LOUISIANA HOUSING CORPORATION		
Policy Number 53	**Policy Name** Telework	**Original Effective Date** July 1, 2022
Issuing Department Human Resources	**Revision Dates**	
Contact Human Resources	**Signature**	
Executive Director Joshua G. Hollins, Executive Director	**Signature**	

I. Objective

To establish a formal policy and guidelines for telework.

II. Applicability

This policy shall apply to all employees of Louisiana Housing Corporation (LHC), hereinafter referred to as "LHC."

III. Policy

This policy aims to establish the administrative procedures for employees within the Louisiana Housing Corporation (LHC) to participate in the Telework Program.

In accordance with SCS Rule 11.4.1, it is the policy of LHC to provide telework as a viable, flexible work option when both the employee and the employee's position are suitable for such arrangement. . LHC aims to increase efficiencies while also sustaining the recruitment and retention of highly qualified employees. Telework is not an entitlement, and it in no way changes the terms and conditions of employment.

IV. Definitions

1. Alternative Worksite:

   An approved worksite other than the employee's primary worksite in which an employee is authorized to conduct telework. The alternative worksite will be in the employee's home in most cases.

2. Official Domicile.

   - For an employee assigned to an office, the official domicile is the parish in which the office is located.
   - For an employee in the field, the official domicile is the parish where the majority of work is performed, provided that in all cases, such designation must be in the agency's best interests and not for the employee's convenience. The official domicile for an employee that

teleworks is the parish where the employee's telework home is located for the days the employee is to perform work at this location.

3. Telework:

   A work flexibility arrangement under which an employee performs the duties and responsibilities of their position from an approved alternative worksite. Unless otherwise specified, telework herein refers to both telework-formal and telework-situational.

4. Telework Agreement:

   A document authorizing the employee to perform work at an alternative worksite on established days.

5. Telework-Formal:

   Telework that occurs as part of an approved ongoing, regular schedule orwithin established limits. (E.g., full-time or a set number of days per week.)

6. Telework-Situational:

   Telework which is approved on a case-by-case basis, where hours worked are not part of a previously approved, ongoing, and regular telework schedule. (E.g., telework approved due to inclement weather, declared emergency, reasonable accommodations, or office closures.)

7. Teleworker:

   It is the term used to describe the employee when they are working from their approved alternative worksite.

V. Eligibility for Telework

Position Eligibility

A position that is suitable for telework is one that has responsibilities that can be, at anygiven time, conducted from an alternative worksite without affecting service quality or organizational operations. The Executive Director shall determine which positions are suitable for telework.

Factors in considering suitability may include, but are not limited to:

- Nature of the work performed;
- Efficiency of work processes;

- Impact on ability to provide quality customer service;
- Utilization of office space;
- Utilization of technology;
- Effectiveness of existing project teams; and
- Impact on agency budget and fiscal resources.

Employee Eligibility

Unless mandated by the Executive Director, telework is strictly voluntary. An employee eligible for telework has responsibilities that can be, at any given time, conducted from an alternative worksite without affecting service quality or organizational operations. The Executive Director may approve telework status for an employee.

Factors in considering eligibility may include, but are not limited to:

- The employee's length of service with the agency;
- The employee's work performance;
- The employee's ability to function independently;
- Completion of required telework training; and
- The employee's ability to provide technology resources outlined in the LHC Telework Agreement.

Notification of Eligibility

LHC will provide a listing of positions eligible for telework through an addendum to this policy. Human Resources will also notify candidates for employment about telework opportunities during the hiring process. To maintain transparency, the agency will post the policy addendum on the LHC Employee Intranet.

VI. Telework Arrangements

Telework-Formal

Formal telework is an ongoing work arrangement in which the employee has received approval to work from an alternative worksite. No out-of-state alternative worksites will be allowed.

For continuity of operations and other necessary business needs, the Executive Director or his/her designee may restrict telework days for a specific unit or division to "fixed" telework days. (e.g., every Tuesday) or prohibit telework on specific days (e.g., Board Meeting days).

Telework-Situational
Situational telework is a work arrangement in which the employee has received approval from the Executive Director or his/her designee to work from an alternative worksite on a case-by-case basis.

