

OFFICE OF CHILD SUPPORT OPERATIONS DIVISION ALTERNATIVE WORK LOCATION GUIDELINES

DEPARTMENT OF HEALTH AND HUMAN SERVICES

OCS Operations

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1.0 OBJECTIVE

Office of Child Support (OCS) Operations is a centralized workforce within the Michigan Department of Health and Human Services, MDHHS, Field Services, serving customers and partners in the Michigan Child Support Program.

All functions performed by OCS Operations were reviewed to determine the feasibility of being performed outside of the local office. The Office of the State Employer Alternative work location Guidelines (Appendix A) and DTMB Administrative Guide Policies (Appendix B) are included to ensure those opting for alternative work location meet and follow the SOM standards.

This guideline outlines the rules and qualifying standards for staff to work from their homes, referred to within this document as Alternative Work Location, (AWL) or where appropriate Telecommuting, providing their specific duties are approved to be performed outside of the standard office setting. Established performance measures must be met in order for AWL option to remain viable for staff.

2.0 BACKGROUND

OCS has historically been and continues to be a major contributor not only to families obtaining their own financial independence, but also in maintaining healthy relationships. Our statewide computer system, the Michigan Child Support Enforcement System (MiCSES), has become an example of efficiency across the nation for states seeking to upgrade their technological needs. In addition, OCS's business processes of integrating policy, procedures, and training into their system upgrades has been recognized by other departments within MDHHS as a model to utilize when developing their own business needs.

OCS has strived to remain at the forefront of technological and procedural initiatives in an effort to provide the utmost in customer service while employing the maximum in cost efficiency to the citizens of Michigan. These innovative efforts continue, as we become a more mobile and flexible workforce. This effort aligns with the Child Support Program's Strategic Goals to use innovative technology to enhance customer service and improve business practices and to deliver services to the public in an engaging, effective and accessible manner. Specifically, to the latter goal, staff can be more accessible to our clients by being able to work more flexible hours from home.

3.0 OCS GUIDELINES

All policies, procedures and work rules applicable to the official workstation are applicable to the AWL location unless specifically modified in this document.

All identified hardware, software, network access, applications and business practices and performance objectives are available and in place prior to a staff member becoming eligible for AWL.

The alternative work location details outlined below are based on the Office of State Employer Alternative work location Guidelines (Appendix A). Staff members participating in the Alternative Work Location option are required to review and sign the AWL Application and Agreement (Appendix F) at the end of this document. Staff is expected to adhere to the AWL rules and guidelines and may be disqualified for working from an alternative location if the guidelines are not followed and/or, performance standards are not met as defined in the appendixes in this document. Your specific daily and weekly work schedule while AWL must be pre-approved by your supervisor.

3.1 Staff Calendars and Work Status

In an alternative work location environment, it is vital that management and co-workers remain aware of their team member's working status to ensure a productive and team-oriented work environment. This ensures effective communication among all employees, and that proper coverage is in place during a staff member's absence. Genesys Workforce Manager, (WFM), is the software tool utilized to handle staff schedules and work forecasting. Staff are expected to request time off and calendar changes via WFM or as otherwise directed by their supervisor.

OCS employees are expected to use and keep their Microsoft Outlook calendar up to date, indicating scheduled meetings, leave time and any other information that indicates the worker's status. Staff is expected to utilize Microsoft Office tools and primarily Skype for instant messaging with other OCS team members. Skype is designed to automatically sync with Outlook. Staff are highly encouraged to upload a current photo on Skype in order to help other work from home staff recognize each other. This is especially helpful for new workers as they acclimate to the OCS workforce. Microsoft Office training, including Outlook and Skype, is available through DTMB. Work from home staff are strongly encouraged to take MS Office training in order to maintain and improve their skill set.

3.2 Annual and Extended Leave

Annual Leave, (ANLV), may be scheduled up to six months in advance. Employees will request all ANLV from their direct supervisor or the manager in charge. Employees are expected to request ANLV as far in advance as possible allowing management ample time to coordinate staff coverage. Management may approve or deny based on circumstances and the employee must have enough ANLV available to cover the time off requested. Employees must update their Outlook calendar with their approved leave dates and time. Managers may request employees follow additional detailed procedures for documenting and communicating their leave at their discretion. The employee will add an automatic reply message to their e-mail and update their voicemail (if applicable) stating they will be unavailable for the date and times that were approved to be off work and, if appropriate, update the status on Skype messaging.

Extended Leave for any work-from-home (WFH) employee who is off on extended medical or other leave for 60 days or greater, their manager will coordinate arrangements to have all SOM equipment including SOM badge and entry card retained for safeguarding. For extended medical or other leave for 60 days or greater, SOM network credentials will be suspended. This means that there will be no access to the SOM network, however, emails will continue to arrive, and an auto response will remain active. Once the employee returns to work, equipment and badge will be returned. The SOM network suspense will be lifted, and the employee will be able to retrieve all emails received during their absence once they provide their supervisor release to work documentation from SOM HR.

3.3 Pre-Scheduled Sick Leave

Employees will request all pre-scheduled Sick Leave, (SKLV), from their direct supervisor or the manager in charge. Employees must update their Outlook calendar accordingly when they are out of the office. Employees must add an automatic reply message to their e-mail account stating they will be unavailable for the date and times that were approved and provide an alternative contact person in their absence. Staff is expected to update their status on Skype. Managers may request employees follow additional detailed procedures for documenting and communicating leave time based on functional area and manager discretion.

3.4 Unplanned Leave (Sick/Personal)

Employees will e-mail and/or call their direct supervisor or the manager in charge when they will be unavailable due to SKLV or any other reason as stated in departmental requirements and applicable collective bargaining agreements, or when unexpected circumstances require immediate departure from their home workstation. The employee will provide notification to management immediately in emergency situations. Management will notify the appropriate teams of the employee's absence and plan for coverage accordingly.

