th style="width: 12.5%;">S</th> </tr> </thead> <tbody> <tr> <td>Office/Telework</td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> </tr> <tr> <td>Start</td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> </tr> <tr> <td>End</td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> <td style="background-color: #e0e0ff;"></td> </tr> </tbody> </table> Work schedule ¹ : <input style="width: 300px;" type="text"/> Average number of days per week teleworking ¹ : <input style="width: 50px;" type="text"/> <input type="checkbox"/> Remote Centered Employee <input type="checkbox"/> Office Centered Employee Telework Agreement Effective Start Date (MM/DD/YYYY): <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> Notes on Work Schedule: <div style="background-color: #e0e0ff; height: 80px; margin-top: 5px;"></div>		M	T	W	T	F	S	S	Office/Telework								Start								End							
	M	T	W	T	F	S	S																										
Office/Telework																																	
Start																																	
End																																	
<input type="checkbox"/>	5. Employee understands that one of the evaluation tools for this Telework Agreement will be based on satisfactory completion of Employee's job responsibilities as identified in the attached duty statement and consistent with the essential job functions.																																
<input type="checkbox"/>	6. Employee agrees to complete work in the same manner as would be done in the office, which includes, but is not limited to, meeting deadlines, attending meetings, and being reachable.																																
<input type="checkbox"/>	7. Employee acknowledges they must forgo telework when their physical presence is required in the office on regularly scheduled telework days. Managers and/or supervisors should provide prior notice whenever possible. The employee may be required to report to the office without prior notice.																																
<input type="checkbox"/>	8. Employee agrees to maintain safe working conditions at the approved alternate work location and abide by the Department's Ergonomic Program guidelines.																																
<input type="checkbox"/>	9. Employee agrees to maintain a distraction-free remote work environment.																																

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

C	<input type="checkbox"/>	10. Employee agrees to be responsible for all Employee-owned equipment, including but not limited to internet bandwidth, to perform all work functions.
	<input type="checkbox"/>	11. Teleworkers must be available during their designated work hours as prescribed by the manager/supervisor.
	<input type="checkbox"/>	12. Employee agrees to obtain approval immediately from their supervisor when they require a change to the approved alternate work location.
	<input type="checkbox"/>	13. Employee agrees to arrange in advance for any dependent care and other personal responsibilities to ensure that Employee can work at the alternate work location without adversely affecting normal work duties or professionalism.
	<input type="checkbox"/>	<p>14. Employee agrees to adhere to all requirements set forth by the department and state, and all laws, rules and regulations, policies, procedures and expectations, including but not limited to: following all Information Security and Privacy policies and completing all required training; using approved safeguards to protect confidential state records from unauthorized use, disclosure, release, alteration or destruction; abiding by the department's Acceptable Use Policy, Remote Access Policy, the statewide Telework and Remote Access Security Standards (SIMM 5360-A) and provisions of the Telework Program Policy.</p> <p>Employee further understands that confidential information may not be physically removed from state offices or electronically accessed, copied, downloaded or transferred to an unapproved electronic media except as permitted and authorized by established state and department policy and procedure, as needed in the performance of their legitimate work responsibilities, and with the express approval of the employee's supervisor or manager. Confidential information may never be shared with others that may have access to the remote and/or telework workspace (such as family and visitors at the employee's alternate work location).</p>

D	Technology and Equipment
	The employee and department agree to work together to ensure that the alternate worksite is safe and ergonomically suitable.
	All equipment or technology access the employee will need to telework and whether it will be employee or employer provided shall be determined prior to the start of telework.
	In the event of equipment failure or service interruption, the employee must notify employer immediately to discuss alternate assignments or other options.

Equipment Description

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

Follow your department's established Asset Management process to borrow equipment to take to the approved alternate work location and to return equipment to the department.

