



DISTRICT OF COLUMBIA HEALTH BENEFIT EXCHANGE AUTHORITY TELECOMMUTING POLICIES AND PROCEDURES

I. INTRODUCTION AND STATEMENT OF PURPOSE

These Telecommuting Policies and Procedures are intended to establish clear standards to implement a telecommuting program for the District of Columbia Health Benefit Exchange Authority (“Authority”). These Policies and Procedures are issued pursuant to D.C. Official Code §1-612.01, D.C. Official Code §31-3171.04, and 6-B DCMR §1211.

Telecommuting is an arrangement where an employee performs their authorized duties at home or at another work site. The Authority adopts these Policies and Procedures to establish a telecommuting program in a manner that does not diminish employee/organizational performance or the privacy and security of Authority data, and provides employees with flexibility in their work place to better enable employees to successfully carry out the Authority’s mission.

These Policies and Procedures apply to all Authority employees.

II. TELECOMMUTING PROGRAM GENERALLY

- A. The Authority may approve a request for telecommuting when the employee is eligible, the employee’s position is well suited to telecommuting, and telecommuting for the specific type of work being performed is otherwise consistent with Authority goals. Telecommuting is a privilege that is available to eligible employees and not an employee entitlement.
- B. The Authority’s telecommuting program is established to comply with 6-B DCMR §1211. Employees seeking to telecommute should review these regulations and District of Columbia Department of Human Resources (DCHR) Telecommuting: General Information Guidance, January 2008 for complete information on telecommuting in the District of Columbia.
- C. Telecommuting is not intended to serve as a substitute for child care or other familial obligations. If a child or adult in need of care or supervision is present in the alternative work space, the employee may not provide care during the employee’s tour of duty.



III. TELECOMMUTING PRIVACY AND SECURITY

- A. Employees may only use an Authority issued laptop or an approved personal computer with an approved VPN installed prior to telecommuting, VPN and Remote Desktop Access, official Authority e-mail application, or their Authority issued smartphone for telecommuting.
- B. Employees are prohibited from utilizing unsecured internet connections (i.e. public wifi hotspots).
- C. Authority employees are only authorized to use their official dc.gov email address to conduct Authority business.
- D. Employees are prohibited from saving government documents on non-Authority issued electronic devices.

IV. EMERGENCY TELECOMMUTING

- A. The Authority Executive Director or designee shall allow emergency telecommuting for Authority employees in the case of an event such as a National or local emergency; during an emergency involving inclement weather; or another situation that may result in a disruption to normal office operations.
- B. Employees telecommuting pursuant to this section who do not have an Authority issued laptop or approved VPN installed on their personal computer shall either obtain an Authority loaner laptop prior to emergency telecommuting, allow Authority IT Specialist to install the VPN on their approved personal computer prior to beginning emergency telecommuting, or seek guidance from their supervisor regarding the type of assignments they may work on.

V. TELECOMMUTING APPROVAL PROCESS

- A. Requests for telecommuting must be in writing, in the form of the D.C. Standard Form No 12-01, be signed by the employee.
- B. All telecommuting requests must be submitted to the employee's supervisor. Each request must be reviewed, consistent with these Policies and Procedures and applicable District law and guidance.



C. Factors that will be considered in reviewing a request for telecommuting:

- a. The following factors regarding the employee's work shall be considered:
 - i. The level of supervision required;
 - ii. The level of face-to-face contact with employees, supervisor, and consumers required;
 - iii. The level of in-office reference materials or network data files needed to perform the job;
 - iv. The level of access required to DC Health Link and related systems, including but not limited to the caseworker portal, Salesforce and GLUE;
 - v. The level of security necessary or desirable to maintain the integrity of governmental or confidential information;
 - vi. Whether the position requires handling of personally identifiable information or other sensitive information on a regular and ongoing basis; and
 - vii. Whether the position includes job tasks that can be accommodated working away from the Official Duty Station.
- b. Whether the employee is well suited to telecommuting:
 - i. The amount and nature of supervision required;
 - ii. Level of organizational and planning skills;
 - iii. Current work performance, productivity, and reliability;
 - iv. Employee's desire or need for flexibility; and
 - v. Employee's need to work in a collaborative work environment.
- c. Whether there is adequate staffing on a team or in a position type to allow for individuals to telecommute without causing disruption to office operations.