Employees are responsible for keeping Sigma updated with time used and provide appropriate comments. Employees are expected to follow the Sigma guidelines for entering time and comments. Employee are responsible for entering their time in Sigma and to do so by the timelines as instructed by their supervisor.

3.4.1 Unexpected Circumstances

If an employee encounters power outage to the telephone, e-mail, or Internet, he/she is expected to contact their supervisor or manager to report the problem immediately. The supervisor or manager will determine if the staff member can continue to be productive at home, if they should report to the office, or, take annual leave.

All unexpected circumstance situation determinations must be made by the supervisor within one (1) hour of the loss of the internet or issue causing lack of work production. After one (1) hour where no productivity is occurring, the employee is responsible for using their own leave time or traveling to the office, (or another designated SOM location where productivity can commence). The employee must have supervisor approval in all unexpected circumstance situation.

In the event of extreme inclement weather when the SOM may close certain State office buildings, AWL staff is expected to work in their AWL location as normal. Those with small children at home due to a snow day or child illness must take leave time unless other arrangements are made for proper adult supervision. This arrangement must be approved by an OCS supervisor. During the time of a state-wide building closure, employees who leave their laptop and work equipment at the office for any other reason than a repair are expected to take personal leave time vs. ADMN time as it is their responsibility to have their assigned computer equipment in their possession in preparation for work.

In the event of a SOM VPN outage that causes a work stoppage for remote staff, management may recall staff to available offices. Management may recall staff to work from the office based on a seniority and will make determinations regarding work from the office based on space and availability.

Employees are expected to have general computer trouble-shooting skills while working from an alternative location. If problems persist, first communicate with colleagues regarding connection problems to see if others are experiencing the same or similar problem. Employees are expected to call in a Help Desk ticket when they experience computer issues they are unable to trouble-shoot themselves. The employee will contact the direct supervisor or manager immediately to

discuss the situation. The supervisor or manager will provide direction in regard to work location assignments in such situations.

3.4.2 Salaried Personnel and Unexpected Circumstances

Salaried employees need to remain available and are often required to execute their duties regardless of whether they are able to report to the building work site. Therefore, they may not be held to the same above restrictions as hourly staff.

3.5 Office Meetings and Conference Calls

Employees will provide details in writing via e-mail to their direct supervisor or the manager in charge for all scheduled meetings, trainings or work-related activities that require teleconference or in-person attendance. Employees will add an automatic reply message to their e-mail account stating they will be unavailable for the specific date and times and ensure the appropriate Skype status is updated accordingly.

AWL employees are not permitted to conduct in-person meetings with clients, customers, or other members of the public in the telecommuter's home or other non-state owned or leased alternative work location centers. An alternative work location center is defined as a place where the telecommuter has been authorized to work by the appointing authority other than their official workstation or their home.

When in-person staff meetings are necessary as determined by management, such meetings will be held only in a state-owned, leased facility or another location as secured by a manager or a designated individual, and never in a telecommuter's home. Physical attendance at in-person staff meetings is required. Where appropriate, conference call or web-based meetings will be scheduled utilizing such resources as WebEx and Skype in order to save travel time and expenses. AWL employees are expected to have familiarity with conference call software tools and be prepared to know how to use them when such calls are scheduled.

3.5.1 Dress Code

AWL staff are expected to dress in business attire and follow the rules as established by the facility, such as the Grand Tower or Victor Building when attending meetings, trainings or if you have been directed to work from an office.

3.6 Staff Communication Expectations

During scheduled work times employees are expected to be responsive to communication from management and co-workers, whether by e-mail, telephone or instant messaging. It is expected that employees will respond immediately when available but no more than 20 minutes after

having been messaged, unless they are taking their designated lunch period. Employees must update their Skype with the appropriate status if they are engaged in work that might prohibit an immediate response to a co-worker or managers. Employees showing trends for not responding within 20 minutes from the time a supervisor or co-worker reached out for contact may lose their AWL privileges and may be written up for failure to follow work rules.

3.7 Work Hours

The direct supervisor along with individual staff members will determine weekly and daily AWL schedules. Once this schedule is determined, final approval will need to be obtained from the manager. All employees are expected to enter their schedules in their Outlook calendar. Employees may request flexible work hours in writing to management. If flexible hours are approved, the employee will make sure his/her Outlook calendar and other relevant communication mechanisms are updated daily with the appropriate hours of availability.

Employees will perform only official SOM duties and not conduct personal business

during scheduled work hours. Staff is expected to have a quiet working environment, free from interference from children, pets or other such distractions. Personal business includes, but is not limited to, caring for dependents, or any type of personal matters preventing the employee from being available at their workstation for periods of time. Not following this guideline will result in immediate loss of AWL privileges. Employees must not perform secondary jobs for another company during the time they are scheduled to work in their Civil Service job. Any employee who is maintaining a secondary job is required to complete the appropriate HR form and obtain an authorized supervisor signature. Employees are forbidden to use personal email to conduct SOM business or to use their SOM assigned email address for personal gain. Employees must be familiar with DTMB's Acceptable Use policy in regards to SOM laptops and equipment.

3.8 Security

Child Support Professionals are required to take steps to ensure Title IV-D information is not viewed or available to non-Child Support Professionals while working from home. While AWL, only OCS state-employed individuals can view confidential information such in MiCSES and other software such as Data Warehouse or the State Services Portal. It is the responsibility of the employee to follow established security rules and safeguard all private and confidential information. This means locking the computer when leaving the workstation, locking hand-written notes or other printed information in a drawer, and not allowing anyone to stand over your shoulder while conducting SOM work in your AWL location.

Accessing sensitive and confidential data will only be performed using state-owned equipment, following guidelines as set forth by federal regulations, state law and Michigan Court Rules.

Access and electronic transmission of sensitive data must comply with policy as published in Michigan Child Support Manual Section 1.10, 'Confidentiality/Security' and discussed in IV-D Memorandum 2012-005 and IV-D Memorandum 2014-011.