Employee will make equipment available to Department for maintenance and repair. Please note if voluntarily using any personally owned equipment, it may need to be released in the event of an investigation or request under the Public Records Act (Gov. Code sections 6250 et seq.) for public records stored on personal equipment.

Upon termination of the Telework Agreement, Employee agrees to return all state-owned equipment in a timely manner or may be responsible for the cost of the equipment pursuant to State policy, regulations, and standards.

E	Scope of Agreement	
	<input type="checkbox"/>	<p>Employee understands that all obligations, responsibilities, and terms and conditions of employment with the Department remain unchanged, except those specifically addressed in this Telework Agreement. Any breach of this Telework Agreement by Employee may result in modification or termination of the Telework Agreement.</p> <p>The Telework Agreement will be reviewed on an annual basis to assess effectiveness. The Telework Agreement may be reviewed on an ad hoc basis and may be modified in response to a request by either the supervisor or Employee, changes in position or Employee eligibility, or to address individual or organizational performance.</p> <p>Employee may terminate agreement at any time by providing notification in writing.</p>

F	To be Completed by Supervisor		
	<input type="checkbox"/> 01. Approved	<input type="checkbox"/> 02. Denied	<input type="checkbox"/> 03. Returned for Corrections
Reason for Denial or What Corrections are Needed:			



STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

G	<h3 style="margin: 0;">New Telework Agreement Acknowledgement</h3> <p style="margin: 5px 0 0 20px;">I have read and understand this Agreement, understand its provisions and, by signing below, agree to be bound by this agreement. I have met with my supervisor and discussed my role and responsibilities in teleworking at this department.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px 0 0 20px;"> <tr> <td style="width: 60%; padding: 2px;">Employee Signature</td> <td style="width: 40%; padding: 2px;">Date</td> </tr> <tr> <td style="height: 40px; background-color: #e6f2ff;"></td> <td style="height: 40px; background-color: #e6f2ff;"></td> </tr> </table> <p style="margin: 5px 0 0 20px;">The Department concurs with Employee's participation and agrees to adhere to policy guidelines and this agreement.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px 0 0 20px;"> <tr> <td style="width: 60%; padding: 2px;">Supervisor Signature</td> <td style="width: 40%; padding: 2px;">Date</td> </tr> <tr> <td style="height: 40px; background-color: #e6f2ff;"></td> <td style="height: 40px; background-color: #e6f2ff;"></td> </tr> </table> <p style="margin: 5px 0 0 20px;">Maintain one copy of this agreement for Employee, Supervisor and Telework Coordinator.</p>	Employee Signature	Date			Supervisor Signature	Date		
Employee Signature	Date								
Supervisor Signature	Date								

H	<h3 style="margin: 0;">Modify Telework Agreement</h3> <p style="margin: 5px 0 0 20px;"><input type="checkbox"/> There are modifications. This Telework Agreement supersedes prior agreements.</p> <p style="margin: 5px 0 0 20px;">I have read and understand this Agreement, understand its provisions and, by signing below, agree to be bound by this agreement. I have met with my supervisor and discussed my role and responsibilities in teleworking at this department.</p> <p style="margin: 5px 0 0 20px;">Modification Effective Date (MM/DD/YY): / / </p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px 0 0 20px;"> <tr> <td style="width: 60%; padding: 2px;">Employee Signature</td> <td style="width: 40%; padding: 2px;">Date</td> </tr> <tr> <td style="height: 40px; background-color: #e6f2ff;"></td> <td style="height: 40px; background-color: #e6f2ff;"></td> </tr> </table> <p style="margin: 5px 0 0 20px;">The Department concurs with Employee's participation and agrees to adhere to policy guidelines and this agreement.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px 0 0 20px;"> <tr> <td style="width: 60%; padding: 2px;">Supervisor Signature</td> <td style="width: 40%; padding: 2px;">Date</td> </tr> <tr> <td style="height: 40px; background-color: #e6f2ff;"></td> <td style="height: 40px; background-color: #e6f2ff;"></td> </tr> </table>	Employee Signature	Date			Supervisor Signature	Date		
Employee Signature	Date								
Supervisor Signature	Date								

