

SAN MATEO COUNTY

MENTAL HEALTH SERVICES DIVISION

DATE: October 11, 1996

MENTAL HEALTH POLICY NO.: 96-07

SUBJECT: Telecommuting

AUTHORITY: Divisional

SUPERSEDES: New Policy

ATTACHMENTS:

SMC Telecom Policies
SMC Telecom Agreement
SMC Telecom Schedule

PURPOSE

To help recruit and retain qualified staff, and to comply with the county's goal of reducing commute time for San Mateo County employees.

POLICY

Administrative, Clinical and Support Staff

Requests will be considered on a case-by-case basis; the following criteria will be considered:

- **The distance from the employee's home to his/her work site.** Priority will be given to employees who have to travel considerable distances.
- **Ability to remain current with paperwork and the ability to achieve and maintain targeted productivity standards** (see "Work Agreement", Exhibit B). Documentation of clinical services and other paperwork that requires the presence of the clinical chart is not an allowed task while telecommuting.
- **The specific nature of the employee's work.** How important is it for the employee to be immediately available on-site? How much of the employee's time is spent in face-to-face work with clients? How much of the employee's work, research, paperwork, data input and analysis, etc.)? Employees whose primary responsibilities require being on-site to work directly with clients, collateral contacts and/or other staff may not be good candidates for telecommuting.

- **Adequate staff coverage.** Employee's request will be reviewed in the context of the unit's overall plan for adequate staff coverage. Staff requests for telecommuting will be coordinated at the unit/team level.
- **County requirements.** Employee must comply with county "Telecommuting Policies and Procedures" (see attached).

Management and Supervisory Staff

Management and supervisory staff, as a general rule, will not be granted permission to telecommute, based on their clear need to be immediately available on-site for emergencies and crisis situations. An occasional single day of telecommuting may be arranged at the discretion of the employee's immediate manager/supervisor.

PROCEDURE

- Requests for telecommuting should be documented on the county's "Telecommuting Application" and given to the employee's immediate supervisor.
- The supervisor will forward this request with his/her recommendations to the Mental Health Personnel Committee.
- The Personnel Committee will review the request and forward it with committee recommendations to the Mental Health Services Director.
- The Mental Health Services Director will make the final decision about the telecommuting request.

Approved: _____
Gale Bataille, Director
Mental Health Services Division