Employees must comply with all required security measures and disclosure provisions, including password protection and data encryption so that at no time the security or disclosure of information is compromised. Files and other information must be secured in a way that renders these records and data inaccessible to anyone other than the employee.

AWL employees must refrain from posting pictures of themselves or their work area or posting specific remarks about their SOM work on Facebook or any other social media sites. Please reference MDHHS work rules regarding expectations of a SOM employee.

3.9 Home Workstation

Employees working at home must have a designated workspace or workstation for performance of work. An employee is responsible for ensuring that his or her home workspace is safe and in compliance with safety guidelines. While at home, the employee is responsible for maintaining his/her home in a safe manner, over which the employer has no control of hazards. Injuries occurring to the employee while working in their alternative work location are not the responsibility of the SOM.

Employees must adhere to the guidelines in Section II of the Alternative work location Application and Agreement. Because AWL is optional and not mandatory, the employee is responsible for providing secure internet access and all other necessary office equipment including, but not limited to, ergonomic needs, chair, lighting and a desk. Employees working from an alternative location may not take a state-owned chair, table or other furniture assigned to them via an ergonomic study, those items must remain in the office headquarters. Keyboards, monitors and other specific related computer operating items can be taken home but must be returned upon separation from the state or if the employee accepts a new position outside of MDHHS and the Office of Child Support.

Employees must always protect their state-owned computers and equipment. This includes keeping the physical computer secure by locking the computer to a desk or table via a tether, and/or keeping it in a locked drawer or cabinet when not in use. If an employee is away from his/her computer for even a brief time, the computer must be secure, and lock screen enabled.

3.9.1 Health and Safety

The alternative work location is considered an extension of state workspace. All reporting requirements for any injury or illness are extended to the alternative work location only during scheduled hours.

Employees must adhere to the guidelines in Section II of the Alternative work location Application and Agreement. In addition, a manager reserves the right to inspect the staff member's working location during regular business hours to ensure compliance with this agreement. Management will provide a 24-hour advanced notice in writing before such an inspection would occur.

4.0 WORK PERFORMANCE

4.1 Performance

Acceptable work performance is required for continuation of the Alternative work location Agreement. Work performance standards are the same for all employees regardless of work location and will be monitored closely. For a detailed description of OCS Operations performance standards please refer to the appendixes. Employees not meeting the performance standards as outlined in the appendixes will be directed to return to the office to allow for additional coaching and performance improvement in order to requalify. If the employee does not meet the scoring minimums, they may be directed to report to the office indefinitely and performance improvement plans implemented.

4.2 Monitoring

At any given time, an employee could be asked to provide daily details of the tasks they have performed. For job functions with reporting requirements, employees will provide the details to their direct supervisor before leaving their workstation for the day. A computer telephone integration (CTI) system will be used for all telephone calls. Employees who take Interactive Voice Response, (IVR), calls are required to log into this system and make themselves available to answer calls. Management may monitor and record calls for performance and training purposes.

5.0 TECHNOLOGY

5.1 SOM Provided Technology

Hardware: Laptop computer, extra monitor, computer bag, headset, keyboard & mouse, tether lock and VPN hard token.

Software: Encryption software, Cisco AnyConnect for VPN access, Cisco Softphone, Microsoft (MS) Office including Skype, Genesys and other applications as needed.

Using Cisco AnyConnect, staff will have VPN access to MiCSES, Data Warehouse, shared drives and any other State or OCS approved software or application necessary for job duties. Other outside websites, such as CLEAR and eFIDM, are still accessible without using VPN as these sites are encrypted and secured by the contracted agencies. Each staff member is responsible for maintaining their VPN token, (RSA SecureID), and must swap it out accordingly as instructed by OCS's Policy Security Manager.

Equipment, hardware, software and other devices furnished by the employer remain the property of the SOM and are subject to the State DTMB and departmental work rules regarding limitation of personal use. State-owned software **shall not** be installed on employee-owned hardware and employee-owned software shall not be installed on state-owned hardware.

The State is responsible for insuring all state-owned equipment. The telecommuter has the responsibility for taking steps to prevent or minimize damage to state-owned equipment.

5.2 Home Technology

Staff working AWL are required to have a reliable ISP (internet service provider) with adequate download and upload speeds to effectively conduct work assignments and to take calls from customers. Download speed means the rate data is sent from your computer to the state network measured in megabytes per second (mbps). Upload speeds mean how fast your computer receives data sent from other places measured also measured as mbps. PING rates refer to the number of seconds it takes to communicate back and forth with another server or device. The minimum ISP performance factors necessary for working AWL are as follows:

- Minimum download speed of 5 mbps
- Minimum upload speed of 3 mbps
- Maximum latency (PING) of 90 seconds

In order to certify that an ISP meets these requirements, AWL participants must go to www.speedtest.net, run a speed test and provide a screenshot of the results to management for consideration of AWL approval.

All OCS employees while working AWL **must have a direct connection** via an ethernet cable to their ISP modem/router and **may NOT work via a wireless connection, (WIFI)**. The reason for this is WIFI susceptible to internet disruptions and may cause data packet failure. This ultimately

leads to corruption to databases in the main servers. In addition, WIFI phone connections are not reliable and may result in service disruption, thus negatively effecting customer service.

OCS may conduct periodic inspections of the employee's home workspace. These will be conducted at OCS management discretion in order to assure that the minimum requirements are being met by the AWL employee.

Employees are expected to have basic internet protocol knowledge and how to trouble-shoot their internet and SOM network connection. Staff who have continual internet interruptions and issues that are not resolved within a reasonable amount of time will be directed to report to the office until such issues are handled and an ISP speed test report can be successfully provided to management.