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

I Terminate Telework Agreement	
Termination Effective Date (MM/DD/YY): <input type="text"/>	
<input type="checkbox"/> The Telework Agreement will be terminated. Follow your department Telework Agreement termination process.	
Employee Signature 	Date <input type="text"/>
The Department concurs with the termination of the Employee's participation in telework and agrees to adhere to policy guidelines.	
Supervisor Signature 	Date <input type="text"/>

J Annual Review	
Annual Telework Agreement Review – Year: <input type="text"/>	
<input type="checkbox"/> The Telework Agreement will be modified. This TWA will be terminated, and a new agreement activated using the New Agreement option. The new agreement will supersede prior agreements.	
<input type="checkbox"/> The Telework Agreement has been reviewed by the Employee and Supervisor. There is no change from the previous year. The Agreement remains unchanged and in effect. The Department concurs with Employee's participation and Employee agrees to adhere to policy guidelines and this agreement.	
Employee Signature 	Date <input type="text"/>
Supervisor Signature 	Date <input type="text"/>

STATE OF CALIFORNIA
TELEWORK AGREEMENT
STD 200 (Rev. 10/2021)

NOTICE ON COLLECTION

Your State department is collecting information on STD 200, Telework Agreement as authorized by Government Code sections 14200—14203 and the Telework Policy, State Administrative Manual Management Memo 21-08. The information provided is subject to, but not limited to Civil Code Section 1798.24 and the Information Practices Act. All fields are required to be completed in STD. 200. Failure to provide all required information will result in delay or denial of your telework agreement. The information is collected for the purpose of administering the telework program and for the purpose of validating appropriateness of alternate work location and aggregate report on telework effectiveness. Additionally, the information may be used for assessing the benefits of telework to the employee and State. The aggregate de-identified information may be shared publicly. The State of California will not disclose personal information unless required to do so by law. You have the right to access the records containing the personal information that you provided. For questions about this notice and access to your records, contact your department Telework Coordinator.

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

Instructions

Section A: Request Type

New Telework Agreement – Check here if a new Telework Agreement is requested. Fill out sections B, C, and D. Acknowledge section E. Fill out section F. Read section G; both the Employee and Supervisor must sign on their respective signature line. Enter the date you sign the request.

Modify Telework Agreement – Check here to request changes to an existing and approved Telework Agreement in active status. Fill out sections B, C, and D. Acknowledge section E. Fill out section F. Read Section H; both the Employee and the Supervisor must sign on their respective signature line. Enter the date you sign the request.

Terminate Telework Agreement – Check here to terminate an existing and approved Telework Agreement. Fill out section B. Read section I. Enter the termination effective date; both the Employee and Supervisor must sign on their respective signature line. Enter the date you sign the TWA termination. Follow your department TWA termination processes for both the telework agreement and telework equipment return. NOTE: Supervisors and managers should check with their Labor Relations consultant prior to terminating a TWA.

Annual Review – Check here if the Annual Review of the Telework Agreement is being performed. Fill out section B. Check the appropriate box on section J and follow any further instructions provided. Both the employee and supervisor must sign on their respective signature line. Enter the date you sign the Annual Review.

Section B: Employee Information

01: Name

Enter Employee Name, Last, First and Middle Initial.

02, 03, 04: Employee ID, Position Number and Collective Bargaining Identifier (CBID)

Enter Employee ID, Position Number and CBID. If you do not know your Employee ID, Position Number and/or CBID, you can find this information on Cal Employee Connect, <https://connect.sco.ca.gov/>. Once logged in, click on your name in the upper right-hand corner and select User Profile. You will find your Employee ID, Position Number and CBID under Employee Information. For the CBID information, include appropriate letter (M, S, C, R) and the unit number.

