



DEPARTMENT OF PUBLIC SAFETY ADMINISTRATIVE POLICY

POLICY TITLE: Distributed Work Teams	AUTHORIZED BY: Sandra K. Karsten, Director <i>Sandra K. Karsten</i>
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I. General Statement

The Department of Public Safety (DPS) may allow employees to work in a distributed work team environment as described in this policy. In a distributed work team environment, employees may work at different physical locations from one another, including remotely, whether on a regular, intermittent or as-needed basis.

II. General Provisions

A. There are three profiles for distributed work teams:

1. Office: Employees who work in a traditional office setting and perform most or all of their work in a state facility, in an office environment or employees who work in a state facility performing primarily direct care work, but not at a desk or regular work station.
2. Remote: Employees who primarily work outside of an office, whether working from home, an alternate location or providing field services.
3. Hybrid: Employees who spend a portion of their time working in a state facility or in an office environment and a portion of their time working remotely. This also includes employees who work in a state facility, but consistently move from one setting to another.

B. At the direction of divisional leadership or upon approval of an employee's request employees may work in the office, remotely or as a hybrid. Supervisors should inform employees of the requirements of working either remote or hybrid.

NOTE: Out-of-State remote work must be approved by the Appointing Authority. Applicable State Human Resource and Tax laws should be considered prior to approval of out-of-state remote work.

- C. Remote/hybrid options are available only to a qualifying employee in a position suitable for working remotely. Any arrangement will be the result of a mutual agreement between an employee, supervisors and the division director or designee. Approval of remote/hybrid work may be made on a case-by-case basis and is dependent upon DPS needs, expense to DPS, an employee's essential job duties and the suitability of the employee. Not all positions are appropriate for remote/hybrid work, such as staff providing direct care, enforcement positions or positions requiring specialized equipment to perform the essential job duties.
- D. Requests to work remotely/hybrid will include a review of the impact on DPS employees, offices, and provision of services to the public. Offices must ensure that phone coverage is maintained at all times during business hours. DPS may modify or terminate a remote/hybrid work arrangement at any time. Working remotely/hybrid does not modify the applicability of benefits, personnel policies, responsibilities, or any other terms and conditions of employment.
- E. Members of the public should not be given a personal telephone number of an employee who is working remotely/hybrid. Employees who wish to prevent members of the public from seeing the telephone number at their remote work location when calling can use the instructions for the Jabber Softphone or comparable system as approved.

NOTE: Employees who use their personal phone or other technology devices for work purposes shall take all appropriate measures to maintain the security of State information and data. Employees should be aware that using their personal phone or other technology devices for work purposes may result in the device being subject to the Sunshine Law and/or legal process such as subpoenas. Employees should also take care to ensure that their personal phone number or other contact information is not distributed in a manner that would allow claimants, clients, or other members of the public to have unnecessary or nuisance contact with the employee. DPS may examine any device used by an employee for work purposes. A failure by an employee to allow such an examination may result in disciplinary action, up to and including termination.

- F. In-person meetings should not be held at an employee's residence. In-person meetings must occur at a state facility or other appropriate public location.
- G. Meetings and calls using video capabilities shall be held in a professional manner. This consideration shall apply to backgrounds displayed when using video functionalities.
- H. Work product developed in any work setting remains the property of DPS.

III. Requests for Remote/Hybrid Work

- A. Employees may request approval to enter into a remote/hybrid arrangement by submitting requests through their division's chain of command to the Appointing Authority.
- B. If an employee's position or essential job functions change, approved remote/hybrid work requests must be reviewed. In these situations, the employee is responsible for submitting a new request for review in the same manner stated above.

IV. Eligibility Criteria

Impact on DPS employees, offices, and provision of services to clients will be reviewed upon a case-by-case basis when evaluating requests. Prior to approval of remote/hybrid requests the employee/position must meet the following conditions as outlined below.

A. Position Eligibility

- 1. Essential job duties must be of a type that can be successfully completed outside of a DPS office setting with minimal supervision. There shall be no difference in the level and quality of service provided to or by DPS because of the remote work/hybrid arrangement.
- 2. The position does not require regular in-person interaction and/or collaboration with co-workers or members of the public in an office setting.

B. Employees working remotely shall:

- 1. Effectively complete assigned job duties.
- 2. Not be experiencing performance, conduct, or attendance concerns.
- 3. Have a demonstrated ability to work independently without direct supervision, must be organized, able to meet deadlines, and manage distractions.
- 4. Not adversely affect the employee's job performance or the duties and responsibilities of co-workers

VI. Supervisor/Management Responsibilities

A. Supervisors and management staff are responsible for the following:

- 1. Determine if an employee's job duties can be successfully completed and monitored outside of a DPS office/facility;

2. Determine if allowing the employee to work remotely/hybrid compromises the productivity of DPS, other employees, or the provision of services to clients;
 3. Determine that all eligibility criteria are met by the employee;
 4. Routinely monitor the employee's work time and quality of work to verify work time is being used productively and efficiently; and
 5. Monitor the effectiveness of working remotely/hybrid on the employee's performance; tools such as WebEx or comparable approved systems may be used to monitor an employee's daily activities. DPS will end the remote/hybrid work arrangement if it is determined that working remotely/hybrid is no longer time or cost effective, the employee is not meeting performance or conduct requirements, the work unit is being negatively impacted, or the provision of services to members of the public is diminished.
- B. Supervisors/Managers may utilize MO Learning or other approved trainings to assist with managing employees who are working remotely/hybrid.

