



# Special Live Event with OHR & OLR: New County Telework Process

Friday, October 8, 2021

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

The meeting will begin shortly.



Office of *Human Resources*

# Introduction

Berke Attila

Director

Office of Human Resources (OHR)



Office of *Human Resources*

# Thank You!

## Telework Policy Committee

- Michael Baskin
- Sandra Brecher
- William Broglie
- Jennifer Bryant
- Patrice Bubar
- Sarah Dickinson
- Alison Dollar
- Gary Erenrich
- Adriana Hochberg
- Fariba Kassiri
- Kristina Laboy
- Keith Levchenko
- Hadi Mansouri
- Danielle Melton
- Taman Morris
- Ehsan Motazedi
- George Muste
- Greg Ossont
- Corey Orlosky
- Nicole Rodriguez
- Gail Roper
- Joslyn Sanders
- Susan Seling
- Barbara Suter
- Costis Toregas

## PIO Contributors

- Sean Clark

## TEBS Contributors

- Faria Afroz
- Skyler Grubbs
- Karen Michalak
- Patty Palomino
- Vikas Prajapati
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## OHR Contributors

- Anita Brady
- Ruiwu Chen
- Sam Frushour
- Darryl Gorman
- James Hawkins
- KD Kasunic
- Melanie Mason
- Theo Nkangnia
- Eunice Peck
- Arun Ramakrishnan
- Teddy Ramet
- Liji Scaria



# Agenda

- Berke Attila
  - Telework Updates
- Sam Frushour
  - Position Eligibility Determination
  - Telework Application Process for Employees, Supervisors, Contractors
- Anita Brady
  - Telework Training Resources and Requirements
- Berke Attila and George Lacy
  - Appeals Process
- Berke Attila
  - Review of Timelines and Resources
- Question and Answer Session – Moderated by KD Kasunic



# Telework Updates

Berke Attila

Director

OHR



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# Updates

- MCG is finalizing a new telework policy which will be released early next week on the new Telework Program webpage.
- MCG has signed a new telework agreement with MCGEO.
- Departmental Telework Management Officers (TMOs) will be required to identify which position classes are eligible / ineligible for telework in their respective departments.
- Current teleworkers will be required to renew their telework applications via the eTelework system (employees) or SeamlessDocs (contractors). Supervisors will be required to approve or deny the application within 14 calendar days.
- New mandatory telework training will be available starting next week for teleworkers and supervisors of teleworkers.
- The timekeeping REASON CODE for telework will be reverting back to TELEWORK. As of the start of the October 10 pay period the TELECOVID reason code will be disabled.



# Telework Position Eligibility Determination and Application Processes

Samuel Frushour

Special Assistant to the Director

OHR



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# Position Eligibility Determination Process

- Departmental Telework Management Officers (TMOs) are required to identify which position classes are eligible / ineligible for telework in their respective departments.
- TMOs should follow the steps outlined in the memo that they will receive by Monday, and then complete their department's prepopulated spreadsheet that will be emailed to them from the Telework Program mailbox ([telework@montgomerycountymd.gov](mailto:telework@montgomerycountymd.gov)).
- Deadline to complete the spreadsheet is October 25, 2021.





# Position Eligibility Determination Spreadsheet

		Telework Position Eligibility Determination												
Department:	OHR	Does the position require employees to report <b>daily</b> to the main work location (MWL)?	Does the position require <b>continuous</b> on-the-job training or close supervision?	Does the position require <b>daily</b> use of special facilities only available at the MWL or equipment that cannot be moved from the MWL?	Does the position involve tasks that require <b>daily</b> in-person face-to-face contact with...				Does the position require <b>daily</b> access to materials or networks only available at the MWL?	Does the position require <b>daily</b> access to classified materials or networks?	Would the performance of position duties at a remote work location significantly decrease the level of customer service?	Position Is Most Likely Eligible for Recurring Telework?	Dept Decision on Position Eligibility for Situational or Recurring Telework	
Position Class	Class Code				Supervisor(s)/Managers?	Coworkers?	Customers?	General Public?						
Senior/Lead Performance Management and Data Analyst	115	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Senior Information Technology Specialist	551	No	Yes	No	No	No	No	No	No	No	No	FALSE	Yes	
Senior Fellow	100801	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Psychologist Supervisor	2500	No	No	Yes	No	No	No	No	No	No	No	FALSE	Yes	
Program Manager II	832	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Performance Management and Data Analyst III	116	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Office Clerk	109277	No	No	No	No	Yes	No	No	No	No	Yes	FALSE	No	
Manager III	112	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Manager II	111	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Insurance Fund Manager	206	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Human Resources Specialist III	121	No	No	No	No	No	No	No	No	Yes	No	FALSE	Yes	
Director Office of Human Resources	7946	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
Compensation Analyst	100120	No	No	No	No	No	No	No	Yes	No	No	FALSE	Yes	
Administrative Specialist III	150	No	No	No	No	No	No	No	No	No	No	TRUE	Yes	
												FALSE		
												FALSE		



# Telework Application Renewal Process

- All current teleworkers (employees and contractors) must submit a new application to telework in the eTelework system by **December 3, 2021**, for the FY22.
  - Supervisors must approve or deny the application within 14 calendar days.
- Moving forward, telework applications will need to be submitted each fiscal year (e.g., July 1, 2022 – June 30, 2023), which also aligns with the annual rating period.
- Information about this requirement will be emailed to all staff on Monday, October 11.