Section C: General Provisions

1: Read the provision carefully. Provide initials in the checkbox to acknowledge agreement.

2: Addresses

Enter the address of designated alternate work location and office. The office address should match what HR and accounting have on file. Provide initials in the checkbox to acknowledge agreement.

3: Enter the phone number for which the employee will be reachable during telework. Provide initials in the checkbox to acknowledge agreement.

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

4: Work Schedule

Enter the Employee's planned work schedule for an average week. In the top row, indicate if the day will be in the "Office" or "Telework". If not working on a particular day, enter "n/a". Enter the start time and end time for each work day.

Input Employee's work schedule. The choices are:

- Standard – standard 40-hour work week with 8-hour work days and is the default value.
- FT_AWWS 9/8/80 – 80-hours over two weeks. 9-hour days with one day off every 2 weeks.
- FT_AWWS 4/10/40 – 40-hour work week, 10-hour days and 1 day off.

Provide the average number of days per week teleworking. For example, with a 9/8/80 schedule, perhaps an employee teleworks 3 days during the full week and 2 days during the week with the day off. In this case the average days teleworked will be 2.5 days per week.

Remote Centered Employee – Check here if the employee works 50 percent or more of their time monthly from an alternate work location.

Office Centered Employee – Check here if the employee works more than 50 percent of their time monthly from the office headquarter location.

Enter the Telework Agreement effective start date in MM/DD/YYYY format.

Make any notations about the work schedule not captured in the above fields. If there are no additional notes required, enter "N/A." If the employee is on the 9/8/80 alternate work week schedule, enter notes to indicate what day of the week the employee will have off every two weeks. If more space is needed, enter information on to a Word document and attach to the form.

Provide initials in the checkbox to acknowledge agreement.

5: Read the provision carefully. Employee provides initials in the checkbox to acknowledge agreement. Attach a copy of your job duty statement to the form.

6-14: Read each provision carefully. Employee provides initials in each checkbox to acknowledge agreement.

Section D: Technology and Equipment

List the equipment that will be used to support teleworking. Enter whether it is personally owned or department provided. If department provided, enter the asset tag number if available. If more rows are needed, enter information on a Word document and attach to the form.

Section E: Scope of Agreement

Read the scope of agreement carefully. Provide initials in the checkbox to acknowledge agreement.

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

Section F: To be Completed by Supervisor

01. Check "Approved" if you will be approving the telework agreement request.
02. Meet with your Labor Relations (LR) Consultant prior to denying a telework agreement request. Follow your department procedures for denials.

Check "Denied" if you will be denying the telework agreement request and provide the reason(s) in the space provided for your denial as per your consultation with Labor Relations.
03. Check "Returned for Corrections" if there you discovered errors in the submitted request. Provide the corrections needed in the space provided. Return the form to the employee and request that the employee submit a corrected request using the "New Telework Agreement" option.

Section G: New Telework Agreement Acknowledgement

Employee and Supervisor sign and date the agreement. Original should be maintained by the department's Telework Coordinator, with a copy provided to the Employee and Supervisor. In the event the form is maintained digitally, the electronic signature is maintained in a centralized database accessible by department's Telework Coordinator. It is recommended that the form be signed electronically for greater safety of privacy information. If the Telework Agreement is printed, all parties should implement Information Privacy Policy guidelines to ensure confidentiality and safety of privacy information.

Section H: Modify Telework Agreement

Check the box if there will be modifications the to the current telework agreement. Follow your department telework agreement procedures for modifications.

Enter the modification date in MM/DD/YYYY format.

Employee and Supervisor sign and date the agreement. Original should be maintained by the department's Telework Coordinator, with a copy provided to the Employee and Supervisor. In the event the form is maintained digitally, the electronic signature is maintained in a centralized database accessible by department's Telework Coordinator. It is recommended that the form be signed electronically for greater safety of privacy information. If the Telework Agreement is printed, all parties should implement Information Privacy Policy guidelines to ensure confidentiality and safety of privacy information.

