Remote Work Pilot Project

HBX shall implement a remote work pilot project to measure and evaluate the agency experience of employees performing their work from a fully remote posture for up to one year. HBX shall evaluate the remote work pilot project where a portion of the agency participate, including both employees and managers, while other portions of the agency continue to perform their job duties within HBX offices and under the permanent DCHBX Telecommuting Policies and Procedures.

Background:
Staff and managers can apply to participate in a pilot project that will implement 5 day per week remote work from a location that meets the criteria set forth in HBX's currently approved telework policy. The remote work pilot project will select no more than 45 HBX employees to participate. Approximately half of this total will be staff and managers from the Information Technology (IT) team to test the fully remote work option for a full division. The rest of the pilot group will be comprised of individuals from other teams across the agency.

Eligibility:
To be eligible to participate in the remote work pilot project, employees must meet the following criteria:
   a. Employees meet the criteria set forth in the DC Health Benefit Exchange Authority Telecommuting Policies and Procedures document and detailed in the remote work application form.
   b. Employees must have been employed with HBX for at least 12 months to be eligible.
   c. Employees have submitted a full and complete application to participate in the remote work pilot project, including fully responding to all application questions.
   d. Managers have considered all factors for eligibility detailed in the pilot project application form and have signed the application. The manager's signature indicates agreement that the employee is eligible to participate in the pilot project.
   e. This project is not available to employees who require direct access and face-to-face interaction with other HBX employees and/or customers for the majority of their work, such as those who provide day-to-day IT support, or who serve the agency by sorting/opening mail, accepting agency deliveries, and answering general agency telephone calls.

All successful applications will be entered into a lottery where remote work pilot project participants will be chosen based on a set number of openings per division.

Employee Responsibilities:
To participate in the remote work pilot project, employees and managers must agree to the

following:

a. The pilot project will allow employees to telework from the District of Columbia, Maryland or Virginia 5 days per week. Employees are not eligible to move to other locations without prior approval under the DCHBX Telecommuting Policies and Procedures for 5 days telework requiring HBX Executive Board Operations Committee approval.

b. The pilot project will not be used as a substitute for childcare or for the care of other adults who are in the home.

c. Employees must agree to come to the office for any required in-person meetings or agency needs during the course of the pilot project at the full cost to the employee. Approval to participate in the pilot project does not eliminate the need to come to the office as needed and requested by managers and agency leadership.

d. Employees who participate in the pilot project will not be able to retain their personal office or cube space within HBX suites. Employees should remove all personal belongings at the start of the pilot project in the event that the office or cube space needs to be used for other purposes or employees. No desktop computers will be retained at HBX offices for remote connections. There will be unassigned seating /"hoteling" desk locations for pilot project employees if they are required to come to the office.

e. Employees will be responsible for the cost of their own equipment, supplies, and Wi-Fi-service while working from their telework location, with the exception of the following HBX-provided equipment:
   a. Laptop Computer
   b. Additional computer monitor (up to 2 monitors if requested)
   c. Mobile phone and cellular service (no hotspots will be provided by HBX)
   d. ADA assistive needs that are approved through the agency's ADA Coordinator.

f. Employees are required to have consistent and reliable Wi-Fi and cellular service at their remote location. Employees are required to participate in meetings, trainings, and other events via face-to-face communication platforms (Zoom, MS Teams, WebEx, etc.) with their camera turned on. Failure to have consistent Wi-Fi and cellular service, or failure to participate with cameras turned on may result in the termination of an employee's participation in the pilot project. Unique situations with service providers will be considered through the application process.

g. Standards under the DCHBX Telecommuting Policies and Procedures, including privacy and security, workspace setup, suspension and termination, etc., are all applicable under this pilot unless specifically addressed herein.

h. By participating in the pilot project, employees agree to provide periodic input to the agency such as through surveys, email responses, or other communications on their experience during the pilot project, any suggestions or thoughts for changes or improvement, and other related questions. This will be used as data to determine the success of the pilot.

i. Employees wishing to be considered for the remote work pilot project will complete the application below and send it to XXXX@dc.gov by the due date specified.

Remote Work Pilot Project Goals:

The pilot project will last for up to one year and will be focused on tracking and understanding how remote work may help HBX in the following areas:

a. The experience of remote work on agency divisions who are all or mostly remote vs divisions who have a hybrid of remote work employees and in-office employees. Evaluate the agency experience interacting with these different types of divisions.
b. Whether employee retention has improved as measured by the % of employees voluntarily leaving the agency compared to the previous 24 months (pre-pandemic).
c. Whether employee recruitment in the IT Division has improved with the creation of the pilot project.
d. Whether the remote pilot project has had an impact on employee performance as measured by performance scores at the end of the year as compared to the previous 24 months (pre-pandemic), surveys, and any other methods.
e. Employee absences as measured by sick hours reported as compared to the previous 24 months (pre-pandemic).
f. The cost to the agency as measured by annual costs in the areas of rent, equipment expenses, supply expenses, local travel costs, etc.
g. Employee input on the implementation of the pilot project both from those that participated and those that regularly work with participants.