6.0 WORK FROM HOME ELIGIBILITY

6.1 Staff Selection

Working from home is optional. All MDHHS OCS Operations staff may apply for this opportunity if the task they are responsible for has been approved to be handled via VPN. The eligibility requirements will include, but are not limited to, the following:

- a. Employees must read the AWL Guidelines, complete and sign the Alternative Work Location Application and Agreement initially, and then annually thereafter.
- b. Employees must currently meet performance standards and have supervisor approval.
- c. Employees must not be within his/her first 12 months of employment with OCS if new to the child support program, state government and/or on probation, under corrective action or any other disciplinary action.
- d. Probationary status employee(s), may be directed to work from the office.
- e. Employees may apply for or request to work AWL after their first 6 months if they have had at **least two years** previous experience in with a Friend of the Court or Prosecuting Attorney's office. (Depending upon the employee's position, Departmental Technician or Support Specialist, previous work experience may factor differently in accordance with the needs of the specific position).
- f. Employees' duties must be able to be performed remotely.
- g. Employee must have a permanent residence within the SOM and must provide their current address to their supervisor. Their duties **MUST** be performed at the Michigan address provided as approved by the supervisor.

- h. Employees must provide a personal photograph for the staff directory so that managers and coworkers can properly identify and address each other in professional settings such meetings, trainings, and JADs.
- i. Employees must have ISP that meets or exceeds the minimum mbps speed specifications of 5 download and 3 upload.
- j. Employees must be connected to the home modem/router via an ethernet cable and may not work via WIFI.
- k. Employees must be willing to allow for a home workspace inspection by OCS management with a minimum of 24 hours' advanced notice.

The OCS Operations Management Team will consider requests and validate who meets the criteria. Management will notify employees if they are approved to work AWL and, if not approved, will provide an explanation as to why they do not qualify. Staff must work from their permanent home residence, no exceptions made. Requests to temporarily work in another alternative location or out-of-state will be denied unless an extreme emergency exists, and it is approved by a first and second level supervisor.

Any approved AWL request can be temporarily rescinded at the supervisor's discretion. The supervisor may rescind an AWL request when:

- a. Work obligations, deadlines, or in-person meetings dictate;
- b. The employee has failed to meet/address the requirements in this document, or the employee's productivity is negatively affected by the AWL or flex schedule.
- c. The employee has gone on a leave of absence for medical or other reasons for 3 weeks or longer.
- d. The employee's ISP is not meeting the minimum expectations and reports indicate that service interruptions are regularly occurring and/or data packets are being dropped.

A temporary rescission of AWL may occur with short notice (e.g., the employee is expected to appear at the office "tomorrow" for a meeting). AWL employees must plan for such occurrences. Staff is encouraged to use professional judgment and voluntarily report to the office or other designated locations if work obligations, deadlines, or in-person meetings dictate.

7.0 APPENDIX

- A. SOM Office of the State Employer Alternative work location Guidelines, pages 14-20
- B. SOM Policy for Storage of Sensitive Information on portable devices, pages 21 - 23
- C. OCS Operations - *Central Operations* AWL Performance Standards, page 24 - 25
- D. SOM Acceptable Use of SOM DTMB Resources, page 26
- E. OCS Operations – *Case Management* AWL Performance Standards, page 27
- F. Alternative work location Application and Agreement, page 28 - 29

APPENDIX A

State of Michigan
Office of the State Employer

ALTERNATIVE WORK LOCATION GUIDELINES

Purpose

The purpose of these guidelines is to establish standards for staff who qualify to work in an alternative work location.

Scope

These guidelines address alternative work location as it relates to eligible state classified employees who request and are authorized to: 1) work partially at an assigned office and 2) work partially at home or alternative work location center located in the State of Michigan. These guidelines do not apply to employees when their home is their official workstation or to a position established with the requirement that the person accepting the position telecommute. These guidelines do not apply to employees who work at home on a short-term basis or as a temporary or permanent reasonable accommodation approved under the Americans with Disabilities Act.

Definitions

Appointing authority: a) A single executive heading a principal department or autonomous entity; b) A chief executive officer of a principal department or autonomous entity headed by a board or commission; or c) A person designated by any of the preceding as responsible for administering the personnel functions of the department, autonomous entity, or other agency.

Core hours: Those hours that the telecommuter will be required to be available to communicate with the supervisor, co-workers or the public by telephone, e-mail, fax, etc.

Official workstation: Is as defined by the applicable collective bargaining agreement or the standardized travel regulations and is unchanged by these guidelines.

Sensitive data: Those data elements that are governed or restricted in some manner by a federal or state statute, rule, policy or requirement. At a minimum, sensitive data includes, but is not limited to: name and social security number pair; name and credit card number pair; and, personal health records as identified by HIPAA. In addition, agencies may assign the sensitive data classification to their data elements.

Standardized Travel Regulations: Regulations issued by the Department of Management and Budget, and approved by the Civil Service Commission, to specify applicable travel expense and reimbursement rates.

Telecommuter: An eligible state classified employee with an approved Alternative work location Agreement who performs job responsibilities at more than one of the following locations: a) official workstation, b) home, c) alternative work location center.

Alternative work location: A work arrangement in which employees are permitted to perform their job responsibilities away from the official workstation, in accordance with approved Alternative work location Agreements.

Alternative work location Application and Agreement:

The form used to request the opportunity to telecommute, which includes the alternative work location arrangement agreed to by the appointing authority and the employee.

Alternative work location Center: A place where the telecommuter has been authorized to work by the appointing authority other than their official workstation or their home.

General Information

The appointing authority is responsible for determining the methods, means and personnel by which its operations are to be conducted. Accordingly, the appointing authority has sole discretion to a) identify positions suitable for alternative work location and b) authorize employee requests to telecommute.

The use of alternative work location depends on operational needs including, but not limited to, the suitability of the duties to be performed, the skills and abilities of employees and their supervisors, and the availability of necessary equipment. The goal of alternative work location is to provide flexibility in meeting customer and business needs and enhance the delivery of government services to the State of Michigan.