Section I: Terminate Telework Agreement

Check the box if you will be terminating the telework agreement. Follow your department telework agreement process for terminations.

Enter the termination date in MM/DD/YYYY format.

Employee and Supervisor sign and date the termination of the telework agreement. Original should be maintained by the department's Telework Coordinator, with a copy provided to the Employee and Supervisor. In the event the form is maintained digitally, the electronic

STATE OF CALIFORNIA
TELEWORK AGREEMENT
 STD 200 (Rev. 10/2021)

signature is maintained in a centralized database accessible by department's Telework Coordinator. It is recommended that the form be signed electronically for greater safety of privacy information. If the Telework Agreement is printed, all parties should implement Information Privacy Policy guidelines to ensure confidentiality and safety of privacy information.

Section J: Annual Review

The Telework Agreement is to be reviewed annually. Use this section after the active Agreement has been reviewed by both the employee and the supervisor.

If it is determined that the telework agreement will be modified, check the box indicating that it will be modified. Follow your department telework agreement modification process.

If it is determined that there are no changes to be made to the previous year's Agreement, check the appropriate box stating that there are no changes.

Enter the year the review is taking place.

Employee and Supervisor sign and date the agreement.

Follow document retention and privacy guidelines.

Fields collection in section C.

¹ These fields may be used for calculating metrics associated with telework. Address information is not published. It may be used for calculating potential savings from miles and time not traveled. The office address is the physical location the employee would report to if they were not teleworking.

² Privacy related information

Address information may be used for:

- Validating appropriateness of alternate work location
- Aggregate reporting on telework effectiveness – not identifying individuals
- Computing mileage and time to derive benefits of telework to the employee and state

SAFETY CHECKLIST/ACKNOWLEDGEMENT
HBEX 272 (Rev 01/22)

The following checklist must be completed for any in-home telework site and reviewed annually. All items must be evaluated by the employee as being satisfactory, and shall be installed and maintained in accordance with guidelines in "Setting Up a Remote Office," Attachment C. For questions, contact the Health and Safety Office for the most current information.

I. Electrical

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | All electrical outlets in the work area are permanent in nature and properly grounded. |
| <input type="checkbox"/> | <input type="checkbox"/> | There are an adequate number of electrical outlets to support equipment in the work area. |
| <input type="checkbox"/> | <input type="checkbox"/> | Electrical cords are not frayed or otherwise damaged. |
| <input type="checkbox"/> | <input type="checkbox"/> | Extension cords are not being used as a permanent source of electricity. |
| <input type="checkbox"/> | <input type="checkbox"/> | Electrical equipment and tools are properly maintained. |
| <input type="checkbox"/> | <input type="checkbox"/> | Computers, peripheral equipment, and fax machines are connected to surge protectors to guard against damage from power surges. |

II. Fire Protection

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | A functioning Underwriter's Laboratory (UL) and/or the State Fire Marshall approved smoke detector (with a function test mechanism) is near the work area and any equipment used to support teleworking. <i>Smoke detector(s) must be tested on a monthly basis to ensure they are in working order.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | A fire extinguisher and smoke detector in the home. |

III. Emergency Procedures

Yes No

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | There is an evacuation plan. |
| <input type="checkbox"/> | <input type="checkbox"/> | There is more than one way out of the work area (e.g., doors/ windows). |
| <input type="checkbox"/> | <input type="checkbox"/> | A first aid kit is on site. |

IV. Environment

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | The work area is free of tripping hazards and is uncluttered. |
| <input type="checkbox"/> | <input type="checkbox"/> | All equipment is adequately supported and free from the danger of falling. |
| <input type="checkbox"/> | <input type="checkbox"/> | The work area has adequate lighting. |
| <input type="checkbox"/> | <input type="checkbox"/> | Potentially hazardous chemicals are not stored in, or around, the work area. |

V. Workstation Arrangement

- Check here if you will not be using computer equipment and skip to Section VI.

