

**SAN BERNARDINO COUNTY  
PROBATION DEPARTMENT PROCEDURE**

**Telework Program**

**Authority:**

Michelle Scray Brown, Chief Probation Officer

**Purpose:**

To establish guidelines relating to participation in the Telework Program. To the extent qualifying employees are approved by the Chief Probation Officer or their designee to participate in the Telework Program, the County of San Bernardino Telework Program Guidelines and the County of San Bernardino Telework Agreement will be followed. The County Telework Program Guidelines, County Telework Agreement, and other related paperwork can be found at <https://hr.sbcounty.gov/commuter-services/commuter-resources/> under "Telework Forms and Resources." Employees who participate in the Telework Program are expected to comply with all Federal, State, County, and Department guidelines, policies, regulations, procedures, Memorandum of Understandings (MOUs), etc., including those related to participation in the Telework Program.

**Definitions:**

Telework: An alternative work arrangement available to qualifying Probation Department employees to work from a remote workplace, such as one's home or satellite office, rather than commuting to a designated work site. Telework is defined as working one or more days away from the main office, either at home or at an approved alternative worksite, during a pay period.

**Responsibilities:**

I. Chief Probation Officer or their Designee:

- A. Should establish a Telework Program Plan in accordance with County of San Bernardino Telework Program Guidelines.

II. Deputy Chief Probation Officer:

- A. In conjunction with the Chief Probation Officer or their designee, will determine the feasibility and suitability of a telework schedule based on employees' job classifications/positions in accordance with the County of San Bernardino Telework Program Guidelines.
- B. Shall ensure compliance with all applicable Federal, State, County, and Department guidelines, policies, regulations, procedures, MOUs, etc., including those related to participation in the Telework Program.
- C. Shall be responsible for final approval of Telework Agreements.

III. Division Director I/II:

- A. Shall assist the Deputy Chief Probation Officer, as needed, in determining the feasibility and suitability of a telework schedule based on employees' job classifications/positions in accordance with the County of San Bernardino Telework Program Guidelines.
- B. Shall ensure Supervisors administer the Telework Program in accordance with all Federal, State, County, and Department guidelines, policies, regulations, procedures, MOUs, etc., including those related to participation in the Telework Program.
- C. Shall ensure all required County/Department Telework Program paperwork is completed and submitted to the respective Deputy Chief Probation Officer.

IV. Supervisors:

- A. Shall ensure employees approved to participate in the Telework Program complete and submit the County/Department approved Telework Program paperwork prior to participation in the Program.
- B. Shall ensure employees complete the County required online training courses through the Performance, Education, and Resource Centers (PERC) Learning Center at <https://perclms.sbcounty.gov/learn>.
- C. Shall be responsible for managing the day-to-day performance of their teleworking employees.
- D. Shall ensure employees approved to participate in the Telework Program maintain the required work standards and continue to meet and adhere to all Federal, State, County, and Department guidelines, policies, regulations, procedures, MOUs, etc., including those related to participation in the Telework Program.
- E. Shall ensure all required Telework Program paperwork is submitted to the respective Division Director prior to the employee's participation in the Telework Program.

V. Employees approved to participate in the Telework Program:

- A. Shall meet, maintain, and adhere to all Federal, State, County, and Department guidelines, policies, regulations, procedures, MOUs, etc., including those related to participation in the Telework Program.
- B. Shall complete and submit to the Supervisor all required Telework Program paperwork prior to participation in the Program.
- C. Shall complete the County required online training courses through PERC at <https://perclms.sbcounty.gov/learn>.

VI. Automated Systems:

- A. Shall be responsible for providing, tracking, and maintaining secure options/equipment for facilitating remote access to County/Department data, as applicable.
- B. Shall provide technical support and address questions regarding remote access, as applicable.

**Guidelines:**

- A. The Department allows for the use of the Telework Program where working conditions and business needs permit for its use. Not all employees, positions, and/or job classifications may be suitable for participation in the Telework Program. Teleworkers must have the ability to work remotely and their job duties/functions must lend themselves to telework.
- B. The telework arrangement is voluntary between management and employee(s) and is not permanent. The arrangement may be terminated for any reason, at any time, with or without cause. Employees who have been approved to participate in the Telework Program may be required to report to work in person, at any time, based on County and/or Department needs.
- C. Employees who are approved to participate in the Telework Program must have Performance Evaluations with overall ratings of at least "Meets Job Standards", must demonstrate a high-performance level with minimal supervision, must maintain a consistent and dependable level of productivity, exhibit strong time management skills, be self-motivated, organized, and conscientious about work schedules, and exhibit strong oral and written communication skills. Employees should have a thorough knowledge and a full understanding of the required work tasks.
- D. The employee's remote workspace shall be considered an extension of the County/Department workspace. The employee's duties, responsibilities, and conditions of

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employment remain the same as if the employee was working at the Department's primary work-site.

- E. The employee shall maintain a safe, focus-based work environment at their remote work-site that satisfies all aspects listed in the County's Telework Guidelines, the County's Telework Agreement, the Department's Telework Program Plan, and this procedure.
- F. The employee shall be expected to be free from distraction and able to perform all required job duties while teleworking. Employees are required to have other primary care arrangements during working hours to care for individuals in the home who need supervision, including children under 12 and older individuals who are incapable of self-care.
- G. The employee shall adhere to all rules and regulations regarding the security and confidentiality of data and information handled in the course of work. Teleworkers shall take all precautions necessary to secure and prevent unauthorized access to any County/Department equipment/system/information.
- H. The employee is expected to complete the employee's standard tour of duty. Work hours, overtime compensation, and leave utilization will conform to applicable County Code, Ordinance, employee contract, MOU, etc.
- I. The employee shall remain subject to all County/Departmental disciplinary rules, policies, procedures, etc. while working at the remote work-site.
- J. The employee shall not meet "in-person" with Customers/Clients at the employee's place of residence or any remote work site without prior approval from the respective Deputy Chief Probation Officer.

**Inspections:**

Refer to the Policy and Procedure Inspection Matrix.

**Foundation:**

- San Bernardino County Telework Program Guidelines
- San Bernardino County Department Telework Program Guidance
- San Bernardino County Department Telework Justification Form
- San Bernardino County Employee Telework Agreement
- San Bernardino County Probation Department Telework Program Plan

**References:**

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**Replaces:**

Telecommuting and Work-At-Home

Issued by:

  
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Tracy Reece, Assistant Chief Probation Officer

7-14-20  
Date

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