An alternative work location employee is not permitted to conduct meetings with clients, customers, or other members of the public in the telecommuter's home or other non-state owned or leased alternative work location center. The appointing authority may allow meetings to be conducted at a state owned or leased alternative work location center.

An eligible employee may request to telecommute by submitting an Alternative work location Application and Agreement form provided by the appointing authority. Alternative work location arrangements must be mutually agreed to between the eligible employee and the appointing authority on the Alternative work location Application and Agreement form. An Alternative work location Agreement may be terminated at any time for any reason by either the employee or the appointing authority.

All appointing authority policies, procedures and work rules applicable to the official workstation are also applicable to the alternative work location.

Eligibility Process

Upon the request of an employee, the appointing authority will evaluate the suitability of the employee's position for alternative work location. Examples of common characteristics of jobs suitable for alternative work location include those with:

- A high degree of computer, project or analytically oriented work.
- Well-defined job objectives and output, including the production of deliverables that can be assessed to ensure that desired work is being done.
- Minimal amount of support and non-computerized reference materials needed from the principal department worksite.
- The ability to substitute electronic/telephonic communication for face-to-face contact and schedule in advance any meeting that would require an employee's attendance in person.

- Substantial travel away from the official workstation.
- A minimal or flexible need for specialized material or equipment.

If the position is suitable for alternative work location, the demonstrated skills and abilities of the employee requesting to telecommute, as well as those of the employee's supervisor, will be evaluated to determine suitability for alternative work location and help identify possible training requirements. Examples of skills and abilities of successful telecommuters include being:

- Well-organized, self-motivated, and adaptable.
- Experienced and well-versed in the organization's practices.
- Currently successful in the job to be telecommuted.
- Dependable and trustworthy.
- Results-oriented and customer-focused.
- Comfortable with technology.
- Able to communicate effectively.
- Able to work productively on their own.

Examples of skills and abilities of effective telecommuter supervisors include being able to:

- Empower and trust their employees.
- Manage by results and output.
- Encourage feedback and communication.
- Effectively problem-solve or facilitate.
- Support alternative work location as a concept and work to make it successful.
- Effectively plan and organize their work and the work of subordinates to achieve results.

Equipment, Hardware, Software and Materials

1. Appointing authorities are responsible for determining the business functions that are required for the telecommuter to complete their job. The Michigan Department of Information Technology (MDIT) will be responsible for completing an assessment of the IT hardware, software, network connections and security for the telecommuter to perform those functions.
2. Appointing authorities may provide, at their sole discretion, computer hardware, network connections and security as determined by the assessment of MDIT.

3. The appointing authority, as determined by MDIT security assessment, may authorize telecommuters to use employee-owned computer hardware equipment, software and other devices deemed necessary to perform assigned work away from the official work location.
4. Employees are not allowed to use employee-owned PCs to access sensitive data nor can the employee place sensitive data on employee-owned storage media. Accessing sensitive data must be performed while utilizing state-owned equipment.
5. MDIT is responsible for installation, testing, maintenance and repair of the equipment and upgrades of software for state issued equipment. All such activities must be performed at the official workstation unless otherwise authorized. MDIT will not perform such activities at the employee's home. The employee shall follow department protocols regarding services from the SOM Client Service Center.
6. Equipment, hardware, software and other devices furnished by the employer remains the property of the SOM and subject to the departmental work rules regarding the limitation on personal use. State-owned software shall not be installed on employee-owned hardware with the exception of the state-owned VPN Client software. Employee-owned software shall not be installed on state-owned hardware.
7. Telecommuters will return state-owned hardware, software, supplies, documents and other information or property to the official work location prior to termination of the alternative work location agreement or employment.
8. Telecommuters will be responsible for promptly notifying the employer of an equipment malfunction or failure of either state-owned or employee-owned equipment. If the malfunction prevents the telecommuter from performing assigned tasks, the telecommuter must notify the employer immediately. The telecommuter will be directed to perform other assignments, assist with the repair or exchange of equipment, or be directed to return to the official work location.
9. State agencies and telecommuters will be responsible for determining the telephone requirements to perform the work and for determining the most cost-effective means for meeting those requirements as well as what expenses will be reimbursed.

Fiscal Responsibilities

Appointing authorities will be responsible for managing the costs of alternative work location within their allocated budget. Supplies to be

provided and costs eligible for employee reimbursement shall be identified in the Alternative work location Agreement and shall not conflict with Standardized Travel Regulations, procurement policies and procedures, or any applicable collective bargaining agreement.

Tax Laws and Zoning

Federal, state, and local tax obligations resulting from alternative work location are the responsibility of the employee.

Cancellation of Alternative work location Agreement

Cancellation of an Alternative work location Agreement by the employee may be made at any time upon written notice to the appointing authority and vice versa. If feasible, a fifteen-day notice of cancellation will be given.

Discontinuation of Alternative work location Program

The appointing authority may discontinue use of an alternative work location program for all or part of their department or autonomous agency at any time.

Amendment, Modification or Extension of Alternative work location

Amendment, modification, or extension of a Alternative work location Agreement may be made at any time with written agreement between the appointing authority and the employee.

Grievance Procedure

The denial of a request to telecommute, cancellation of a Alternative work location Agreement, or the discontinuation of alternative work location is not considered discipline, nor is such action subject to the grievance and appeals procedure.

Work Schedules

1. The supervisor and telecommuter will determine which day(s) and hours during the pay period the employee proposes to telecommute. The alternative work location schedule will be reviewed, and approved, modified or denied by the appointing authority.
2. Unless other arrangements are made, the telecommuter shall be expected to attend all assigned meetings. When possible, the schedule of the telecommuter shall be considered when planning meetings. No work-related meetings will be conducted in the telecommuter's home or other non-state owned or leased alternative work location center. The appointing authority may allow meetings to be conducted at a state owned or leased alternative work location center.
3. A telecommuter who is scheduled to be working at their home on a day that is declared to be a weather or other state emergency, is expected to work at the alternative work location as scheduled unless power outages or other unique circumstances preclude such work. State closures do not affect

those who work from home unless you are specifically directed to not work by your management.