A. Positioning When Seated

Yes No

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Are your forearms and wrists parallel to the floor and upper arms resting at your sides when positioned at the keyboard or work surface? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are your thighs parallel to the floor? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are your feet supported? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is there at least 2 inches of clearance between your thighs and the working surface? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the top of the monitor at a comfortable height (<i>i.e. no tilting of the head back or downward</i>)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the monitor screen at a comfortable distance from your eyes when in use (<i>i.e. you don't have to lean forward or backward to see the text on the screen</i>)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your head and neck rest in a neutral position (<i>i.e. facing forward, chin slightly down, shoulders relaxed</i>)? |

B. Chair Adjustment

Yes No

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Is the height of the chair adjusted to allow you to sit in a neutral position (<i>see your safety officer for a definition of this position</i>)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the backrest of your chair supporting the curve of your lower back so that your spine is slightly arched? |

SAFETY CHECKLIST/ACKNOWLEDGEMENT
HBEX 272 (Rev 01/22)

V. Workstation Arrangement (con't)

C. Foot Support

- | | | |
|--------------------------|--------------------------|--|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | Are your feet comfortably on the floor or a footrest? |
| <input type="checkbox"/> | <input type="checkbox"/> | If a footrest is used, does it allow you to sit in a correct neutral position at your work station? <i>(skip to D if a footrest is not used)</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | Is the footrest non-restrictive to allow for leg movement and easily removable? |

D. Video Display Terminal (VDT) Screen/ Monitor

- | | | |
|--------------------------|--------------------------|--|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your monitor placed to avoid glare caused by light sources? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your screen angle and/or brightness and contrast controls adjusted to reduce glare? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your screen clean and free from dust and smudges? |
| <input type="checkbox"/> | <input type="checkbox"/> | Is your screen adjusted for good image contrast and brightness? |

E. Workspace Arrangement

- | | | |
|--------------------------|--------------------------|---|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | Are materials and equipment accessed and/or used frequently typically positioned/placed within 16" of reach (comfort zone)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are materials and equipment accessed and/or used less frequently typically positioned/placed within 16" to 24" of reach (secondary zone)? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are frequently used materials/equipment positioned so harmful postures and motions are eliminated? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are documents placed in the same visual plane as the screen face to reduce back and forth neck motions? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are most of your reaching motions below shoulder height and/or above knee height? |

Caution: "No" responses to any questions may indicate a potential problem with your in-home workspace arrangement. Management may deny or rescind telework based on home safety or suspected hazards.

VI. Acknowledgement

The alternate work location is an extension of the department's workplace only when used for work. All existing workplace health and safety rules, as well as all existing employment laws, rules, and policies, apply the same as they would for staff reporting to the office.

Alternate work location safety re-certification will be required on an annual basis.

I, _____ (print name) certify that my alternate work location meets all the above requirements in the Safety Checklist/Acknowledgement.

Employee's Signature

Date

Supervisor's Signature

Date

In setting up a remote office, select a location that is safe, secure, efficient, and comfortable. Observe “travel patterns” throughout the work area and avoid high traffic areas. For additional information and current ergonomic guidance, please refer to the State Telework website at telework.govops.ca.gov.

The main considerations in designing a remote office are:

Desk	<p>Your desk should be sturdy and able to handle the weight of any peripheral equipment (computers, printers, fax machines and/or telephones).</p> <ul style="list-style-type: none"> • Conventional desks are typically 29” high. • Computing surfaces are usually 26” high.
<hr/>	
Chair	<p>Your seat should be adjustable, including the headrest.</p> <ul style="list-style-type: none"> • Height of top of seat to floor should be between 15 and 25 inches. • Back tilt on chair/lumbar support should be 15 degrees.
<hr/>	
Lighting	<p>Your work lighting should be directed toward the side or behind the line of vision.</p> <ul style="list-style-type: none"> • Bright light sources can bounce off working surfaces and diminish the sense of contrast. • Northern daylight is optimal for both the office and operating a computer.
<hr/>	
Electricity	<p>You should have enough electrical outlets in the room to avoid overloading any circuits. If necessary, consult your local power utility.</p> <ul style="list-style-type: none"> • To avoid tripping hazard, cover interconnecting cables or place them out of the way. • Use a surge protector/master switch to connect electronic equipment, such as computers, monitors, printers and fax machines. • Position equipment close to electrical outlets. • Make sure electrical outlets are grounded.
<hr/>	
Noise	<p>You should avoid or keep distracting sounds to a minimum, such as the television or outside traffic or lawn mower sounds</p> <ul style="list-style-type: none"> • Diffuse unavoidable noise by shutting a door or using a room divider. Use soft background music to keep productivity up and reduce boredom. Note: no noise can be just as stressful as too much noise.
<hr/>	
Protecting Data and Equipment	<p>You must prevent costly computer breakdowns and the loss of crucial data by following these computer safeguards:</p> <ul style="list-style-type: none"> • Position Equipment away from direct sunlight or heat sources. • Place equipment on well-ventilated surfaces and provide for sufficient air space around them. • Dust office space regularly. • Do not eat or drink near valuable equipment. • Never place food or beverages on your computer equipment, even temporarily. • Do not expose computer equipment to heat, dirt, smoke or moisture or set heavy objects on them. • Keep all magnets, telephones, fluorescent lamps and electric motors away from computer equipment, floppy diskettes, and portable storage devices.
<hr/>	
Safety	<p>Review the “Safety Checklist/Acknowledgement” (Attachment B).</p>

**SUPERVISOR'S CHECKLIST
HBEX 273 (Rev 01/22)**

EMPLOYEE INFORMATION

Last Name	First Name	MI	Job Title
Division/Branch			
Work Email Address		Work Telephone Number (if applicable)	

MANAGER/SUPERVISOR INFORMATION

Last Name	First Name	MI	Job Title
Work Email Address		Work Telephone Number (if applicable)	

TELEWORK LOCATION

Street Address	City	State	Zip
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TELEWORK SCHEDULE Remote-centered Office-centered

All of the following items must be checked off as completed before the employee begins teleworking:

- | | |
|--|---|
| <p><input type="checkbox"/> Employee and Supervisor have read and agreed to abide by the provisions of the Covered California Telework Program Policy and Procedures including attachments.</p> <p><input type="checkbox"/> Phone and email contact procedures have been clearly defined.</p> <p><input type="checkbox"/> You have discussed the conditions and procedure for terminating telework with the employee prior to telework.</p> <p><input type="checkbox"/> You have documented any Covered California issued telework equipment.</p> <p><input type="checkbox"/> The employee has received and clearly understands the requirements for care of equipment.</p> <p><input type="checkbox"/> The employee is familiar with requirements pertaining to the security and confidentiality of data and information.</p> | <p><input type="checkbox"/> Employee and Supervisor have read, signed, and submitted the Telework Agreement and Safety Checklist/Acknowledgment. This includes keeping a copy for yourself and the employee.</p> <p><input type="checkbox"/> Employee and Supervisor have read and agree to the state Telework and Remote Access Security Standard and have completed the Security and Privacy Awareness Training.</p> <p><input type="checkbox"/> Any necessary remote access forms have been completed and approved.</p> <p><input type="checkbox"/> You have discussed workplace arrangements with employee.</p> <p><input type="checkbox"/> Employee has indicated the telework space is safe and adequate, in accordance with the Covered California Telework Program Policy and Procedures.</p> <p><input type="checkbox"/> Performance and assignment expectations have been discussed and are clearly understood by the employee, including arranging vacations and time off.</p> |
|--|---|

Manager/Supervisor Signature: _____

Date: _____

Many Covered California jobs contain tasks suitable for teleworking. Tasks that can be successfully managed in telework programs are those where work is independently performed, including writing, reading, analyzing, telephoning, computer work, and data entry.