- d. Telecommuting shall be from one (1) to five (5) days per workweek. If three (3) or more days of telecommuting a week on a regular basis are sought, the following additional factors will be considered:
 - i. Interest of the Authority; and
 - ii. Employee rational for request

D. Approval.

- a. An employee's supervisor and the Executive Director can approve requests for telecommuting for one (1) or two (2) days per week, or non-regular, occasional telecommuting requests regardless of the number of days per week.
 - b. Requests for telecommuting for three (3) or more days per week on a regular basis must be approved by the Executive Board and Executive Director. The Executive Board Operations Committee is authorized to make these telecommuting determinations on behalf of the Executive Board.
 - c. The Authority may review telecommuting approvals periodically.
 - d. The Authority will periodically report to the full Executive Board on telecommuting requests, approvals and denials.
- E. The Authority will provide written determinations, approving or disapproving all requests for telecommuting.

VI. PROGRAM ADMINISTRATION

- A. If an employee's request to telecommute is approved, the employee and supervisor must complete the Authority's Telecommuting Work Agreement.
- B. A telecommuting agreement may be modified where there is agreement between the employee and supervisor.



C. Employee Duties.

- a. Teleworkers must have an alternative work site that is free from interruptions, conducive to productive work, and provides the necessary level of privacy, security, and protection of Authority data, sensitive consumer PII, and property.
- b. Telecommuting cannot interfere with the daily operations of the Authority, so teleworkers must be accessible during their approved work hours, attend scheduled meetings and be responsive to email and phone calls, the same as all other employees.
- c. Ensure the protection of any sensitive information, including personally identifiable information, and report any breaches or suspected breaches immediately to the Authority Privacy Officer.

D. Supervisor Duties.

- a. A supervisor must certify time and attendance and account for any unexcused absences for all teleworkers under their supervision.
- b. Supervisors must ensure that teleworkers are aware of privacy and security requirements related to their work.
- c. Supervisors must ensure that employees are treated the same regardless of their status as a teleworker.

E. Dismissals.

- a. Generally when employees are released early from work for non-emergency reasons, teleworkers will be released as well.
- b. Teleworkers may be asked to continue to work in the case of an early dismissal due to emergency situation or may be asked to return home and continue to work from their alternative work site.
- c. If a teleworker has an emergency situation at his or her alternative work site, for example an accident or injury, the teleworker must notify his or her supervisor as soon as reasonably possible.

F. Telecommuting days may be rescheduled at the discretion of the supervisor to meet the needs of the Authority.



VII. SUSPENSION AND TERMINATION

- A. A supervisor may suspend participation in telecommuting if the employee's work performance is declining or the telecommuting agreement no longer meets the needs of the Authority.
 - a. Where practical, a supervisor will provide an employee with no less than five (5) business days prior written notice of the suspension of telecommuting.
- B. An employee's participation in telecommuting may be terminated by the Executive Director or designee.
 - a. Employee participation in this program may be terminated for the following:
 - i. Failure to meet job performance expectations;
 - ii. Failure to comply with telecommuting agreement; or
 - iii. When it is in the best interest of the Authority.
 - b. Where practical, the Executive Director will provide an employee with at least five (5) business days advance written notice of the termination of telecommuting
- C. An employee may terminate participation in telecommuting for any reason with notice to their supervisor.
- D. Upon suspension or termination of the telecommuting agreement, the employee must return to his or her official duty station and tour of duty. If an employee fails to return to his or her official duty station and tour of duty after the termination or suspension of a telecommuting agreement this will be treated as absence without leave. An employee that fails to return to his or her official duty station may be subject to disciplinary action under applicable District law. In addition, failure to return to duty may result in a prohibition from participating in telecommuting.