VII. Employee Responsibilities

- A. Employee job expectations and responsibilities will not change due to working remotely/hybrid. Employees working at home must manage dependent care and personal responsibilities as necessary to meet their job responsibilities. Professionalism, punctuality, performance of assigned job duties and responsibilities, work output, and client interaction will continue to follow established standards set by departmental and divisional policy and performance expectations.
- B. Employees shall remain accessible during designated work hours and promptly respond to external contacts and supervisors within established guidelines. The work schedules for employees who are approved to work remotely/hybrid shall be communicated in accordance with division policy. Employees may still be required to attend in-office meetings or come in to the office as determined necessary by supervisors or managers.
- C. The process for requesting leave shall not change due to working remotely/hybrid. For unplanned absences, in accordance with division policy and local call-in policy, employees should request approval from their immediate supervisor or designee as far in advance as possible but no later than the beginning of the employee's work shift. While on approved leave, employees should not complete work from any location without prior supervisory approval.
- D. Employees unable to perform their duties remotely (e.g. unable to electronically connect to the office due to power/internet outages) shall notify their supervisor and

take appropriate action to carry out their duties. The employee must utilize appropriate leave for time periods where the remote work arrangement results in the employee being unable to perform their duties.

E. Remote and hybrid employees must exemplify the following skills and traits:

1. Strong communication skills;
2. Demonstrated capability to leverage technology;
3. Demonstrated ability to work independently without direct supervision;
4. Proven ability to meet deadlines; and
5. Ability to manage distractions.

VIII. Work Environment/Safety

- A. Remote and hybrid employees must maintain their remote workspace in a safe and secure condition. For more information regarding an employee's remote workspace, review the Distributed Work Teams Playbook provided by the Office of Administration (OA). Employees are expected to maintain the same standards of health, safety and security at their remote work location as they have at their DPS office.
- B. If an employee working in a location other than a state facility sustains a work-related injury, workers' compensation laws and rules apply. The employee is responsible for following the established procedures to report such an injury and complete/process all required forms in accordance with divisional workers' compensation policies. DPS does not assume any liability related to an employee's remote work except to the extent required by law. If a workers' compensation claim is filed for an incident occurring in an employee's residence, the employee may be required to make the site of the incident available for inspection or investigation. DPS assumes no responsibility for the employee's personal property. Employees who work remotely from their residence remain solely liable for injuries to members of their family or any other third party, or any damages to real or personal property that occurs on the employee's premises.
- C. Employees are required to take precautions at the remote workspace to ensure the security of data and other confidential information, as well as equipment or other department-provided supplies. The employee is to use department-owned records and materials for purposes of department business only, and to protect them against unauthorized or accidental access, use, modification, duplication, destruction, or disclosure. Employees must immediately report to their supervisor instances of loss, damage, or unauthorized access.

IX. Supplies, Equipment, Computers and Support

- A. DPS is not responsible for operating costs, home maintenance, or any other incidental costs associated with the use of the employee's residence for working remotely (e.g. utilities, internet, and phone service). Telephone, data and voice lines that meet DPS' established standards must be provided by the employee at their own expense. High-speed internet service is necessary; dial up service is not adequate for working remotely.
- B. Employees approved for remote/hybrid work should have access to necessary supplies, equipment and materials comparable to what is available when working in the office, and must have adequate means to work remotely at no or limited additional expense to DPS. Out-of-pocket expenses for materials and supplies normally available at DPS such as computer paper, pens, etc. will not generally be reimbursed.
- C. The employee's supervisor and appropriate management staff must determine whether a requested article of furniture or equipment is essential. Requests for workplace accommodations should be made to the human resources in accordance with divisional policy.
- D. Divisional policy shall be followed to request a move or equipment transfer for any equipment, or to report unused or excess equipment that needs to be sent to surplus and/or transferred.
- E. If state property is lost, damaged, or destroyed, the employee shall immediately notify their supervisor who will, in turn, notify the appropriate personnel. The employee will be responsible for restitution if found to be personally responsible for the loss or damage due to lack of supervision and/or inappropriate use and storage.
- F. If the employee separates from employment or discontinues working remotely/hybrid, the supervisor or appropriate manager is responsible for making arrangements and ensuring that all state property is returned and inventoried in accordance with divisional policy.

X. Designation of Official Domicile

All employees have a designated official domicile. An employee's official domicile will normally be the actual DPS office/facility where an employee works when not working remotely. Requests for exceptions to this must be submitted in accordance with divisional policy. Travel reimbursement for DPS business will be based on travel from their official domicile to their destination and return; or from their remote work location to their destination and return, whichever is closer. Travel between remote work location and

official domicile is not reimbursable. Appointing authorities may designate the remote work location as the official domicile for full-time remote employees who work at a location outside a distance that would normally and reasonably be considered commutable. These employees are eligible for travel expenses when required to travel to the State facility of their home office.