The following considerations should be explored:

- Do the job duties require input from others in the office which cannot be accomplished virtually?
- Are the job duties primarily collaborative or concentrative in nature?
- What portion of the job is devoted to face-to-face contact with other agencies, the public or internal staff? Are there alternatives to needing this contact? Can this contact be structured to allow for communication via phone or computer, and if not, can it be redirected to planned non-telework days?
- What portion of the job requires the use of reference materials or resources located in the office and cannot be attained virtually? Are these resources portable and able to be temporarily removed without interfering with the job performance of others? Or are these resources available off-site through other means?
- Are there remote access hardware limitations?
- What portion of the job relies on access to specialized equipment? Can access needs be met on non-telework days or can these needs be serviced by a facility near the employee's remote office?
- What portion of the job uses confidential information? Can this information be secured in accordance with information security and other applicable departmental policies if taken or accessed off-site?
- Can a variety of tasks which do not require information or equipment from the office be grouped and scheduled as telework?
- Does the job involve off-site travel? Can trips begin or end at the alternate work location rather than at the office? Can associated paperwork be done away from the office?

The following definitions can assist you in participating in the Covered California Telework Program.

Alternate work location: The term alternate work location refers to the approved work location other than the office. Alternate work location could be an employee's residence or other approved site.

Dependent care: The term dependent care refers to the support and nurturing of persons who cannot meet their own needs, such as children, functionally impaired adults, or the elderly.

Distributed teams: A distributed team is comprised of employees where at least one member is not co-located with other members.

Emergency telework: Emergency telework occurs due to unforeseen circumstances, such as inclement weather, a declared State of Emergency or closure of government buildings. In an emergency, departments may choose to temporarily modify formal agreements and policy as appropriate.

Gross Negligence: The deliberate inattention and failure to exercise the care that a prudent person usually exercises and the reckless disregard of the consequences affecting the life or property of another.

Home Office: An area designated within the employee's home for the purpose of performing Covered California work.

Incidental telework: The term refers to an unplanned situation causing an employee to request and receive supervisory approval to work from an alternate work location.

Informal telework: Informal telework arrangements are those without a formal documented Telework Agreement.

Information Assets: All categories of information (confidential, personal, sensitive, or public), all forms of information assets (paper or electronic), information technology facilities, equipment and software owned or leased by state agencies. (See SAM Section 4989.1, Definitions; *Condensed*.)

Office: The term refers to the headquarters location, state building, or official worksite that would be the employee's work location if not teleworking.

Office-centered telework: A teleworker is considered Office-centered if they work more than fifty percent from the office. Office-centered teleworkers maintain a dedicated workstation in the office and utilize their own equipment or department provided mobile equipment for teleworking at their designated alternate work location.

Remote Access: The connection of an information asset (computing equipment, etc.) from an off-site location to an information asset on state IT infrastructure.

Remote-centered telework: A teleworker is considered Remote-centered if they work fifty percent or more of their time from an alternate work location. Remote-centered teleworkers shall have their dedicated workstation located at their designated alternate work location. Remote-centered teleworkers shall use shared space when working in the office.

Telework: The terms 'telework,' 'teleworking,' 'telecommute,' and 'telecommuting' are defined as a work flexibility arrangement established between the department management and the employee under which the employee performs the duties and responsibilities of the employee's position, and other authorized activities, from an approved location other than the office. In practice, telework is a work arrangement that allows an employee to perform work, during any part of regular, paid hours, at an approved alternate work location.

Telework Agreement: The Telework Agreement is a formal document prepared and signed by the teleworker and supervisor. The Telework Agreement provides the framework for the discussion about the general expectations that need to take place between the supervisor and the employee in order to work effectively.

Workstation: The term workstation refers to the desk or place where the employee completes work.