4. If there is an equipment failure or power outage at the alternative work location on or during a workday, the staff member is expected to report this to their supervisor immediately. The staff member will be provided alternatives such as taking leave time if approved by the supervisor, or, to travel to the office assigned to them and work from a telecommuting station.
5. A telecommuter who is scheduled to be working at an office workstation on a day the office workstation is declared closed or inaccessible may be directed by their supervisor to work at their designated alternative work location or to take leave time if approved by the supervisor.
6. The work from home staff member is to perform only official SOM duties and not conduct personal business while working in their alternative location. Personal business includes, but is not limited to, caring for dependents, handling home repairs, assisting a spouse or partner with their business, or, assisting other family members with non-SOM work.
7. Telecommuters are required to comply with departmental requirements and applicable collective bargaining agreements with regard to illness and absence reporting and the use of leave credits.

Health and Safety

The alternative work location is considered an extension of state workspace only during scheduled alternative work location hours. All reporting requirements for any injury or illness are extended to the alternative work location. As part of the Alternative work location Agreement, the telecommuter will certify that the At-Home Workspace complies with the At-Home Workspace Health and Safety Standards. The home alternative work location must accommodate any equipment to be used in the work performed. The State may inspect the home alternative work location during alternative work location hours, with reasonable advance notice, to ensure ongoing compliance with the Alternative work location Agreement.

The appointing authority is responsible for insuring state-owned equipment. The telecommuter has the responsibility for taking appropriate steps to minimize damage to state-owned equipment.

Performance

Work results and performance measures related to alternative work location must be developed prior to the signing of the alternative work location agreement. Acceptable work performance is required for continuation of the Alternative work location Agreement.

Orientation

Appointing authorities should provide alternative work location orientation for affected managers, supervisors and telecommuters to ensure successful alternative work location. This orientation should be provided prior to the implementation of the Alternative work location Agreement.

Departmental Alternative work location Procedure

An appointing authority may establish a departmental procedure to implement alternative work location consistent with these guidelines.

Appendix B

1315.00 POLICY FOR STORAGE OF SENSITIVE INFORMATION ON MOBILE AND PORTABLE DEVICES

SUBJECT: Policy for Storage of Sensitive Information on Mobile Devices and Portable Media

APPLICATION: Executive Branch Departments and Sub-units, private partners and contractors.

PURPOSE: To establish a statewide policy for the protection of State of Michigan (SOM) sensitive information and data stored on mobile devices and portable media.

The public rightly assumes and should be assured that the data in the possession of Michigan state government is secure and protected from unauthorized disclosure or misuse.

CONTACT AGENCY: Department of Technology, Management and Budget (DTMB)
Office of Enterprise Security

TELEPHONE: 517-241-4090
FAX: 517-241-2013

SUMMARY: Any user who has been authorized to access SOM sensitive information has an obligation to safeguard and protect the confidentiality of such data. The objective of this procedure is to minimize the likelihood that sensitive or confidential SOM information is inadvertently disclosed.

PROCEDURE:

- Storage of sensitive information on mobile devices or portable media is permitted only if **all** of the following requirements have been satisfied:
 - Use is restricted to individuals whose job duties require it;
 - Granted for a finite duration as needed to fulfill the specific functions required to perform a specific job;
 - Approval has been obtained by both the employee's department head (or their designee) and the system/data owner. For non-SOM employees, "department" is defined as the SOM Agency contracting with the third party.
 - Sensitive data has been encrypted. Encryption must comply with DTMB Standard 1315.10 as published (http://www.michigan.gov/documents/1315_162702_7.10_Encryption_Policy.pdf). **Unencrypted storage of sensitive information on mobile devices and portable media is prohibited.** Please note that SOM Administrative Guide Procedure 1350.90 for data sanitation and media disposal will need to be followed.
- ANY instance of SOM sensitive information (*including that stored on a mobile device or portable media - encrypted or unencrypted*) being lost, stolen, or where there is reasonable belief that an unauthorized person may have acquired the data, **must be reported immediately** to your appropriate Agency management and the Department of Technology, Management and Budget's Customer Service Center (DTMB CSC) at (517) 241-9700 or (800) 968-2644.

Term	Definition
Data/system owner	Senior management of the Agency that is ultimately responsible for ensuring the protection and appropriate use of their business' data.
Encryption	The translation of data into a secret code. Encryption is the most effective way to achieve data security. To read an encrypted file, you must have access to a secret key that enables you to decrypt it.
Term	Definition
Mobile devices	<p>Any mobile device (State-owned or privately-owned) capable of storing data.</p> <p>Examples include, but are not limited to, laptop and tablet PCs, Blackberrys, cell phones, PDAs, iPods (MP3 players).</p> <p>For the purpose of this policy, all non-state-owned computing or data storage equipment (e.g., PC, server, NAS, SAN) are considered mobile devices.</p>
Portable media	<p>Any portable media (State-owned or privately-owned) capable of storing data.</p> <p>Examples include, but are not limited to, external hard drives, USB thumb drives, flash drives, memory sticks and cards, CDs, DVDs, floppy disks.</p>
Sensitive information and data	<p>Those data elements that are governed or restricted in some manner by a federal or state statute, rule, policy or requirement.</p> <p><u>At a minimum, sensitive information that all Agencies must encrypt includes</u> (but is not limited to):</p> <ul style="list-style-type: none"> ☐ Name and social security number pair ☐ Name and credit card number pair ☐ Personal health records as identified by HIPPA <p>In addition to above, Agencies may assign data classifications to their data elements. Encryption would be required for any Agency-specific information labeled as sensitive.</p>

Terms and Definitions

- **Authority**

E.R.O. No. 2001-1, compiled at § 18.41 of the Michigan Compiled Laws (Technology, Management and Budget Act 431 of 1984: Section 18, and Executive Reorganization Order 2001-1 now contained in the Act Section 18.41 Paragraph H).

