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MISSOURI DEPARTMENT OF CORRECTIONS  
DIVISION OF PROBATION AND PAROLE

\*\* POLICY AND PROCEDURE MANUAL \*\*

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PROCEDURE TITLE:  
Remote Work

PROCEDURE NO. P7-1.25

Signature on File

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Division Director

EFFECTIVE DATE:  
October 15, 2020

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I. PURPOSE

The purpose of this procedure is to establish guidelines for remote work for staff members of the Division of Probation and Parole.

- A. AUTHORITY: 217.040 RSMo
- B. APPLICABILITY: All divisional staff
- C. SCOPE: Nothing in this procedure is intended to create a protected liberty interest. This procedure is intended to guide staff actions.

II. DEFINITIONS

- A. Chief Administrative Officer (CAO) - The chief administrative officer is the highest-ranking individual at the worksite, as designated below. Exception: Employees at worksites who do not report to the worksite chief administrative officer shall be accountable to the assistant division directors/central office section heads who are in their chain of command.
  - 1. Division Director
  - 2. Deputy Division Director
  - 3. Regional Administrator
  - 4. Superintendent (as applicable)
  - 5. District Administrator
- B. Missouri Uniform Law Enforcement System (MULES) - A statewide-computerized communications system provided by the highway patrol designed to provide

services, information, and capabilities to the law enforcement and criminal justice community in the state of Missouri.

- C. Official Domicile - The work location of a staff member that best serves the interests of the department and not for convenience or benefit of the staff member.
- D. Remote Work - Work completed away from an employee's official domicile.
- E. Standard Operating Procedure (SOP) - Worksite requirements that describe specific tasks, actions or activities relative to the organization's procedures.

### III. PROCEDURE

#### A. General Information

1. Employee job responsibilities shall not change when conducting remote work.
2. Remote work shall not change the employee's official domicile.
3. Prior to any staff member working remotely, a Remote Work Agreement (Attachment A) shall be completed and approved by the staff member's immediate supervisor and the Chief Administrative Officer (CAO).
4. When there is a change in any information on the Remote Work Agreement (Attachment A), a new form shall be completed.

#### B. Eligible Staff

1. The following positions shall be required to work remotely:
  - a. Field Probation and Parole Officer (PPO),
  - b. Unit Supervisor (US),
  - c. Regional Training Coordinator (RTC),
2. Remote work schedules for all other positions not listed above shall be reviewed on a case by case basis and determined and approved by the RA/designee or Superintendent/designee.
3. New staff members shall work at their official domicile or shall conduct community contacts with a trained partner until all required initial training is completed.

4. If a staff member is placed on a performance improvement plan, then a determination shall be made on the staff member's ability to work remotely.

#### C. Remote Work Schedules

1. The following minimum requirements shall be followed when approving a staff member's remote work schedule:
  - a. Field PPO's shall work from their official domicile at a minimum of one time per week, and a maximum of two times per week.
  - b. US's shall work at their official domicile at a minimum of two times per week.
  - c. DA's shall not work remotely more than two times per week. When a DA is working remotely, a US shall be at the district office.
2. Remote work schedules must allow a sufficient opportunity for the remote working staff member to have meaningful contact with their direct supervisor and collaborate with co-workers, clients and community partners, as needed.
3. The CAO/designee may specify days or times when remote work may not be performed.
4. When working remotely, staff must be available by phone and/or email during their agreed upon work hours.
5. Staff may be required to report for job related duties, within a specified period of time, at the direction of the CAO/designee on a scheduled remote work day.
6. While working remotely, staff shall not work overtime without supervisory permission, with the exception of emergency situations.

#### D. Equipment and Materials

1. Staff shall have the following available when conducting remote work:
  - a. computer access,
  - b. internet access, and
  - c. phone availability.
2. When state owned equipment, including American with Disabilities Act (ADA) equipment, is taken to a staff member's remote work office, a Remote Work Inventory Checklist (Attachment B) shall be completed.

3. If the staff member has an office phone, then the voicemail shall be checked at least twice a day.
4. State owned equipment shall only be used for state business purposes.
5. Confidentiality and security must be maintained at all times for paperwork or files taken out of the office.

#### E. Workflow

The CAO/designee shall implement Standard Operating Procedures (SOP) for:

1. MULES Hits,
2. subpoenas,
3. warrants,
4. case assignments, reporting instructions and investigations as assigned,
5. Board Staff Advisories (BSA),
6. reports that require processing,
7. office and field itineraries,
8. monthly items for supervisor review,
9. monthly dictation lists,
10. checking out files, and
11. incoming mail, faxes, court documents, etc.

#### F. Remote Work Prohibitions

1. Staff shall not conduct in person client visits at the staff member's home or on the staff member's personal property.
2. Staff shall not conduct in person meetings with community partners or with co-workers at or in the staff member's residence.

### IV. ATTACHMENTS/FORMS

- A. Remote Work Agreement
- B. Remote Work Inventory Checklist

V. REFERENCES

- P3-2.6 Community Contacts
- P7-1.1 Policy, Procedure and Forms Development
- P7-1.3 Office Hours and Work Schedules
- P7-1.17 Automated Systems
- P7-2.2 Receipt, Use and Retention of Supplies and Equipment

VI. HISTORY

Original effective date: October 15, 2020