VII. Request for Telework

Telework-Formal
Employees who desire to participate in a formal telework arrangement must complete the LHC Telework Agreement Form and submit it for approval at least 14 calendar days prior to the proposed teleworking start date. The form shall be submitted to the employee's direct supervisor for processing in accordance with the form's instructions. Final approval of the telework agreement rests with the Executive Director or his/her designee.

Upon approval of the LHC Telework Agreement Form, Department Heads shall maintain responsibility for approving requested telework days.

Department Heads may require advance scheduling of telework days to accommodate the needs of the agency. In addition, Department Heads shall ensure that a physical presence is maintained at the primary worksite within each division each workday.

Employees will be required to update their LHC Telework Agreement Form during their Performance Planning Session each fiscal year.

Telework-Situational
The Executive Director or his/her designee may authorize an employee to participate in a situational telework arrangement when the needs of the organization or the employee dictate. When an employee has a need for situational telework, they should discuss the need with their supervisor and Department Head. The Department Head shall forward all requests for situational telework to the Executive Director or his/her designee for approval.

This type of arrangement requires approval via the LHC Telework Agreement Form unless the employee already has an existing agreement under a formal telework arrangement. Should the situational telework need exceed 30 days, a new LHC Telework Agreement Form shall be submitted and approved.

Upon approval of the LHC Telework Agreement Form, Department Heads shall maintain responsibility for approving requested telework days.

VIII. Compliance with Department Policies

Employees who participate in telework shall continue to comply with all LHC policies and procedures, State Civil Service Rules, and applicable other Federal and State Laws while working from an alternative worksite. This includes but is not limited to the use of leave, prior approval for overtime, timely reporting of accidents/injuries, timely submission of time statements, appropriate use of computer equipment, and refraining from prohibited behavior of a sexual, harassing, or discriminatory nature.

IX. Availability and Performance Expectations

All official business responsibilities, objectives, goals, and deadlines during telework shall be maintained. Teleworkers are expected to maintain productivity and quality of work as though they were working from the primary worksite.

Employees must be free from distractions while teleworking. Teleworkers may not engage in personal business during working hours for any purpose for which leave (annual, sick, FMLA, etc.) would otherwise be required.

Telework requires the employee to return voicemails left at their primary worksite promptly; attend scheduled meetings virtually; and respond to emails, instant messaging, and other forms of communication in a timely manner.

Employees must adhere to performance standards as established by their Performance Planning in the Performance Evaluation System (PES).

The needs of the LHC business take precedence over the employee's needs. Accordingly, an employee shall be available to report to their primary worksite as directed by the agency. To this extent, they must be available to travel to their primary worksite with as little notice as the same workday. Employees unable to meet this requirement may be disciplined and/or placed in an appropriate leave status, including leave without pay (LWOP).

Refusal to report to the primary worksite when directed shall be considered insubordination and subject the employee to disciplinary action and placement in appropriate leave status, including LWOP.

X. Required Telework Training

As a condition of eligibility for telework, the supervisor and employee must complete the following required telework training courses:

- CPTP SCS Teleworking for Employees WBT
- CPTP SCS Managing Teleworkers WBT

Additional training resources should be made available as follows:

- CPTP Developing Others WBT
- CPTP Time Management for Teleworkers WBT
- CPTP Virtual Meeting Etiquette WBT

Training courses can be found in LEO.

XI. Alternative Worksite

Worksite Location

Employees shall designate their alternative worksite on the LHC Telework Agreement Form. Once approved, the alternative worksite is the only location from which the employee shall be allowed to telework. Any circumstances requiring a change in location shall be brought to the employee's supervisor's attention immediately.

Worksite Conditions

The alternative worksite shall be a clean, safe and dedicated workspace that is to be principally used for the purpose of teleworking. The alternative worksite shall be able to accommodate any equipment that is necessary to perform the functions of the employee's job.

LHC may conduct unannounced inspections of the teleworker's alternative worksite, as deemed necessary, to account for and ensure the physical safety and security of the employee's alternative worksite meets all privacy, data security and/or other requirements referenced in this policy.