# How to Renew or Apply

- Beginning Monday, October 11, employees and contractors will be instructed to visit the new Telework Program website and click the applicable link to renew their telework applications for FY22.
- Employees will use the eTelework system, and Contractors will be required to complete a SeamlessDoc.

I'm an **Employee**



Apply Online

I'm a **Contractor**



Apply Online



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# eTelework System Live Demonstration

- Let's take a look at how the enhanced eTelework system will work for employees and supervisors.



# Telework Training

Anita Brady

Manager, Training and Organizational Development

OHR



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# Telework Video-based Training

New telework video training modules have been created for teleworkers and supervisors of teleworkers. Information will be emailed to all staff Monday, October 11:

- *Telework Fundamentals for Employees and Contractors*
- *Telework Fundamentals for Supervisors*

Supervisors need to take both the Supervisor and Employee/Contractor trainings.



## Telework Training at-a-Glance

Video title	Topic	Who must complete?
Telework Fundamentals for Employees and Contractors: Module 1	Overview and Teleworker Responsibilities	<ul style="list-style-type: none"> <li>• Employees: Within 30 days of submitting their telework renewal application</li> <li>• Supervisors: By November 10, 2021</li> </ul>
Telework Fundamentals for Employees and Contractors: Module 2	Tips for Success	<ul style="list-style-type: none"> <li>• Employees: Within 30 days of submitting their telework renewal application</li> <li>• Supervisors: By November 10, 2021</li> </ul>
Telework Fundamentals for Supervisors: Module 1	Supervisor Responsibilities and Appeal Process	<ul style="list-style-type: none"> <li>• Supervisors: By November 10, 2021</li> </ul>
Telework Fundamentals for Supervisors: Module 2	Tips for Success	<ul style="list-style-type: none"> <li>• Supervisors: By November 10, 2021</li> </ul>



# How to Register

- To access the training, log on to [AccessMCG ePortal](#) and go to Learner Home in Employee Self Service. Under the Search field “Class,” enter the registration keyword, “Telework” and then select the appropriate modules (Employee/Contractor or Supervisor).
- These trainings are mandatory for all teleworkers and all supervisors who manage teleworkers.
- For assistance, review: [Enroll in a Class](#). For enrollment questions, contact [OLM.Admin@montgomerycountymd.gov](mailto:OLM.Admin@montgomerycountymd.gov).





# Appeals Process

Berke Attila  
Director  
OHR

George Lacy  
Labor Manager  
OLR



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# Appeals Process

## Unrepresented Employees

- Have 14 calendar days to submit a written appeal to Supervisor and Department TMO. TMO responds within 14 days.
- If not fully resolved, employees have 14 days to submit written appeal to Department Director. Director responds within 14 days.
- If not fully resolved, employees may submit written appeal to Telework Review Committee; each side makes its case and committee makes non-binding recommendation.
- Department Director makes final, nongrievable decision with written explanation.

## MCGEO Employees

- Have 14 calendar days to file a written appeal.
- Once filed, effort made to informally resolve request.
- If that fails, union can ask for 5-person review panel; each side makes its case and panel makes recommendation.
- If union disagrees with recommendation, it can invoke arbitration.



# Review of Timelines and Resources

Berke Attila

Director

OHR



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# Timeline

Date	Process / Communication
<b>October 11</b>	<ul style="list-style-type: none"><li>• Updated Telework Program webpage goes live.</li><li>• MCG staff receive email regarding required training and renewal of applications for current teleworkers.</li></ul>
<b>October 25</b>	<ul style="list-style-type: none"><li>• Deadline for TMOs to complete the Position Eligibility Determinations.</li></ul>
<b>November 10</b>	<ul style="list-style-type: none"><li>• Deadline for Supervisors to complete the Employee/Contractor and Supervisor trainings.</li></ul>
<b>December 3</b>	<ul style="list-style-type: none"><li>• Deadline for current teleworkers to renew their applications for this year; they must also complete the training within 30 days of submitting their new application.</li></ul>



# Resources

Beginning Monday, October 11, visit the new [Telework Program website](http://www.montgomerycountymd.gov/telework) for:

- How to renew or apply
- FAQs
- Contacts for technical assistance and training
- Telework Program Policy

[www.montgomerycountymd.gov/telework](http://www.montgomerycountymd.gov/telework)

MontgomeryCountyMD.GOV  
Office of Human Resources

Telework

Montgomery County Government's Telework Program

Interested in telework? Watch this video:

**Telework Introduction**  
Program Highlights and How to Apply

County's Vision, Performance & Responsibilities, Time & Attendance, About Telework, How to Apply & Renewals



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# 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:

<https://www.montgomerycountymd.gov/HR/Misc/WeeklyHRLiaisonsMLSOHRMCTime.html>

For more information on telework, visit the County Telework Program Webpage

(Update scheduled 10/11/21):

[www.montgomerycountymd.gov/telework](http://www.montgomerycountymd.gov/telework)

To share feedback on the eTelework system, please send any comments to:

[telework@montgomerycountymd.gov](mailto:telework@montgomerycountymd.gov)



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