



Special OHR Live Event: FY23 eTelework Applications

Friday, May 13, 2022

Welcome to the Live Event. Please make sure your audio is turned on.

The meeting will begin shortly.



Office of *Human Resources*

Agenda

- Samuel Frushour
 - Telework Program in CY2021, Lessons Learned and Expectations
 - Timeline for FY23 Applications
 - Updates to eTelework
 - Telework Resources
- Emily Danyluk
 - Frequently Asked Questions
- Question and Answer Session – Moderated by KD Kasunic



Telework Program in CY2021, Lessons Learned and Expectations

Samuel Frushour

Special Assistant to the Director

OHR



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Telework Program in CY2021

- Record high of 4,465 employees participated
 - Average telework hours worked increased by 38% over 2020
 - Approval rate: 98%
-
- Updated Telework Policy released
 - New trainings implemented



Lessons Learned

- Supervisors and employees should have active discussions on teleworking prior to applications being submitted to avoid confusion.
- Departments and divisions should use evidence and data in making determinations for operational need.
- Applications should be reviewed on an individual basis.
- Difference between Recurring and Situational Telework:
 - **Recurring:** Select when frequency of telework is consistent or with few exceptions (even if the scheduled telework day(s) vary).
 - **Situational:** Select when telework is on an as approved basis (short term, intermittent, sporadic, varied frequency, etc.).



Expectations of Supervisors

- Proactively speak with your employees on expectations for the renewed telework agreement, including when any schedule changes will go into effect.
- Supervisors and director-designees have a combined 14-day turnaround on applications
 - Do not delay!
 - Reminder emails sent every Monday on outstanding items



Managing a Hybrid Workplace

- Take a consistent approach to managing employees whether they are at the Main Work Location or working at their approved Remote Work Location.
- Establish communication norms and expectations for all team members, both teleworking and onsite, through email, telephone, MS Teams, Zoom and other means.
- Have regular performance conversations with all employees to review current work goals and deadlines, address barriers and to document employee performance.
- Remind employees to use the TELEWORK reason code for all hours they work remotely.



Timeline for FY23 Applications

Samuel Frushour
Special Assistant to the Director
OHR



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FY23 Telework Applications Timeline

- Starting **May 9**: Employees can submit/renew applications for FY23.
- **June 13**: Current teleworkers reminded of June 30 expiration of FY22 agreements.
- **July 1**: Employees who have not yet submitted a renewed application can be asked to return to work with appropriate notice (see Telework Policy/CBA).
- After **July 1**: Employees can continue to submit new applications or updated applications (i.e., requesting changes to frequency or days of week, or to update location).



Updates to eTelework

Samuel Frushour
Special Assistant to the Director
OHR



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Updates to eTelework



eTelework

PLEASE REPORT ANY SYSTEM ISSUE TO #OHR.ITTeam@montgomerycountymd.gov

[RENEW/UPDATE TELEWORK APPLICATION](#)

[APPROVED/ACTIVE](#)

[SEARCH](#)

[APPEALS](#)

Your Telework Application

Full Name	Stage	Type of Telework	Frequency of Telework
[REDACTED]	Approved/Active	Recurring	2 days per week
[REDACTED]	Replaced by new one	Recurring	2 days per week

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Name
Department/Division OHR Director's Office
Location OHR-EOB 7th Flr
Bargaining Unit Unrepresented

Job Title Administrative Specialist III
Supervisor
Email

Type of Telework*
 Recurring (you telework on a regular, recurring basis up to 5 days per week)
 Intermittent/Situational (you generally work onsite, but telework for limited periods of time)

Employee's Proposed Telework Schedule

Frequency of Telework*
Proposed Telework Schedule (enter only the day)

	Monday	Wednesday	Thursday	Friday	Saturday
Work Times ¹			8-5		
Meal Period Times ¹					

¹ Work hours must include a 1/2 hour unpaid meal period.

- 2 days per week
- Select----
- 1 day per week
- 2 days per week
- 3 days per week
- 4 days per week
- 5 days per week
- 1 day every two weeks
- 1 day per month
- Other

Schedule Comments

Week to week schedule may change based on operational need.

Remote Work Location (Enter the primary location and telephone number where you can be contacted when working remotely.)

Address*
Phone*

Describe how your job responsibilities are suited for teleworking:* (Please include details to expedite approval)

Much of my work is centered on document drafting (reports, policies, processes), digital communications (managing inboxes, calendar scheduling, comms drafting) and all collaborative projects are primarily if not exclusively virtual. Proposed dates are based on the needs of the Director's Office and floor management.



Type of Telework*

- Recurring (you telework on a regular, recurring basis up to 5 days per week)
- Intermittent/Situational (you generally work onsite, but telework for limited pe

Employee's Proposed Telework Schedule

Frequency of Telework*

2 days per week ▾

----Select----

- 1 day per week
- 2 days per week**
- 3 days per week
- 4 days per week
- 5 days per week
- 1 day every two weeks
- 1 day per month
- Other

Proposed Telework Schedule (enter only the day

	Monday
Work Times ¹	
Meal Period Times ¹	

¹ Work hours must include a ½ hour unpaid meal period

Schedule Comments

Week to week schedule may change based on operational need.



Department/Division OHR Communications and Strategic Planning Team
Location OHR-EOB 7th Flr
Bargaining Unit Unrepresented

Supervisor [Redacted]
Email [Redacted]

Type of Telework
 Recurring (you telework on a regular, recurring basis up to 5 days per week)
 Intermittent/Situational (you generally work onsite, but telework for limited periods of time)

Employee's Proposed Telework Schedule

Frequency of Telework Other

Proposed Telework Schedule (enter only the days you will be teleworking)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Work Times ¹							
Meal Period Times ¹							

¹ Work hours must include a 1/2 hour unpaid meal period.