- **Enforcement**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment and/or criminal prosecution where the act constitutes a violation of law.

Any 3rd party found to have violated this policy may be subject to action, up to and including criminal prosecution where the act constitutes a violation of law. A breach of contract and fiduciary liability may also apply.

- **Exceptions** to this policy may be granted solely by the Director of the Department of Technology, Management and Budget (or the Director's designee).

- **Effective Date**

Immediate upon release.

APPENDIX C
OCS CENTRAL OPERATIONS PERFORMANCE STANDARD
(Including Interstate Case Registry)

Acceptable work performance is required in order to qualify for and on-going AWL status. Staff will be evaluated according to established goals, measurements noted below, as well as quality assurance standards. A score of 94% or below means a process improvement plan will be implemented and the staff member may be required to return to the office for retraining. The expected score of 95% or above must be met within the established time frame indicated within the performance improvement plan or the staff member must report to the office for an indefinite period as directed by their supervisor. Staff are expected to utilize all software tools, such as Genesys, electronic desktop delivery of work, for tasks designated as such and to properly enter Key Value Pair data, (KVP's) with 99% accuracy.

Central Operations

Column A - Function & Performance Scoring Expectations	Column B - Measures
1. FIDM	<p>Produce monthly liens without errors, (correct SSN, correct case and bank information etc.). Production goals of 140 monthly and 70 bi-monthly – expected until staff are informed differently.</p> <p>Advance the appropriate FIDM chain in ENFM and close FIDM Lien within 2 days of expired time frames.</p> <p>Quality measures will consist of meeting all legal and procedural requirements associated with the lien as published in Michigan Child Support Manual Section 6.27, 'Liens-FIDM/MSFIDM', as well as addressed in the FIDM Procedures folder located on the shared drive.</p>
2. Arrears Payment Plans	<p>Produce monthly APPs without errors, (i.e. proper notes on all cases, all financial buckets considered, etc.)</p> <p>Process APP's within a 10-business day turn around, (56 days allowed for OCS comment)</p>
3. Credit Bureau Reporting	<p>Return and handle client and FOC calls within 1 business day</p> <p>Produce letters to clients within policy guidelines as published in Michigan Child Support Manual Section 6.18, 'Credit Reporting'.</p>
4. Tax Offset and Passport Withdrawal	<p>Process passport withdrawals on the same business day, if obtained in the afternoon, next business day.</p> <p>Respond to tax offset-related calls within 1 business day</p>
5. ICDM	<p>Produce monthly liens without errors, (correct SSN, correct case and carrier information, etc.)</p> <p>Process daily matches (which meet criteria) within one business day.</p>

	Quality measures will consist of meeting all legal and procedural requirements associated with the lien as published in Michigan Child Support Manual Section 6.30, 'Liens-Insurance', as well as addressed in the ICDM Procedures folder on the shared drive.
6. FIDM and ICDM Payment Processing	Allocate funds within two weeks of receipt of the MiSDU batch file. Allocate FIDM and ICDM payments to the cases correctly as published in Michigan Child Support Manual Section 6.27, 'Liens-FIDM/MSFIDM' and Section 6.30, 'Liens-Insurance', as well as addressed in the FIDM & ICDM business procedures document.
7. Financial Institution Liaison	Return FI-related calls within 1 business day Distribute disclosures to staff within 1 business day
8. Intergovernmental FIDM Liaison	Produce monthly liens without errors, (i.e. correct SSN, correct state, case and bank information etc.) Close and file intergovernmental FIDM files within 2 business days of expired time frames. Quality measures will consist of meeting all legal and procedural requirements associated with the lien as published in Michigan Child Support Manual Section 6.27, 'Liens- FIDM/MSFIDM', as well as addressed in the FIDM Procedures folder located on the shared drive.
9. Interstate Central Registry	Distribute all incoming interstate cases within 2 business days; respond to incoming inquiries from other states' central registries, CSNET and other Michigan IV-D partners within 2 business days
10. OTHP	New Entry, Modifications, and Merge requests to be completed without errors, (i.e. correct OTHP name, address, zip code w/ +4, retaining correct OTHP ID, etc.) OTHP requests will be completed within 48 hours, entered into the database, and filed appropriately
11. Employer Bonuses	Employer Bonus notifications will be processed within 1 business day and to be completed upon the date that information is the most accurate; Employer Bonus notifications will be completed with accuracy, (i.e. arrearage balance on all cases if applicable)
12. Parent Locating	Standard locate requests must be completed within a 5-business day turn-around and responded to in accordance with business guidelines; AOP requests will be completed within 2 business days without errors
13. Constituent Correspondence	Documents received will be responded to within 10 business days for DHHS Director inquiries, 5 business days for Governor inquiries and OCS letter writing guidelines followed. Correspondence must be properly tracked, and the appropriate department alerted when a specific response is required.

APPENDIX D TECHNOLOGY ACCEPTABLE USE POLICY

The [1340.00.01 Acceptable Use of Information Technology Standard](#) can be found on the [Inside DTMB/ Work Resources/ IT Technical Policies, Standards and Procedures](#) SharePoint page. Changes were made to the sections on acceptable use, abuse, social networking, security and erroneous use from the previous version. You must familiarize yourself with this policy and by signing this Alternative Work Location document, you are agreeing to the fact that you have read and understand the Acceptable Use of Information Technology Standard.

The [1340.00.01 Acceptable Use of Information Technology Standard](#) can also be accessed outside the state network on the DTMB Internet page on the [IT PSP](#) section.

Contact Information: If you have questions regarding this standard, please contact Susie Pratts, IT PSP Coordinator at Pratts1@michigan.gov or Phone: 517-284-7090

APPENDIX E
OCS CASE MANAGEMENT PERFORMANCE STANDARDS

OVERALL COMPOSITE SCORE OF 90 POINTS OR HIGHER IS REQUIRED.