Schedule Comments

Example schedule listed here

Supervisor Proposed Schedule and Frequency of Telework

Frequency of Telework Other

Supervisor Proposed Telework Schedule (enter only the days employee will be teleworking)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Work Times ¹							
Meal Period Times ¹							

Supervisor Schedule Comments

Example schedule listed here.

Remote Work Location



Portability Self-Assessment

Please select a response for each question based on how you perceive your role.

Self-Assessment Statements	TRUE	FALSE
1. The job involves independent <u>daily</u> work that the employee can control and schedule.	<input checked="" type="radio"/>	<input type="radio"/>
2. The position does <u>not</u> require <u>daily</u> continuous on-the-job training.	<input checked="" type="radio"/>	<input type="radio"/>
3. The position does <u>not</u> require the employee to access and use onsite confidential materials, special facilities or equipment on a <u>daily</u> basis.	<input checked="" type="radio"/>	<input type="radio"/>
4. The position does <u>not</u> require <u>daily</u> face-to-face contact with: <ul style="list-style-type: none"> a. Supervisor(s)/manager(s) b. Colleagues/team members/coworkers c. Customers/General Public 	<input checked="" type="radio"/> <input checked="" type="radio"/> <input checked="" type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
5. The <u>daily</u> job tasks can be clearly defined so that work outcomes can be assessed, and the employee can deliver the necessary work products while working remotely.	<input checked="" type="radio"/>	<input type="radio"/>
<p>If the response is FALSE to any of the above statements, the position is typically not suitable for regular telework, but may be suitable for situational telework. If the response is TRUE to <u>all</u> of the above statements, the position is typically suitable for regular or situational telework.</p>		

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Manager Suitability Assessment

QUESTIONS	TRUE	FALSE
1. The job involves independent <u>daily</u> work that the employee can control and schedule.	<input type="radio"/>	<input type="radio"/>
2. The position does <u>not</u> require <u>daily</u> continuous on-the-job training.	<input type="radio"/>	<input type="radio"/>
3. The position does <u>not</u> require the employee to access and use onsite confidential materials, special facilities or equipment on a <u>daily</u> basis.	<input type="radio"/>	<input type="radio"/>
4. The position does <u>not</u> require <u>daily</u> face-to-face contact with: a. Supervisor(s)/manager(s) b. Colleagues/team members/coworkers c. Customers/General Public	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/>
5. The <u>daily</u> job tasks can be clearly defined so that work outcomes can be assessed, and the employee can deliver the necessary work products while working remotely.	<input type="radio"/>	<input type="radio"/>

If the response is **FALSE** to any of the above statements, the position is typically not suitable for telework. If the response is **TRUE** to all of the above statements, the position is typically suitable for regular or situational telework once position eligibility is determined.

Recommendation

I recommend this application for APPROVAL

I recommend this application for DENIAL

Comments (these comments will be seen by employee):

Please select department director/designee for final approval

----Select----

----Select----

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Return to employee for correction

Submit

Recommendation

- I recommend this application for APPROVAL
- I recommend this application for DENIAL

Comments (these comments will be seen by employee):

Please select department director/designee for final approval

----Select---- ▼

----Select----

[Blurred]

[Blurred]

[Blurred]

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Telework Resources

Samuel Frushour
Special Assistant to the Director
OHR



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Telework Resources

- [Telework Program Webpage](#)
- [eTelework System User Guide](#)
- [Telework Policy](#)
- [List of Telework Management Officers \(TMOs\) by Department](#)
- TELEWORK Timekeeping Job Aids:
 - [Java](#)
 - [HTML](#)



Frequently Asked Questions

Emily Danyluk
HR Specialist
OHR



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Frequently Asked Questions From Depts

- **Is the timeline extended if a department-designee or supervisor is out of the office during the 14-day response window?**
 - No. For longer-term absences like this, TMOs can designate supervisor-delegates or additional director designees to take action in a timely manner.
- **Should I wait to approve an application so the effective date lines up with when the schedule begins?**
 - No. While the application will become active on date of director's approval, it is not expected that the schedule go into immediate effect. Supervisors and employees should have intentional conversations on when newly approved schedules begin.



Frequently Asked Questions From Depts

- **Do I need to have a telework agreement on file as the Director/Manager?**
 - Yes. Any County employee that is participating in the Telework Program should have an active/approved telework agreement on file.
- **Does the application go into effect immediately on day 14 if I don't take action?**
 - No. The application will stay at the supervisor or director-designee level until action is taken, but the department should not delay. Delays cause unnecessary work and stress for the employee, department, union and OHR.



Frequently Asked Questions From Depts

- **If OMS has approved an employee to telework as an accommodation, does the employee still need to submit an eTelework application?**
 - Only if the employee plans to telework in excess of their OMS-approved accommodation.
- **What should I do if the application needs corrections?**
 - There are “return” buttons at the bottom of the application for this purpose. As a supervisor, use the “return to employee for corrections” button. As a director-designee, use the “return to supervisor for corrections” button.



Q & A

Moderated by KD Kasunic



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Thank You for Attending

This presentation will be posted on the Weekly HR Liaisons & MLS Meeting Dashboard:

www.montgomerycountymd.gov/HR/Misc/WeeklyHRLiaisonsMLSOHRMCTime.html

Telework resources and learning opportunities are available on MCG's Telework Program webpage:

www.montgomerycountymd.gov/Telework

For more information on Timekeeping, visit the MCTime Resources webpage:

www.montgomerycountymd.gov/mctime/resources.html



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