Productivity Standards – Determined by Genesys Reporting of items completed	
Standard	Measure
1. Meet overall productivity goal	3 per hour average(calls, work items, and emails)
Quality Expectations – Determined by Monitoring of calls and case reads	
Standard	Definition
1 Maintain high accuracy	Support Specialists will have a 90% accuracy rate for case handling and calls.
2 Maintain Professionalism	Support Specialists shall maintain their professionalism at all times with all internal and external customers, co-workers, partners and stakeholders.
3 Service all corresponding IV-D cases	SS shall review and properly service all cases associated with any particular work item (phone call, RESR, email, etc.) whether in or out of his/her daily functional assignment.
Overall Performance Rating	
Meet Productivity Standards outlined above	30 Percent of overall rating
Meet Quality Case Handling Standards as Outlined Above	70 Percent of overall Rating
Combination of the above attributes is final performance rating	A score of 90 is required to have a satisfactory performance rating for the month.

APPENDIX F

ALTERNATIVE WORK LOCATION APPLICATION AND AGREEMENT

SECTION I – EMPLOYEE INFORMATION					
1. Last Name	First Name	M.I.	2. Proposed Effective Dates FROM: _____ TO: _____		
3. Job Title / Position		4. Department/Agency/Division		5. Employee I.D.#	
6. Job Duties / Responsibilities (Summarize Job Duties / Responsibilities and attach updated and approved CS-214, Position Description.)					
7. I believe my position meets the criteria for AWL because:					
8. Proposed Alternative work location Worksite a. <input type="checkbox"/> Home <input type="checkbox"/> Alternative work location Center			b. Area Code and Telephone Number ()		
c. Street Address (P.O. Box not acceptable)		d. City	e. State		f. Zip Code
SECTION II – EMPLOYEE CERTIFICATIONS, ALTERNATIVE WORK LOCATION WORK SCHEDULE AND ACKNOWLEDGMENT					
Employee Initials	I certify that:				
_____	I have read the Alternative work location Guidelines and received a copy.				
_____	I have read the Storage of Sensitive Information and Acceptable Use Policies (Administrative Guide Policies 1315.00 and 1460.00) and received copies.				
_____	I have reviewed my performance expectations with my supervisor and received a copy.				
_____	I have reviewed the communications procedures/requirements for alternative work location with my supervisor and received a copy.				
_____	I have received orientation for alternative work location.				
_____	My At-Home Workspace complies with the At-Home Workspace Health and Safety Standards: <ul style="list-style-type: none"> • Heating/cooling, ventilation, and lighting are adequate for satisfactory work performance. • Electrical equipment is free of recognizable hazards. • Electrical system permits the grounding of electrical equipment. • Walkways, doorways, and corners are free of obstructions that interfere with visibility or movement. • File cabinets and other storage devices are arranged so that drawers/doors do not open into walkways. • Work chair is structurally sound. • Floor and/or floor covering is free of conditions that could cause trips or falls. • Electrical cords, telephone lines, and equipment interface cables (if present) are secured and do not interfere with foot traffic. 				
Employee Initials	I agree to:				
_____	Abide by all applicable provisions of the Alternative work location Guidelines.				
_____	Place State-owned/acquired equipment, software and/or service(s), as provided, at the alternative work location worksite identified above.				
_____	Exercise due diligence and care in the use and maintenance of the equipment, software and/or service(s).				

_____	Abide by all applicable rules and/or policies with regard to the use of the equipment, software and/or service(s).
Employee Initials	I understand that:
_____	My failure to comply with the At-Home Workspace Health and Safety Standards will be grounds for authorization to telecommute to be terminated.
_____	The State has the right to inspect my At-Home Workspace, with prior notice, to ensure compliance with the At-Home Workspace Health and Safety Standards.
_____	Misuse of State-owned/acquired equipment, software and/or service(s) may result in disciplinary action being taken against me and the loss of my alternative work location privileges;
_____	I will not be compensated for the use of my own PC or other personal equipment to telecommute.
_____	I am expected to meet or exceed the established goals and guidelines and score equal to or above level set for the particular task(s) I am assigned to handle.
_____	All Appointing Authority policies, procedures and work rules applicable to the official workstation are also applicable to the alternative work location.

Acknowledgment	
I understand that this Alternative work location Agreement is a voluntary agreement. I further understand that the Alternative work location Agreement may be terminated in writing by me or the Appointing Authority at any time for any reason. If feasible, a party terminating the Alternative work location Agreement will give the other party 15 calendar days' notice of termination. If the Appointing Authority terminates the Alternative work location Agreement, I understand that I cannot grieve the termination.	
Employee Signature	Date

SECTION III – SUPERVISOR RECOMMENDATIONS	
<input type="checkbox"/> Yes <input type="checkbox"/> No (Provide reason)	
Supervisor Signature	Date

<input type="checkbox"/> Yes <input type="checkbox"/> No (Provide reason)	
Office / Division Director Signature	Date

Forward to Appointing Authority; if recommended for approval complete Section IV before forwarding.

SECTION IV – SUPERVISOR’S CHECKLIST FOR TELECOMMUTERS		
Supervisor Name		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	State-owned or acquired equipment, software, and services are documented.
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Supplies to be provided and costs eligible for employee reimbursement have been identified and the list is attached.
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Performance expectations have been documented and explained to employee.
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Communication procedures/requirements have been established and explained to employee.
<input type="checkbox"/> Yes	<input type="checkbox"/> No	The employee has received a copy of Administrative Guide Policies 1315.00 and 1460.00.
Supervisor Signature		Date

SECTION V – APPOINTING AUTHORITY ACTION		
<input type="checkbox"/> Approved <input type="checkbox"/> Disapproved (Provide reason)		
Effective Dates of Agreement		
Start Date:		Ending Date:
Appointing Authority (or Designee) Signature	Date	
Appointing Authority Comments:		