Worksite Liability

LHC will not be liable for damages to the employee's property resulting from telework. By signing the LHC Telework Agreement Form, the employee agrees to hold the State harmless against any and all claims, excluding workers' compensation claims. The employee accepts responsibility for maintaining the security, condition, and confidentiality of agency equipment and materials (including but not limited to files, applications, manuals, forms, etc.) at the alternative worksite. Furthermore, the employee is responsible for ensuring there is no unauthorized use of LHC equipment.

No employee engaged in telework will be allowed to conduct in-person, face-to-face agency-related business at the alternative worksite.

Workers Compensation

The alternative worksite is considered an extension of the employee's primary workplace; therefore, workers' compensation coverage will continue to exist for the

employee when performing official work duties in the designated area of the alternative worksite during approved teleworking hours. Any work-related injuries must be reported to the employee's supervisor and the LHC Human Resources.

Operating Costs

LHC will not be responsible for operating costs, maintenance or any other incidental costs to the employee's alternative worksite (e.g. utilities). LHC will not pay for phone, internet service, nor the repair, technical support or maintenance of personal equipment such as home networking connectivity, routers, modems, etc.

XII. Use and Security of Equipment

LHC will provide office supplies. Out-of-pocket expenses for supplies ordinarily available in the office will not be reimbursed. LHC will not offer furniture for the telework home office (e.g. file cabinets).

Employees who telework may use their personal computers for state business. LHC will not provide support connectivity of home networking connections, routers, modems, etc., and will not cover the repair or maintenance cost of personal equipment.

If requested, LHC may provide the necessary computer equipment for employees to use at their approved telework site. When an employee teleworks, they must apply approved safeguards to protect state equipment and supplies.

When teleworking, employees may be required to use their personal cellular telephones for business use during scheduled business hours. Employees will be responsible for all related expenses.

Employees who telework will be required to provide internet access at their own expense at their telecommuting worksite at a speed approved by Technology Services.

Employees must comply with LHC Policy 23: Use of State Resources and any property control procedures. This includes submitting approved property control forms before moving computer equipment from an LHC office to an alternate telework location.

LHC is responsible for the maintenance of state-owned equipment. State equipment requiring service shall be brought to a local LHC office for repair by the employee assigned the equipment.

Employees whose telework arrangements are terminated must return any agency-owned equipment provided to them to LHC upon their return to the office,

last day of employment, or at any time requested by the LHC.

All official state records, files, and documents must be protected from unauthorized disclosure or damage and returned safely to the office. This means proper retention and disposal procedures are required and performed at the designated LHC office. All records and data remain the property of the state.

Facilities Operations and Technology Services must adequately account for state telework property by ensuring the steps below are taken.

- In accordance with DOA property requirements, all required state equipment must be tagged with a property/asset identification number for property inventory and control purposes.
- A record and tag number of all property purchased and/or issued to each employee for telework purposes must be maintained.

XIII. Official Office Closures

Depending on the reason therefor (i.e. weather, road conditions, etc.), an office closure may be declared to a specific building, city/town, parish, or the entire State. The official domicile for an employee that teleworks is the city/town or parish where the employee's alternative worksite is located for the days the employee is to perform work at that location. An employee may only have one (1) domicile on any given workday. Thus, if an office closure is declared on a scheduled telework day, the teleworker is:

Not eligible for special office closure leave (LSOC) and must continue working from the alternative worksite when:	Eligible for LSOC leave when:
The office closure is specific to the primary worksite building. The office closure is specific to a city/town or parish that is different from the city/town or parish in which the employee is teleworking.	The office closure is specific to a city/town or parish that is the same as the city/town or parish in which the employee is teleworking.

XIV. Terminations of Telework

LHC has the right to rescind an employee's telework authorization if the participant fails to benefit the agency. Rescission of the authorization for a position or employee to telework is a business decision and not a disciplinary measure. LHC

may terminate Teleworking Agreements at any time, with or without cause, at its convenience, and this decision will be final.

In the event the employee leaves employment with LHC or is removed from telework for any reason, the employee agrees to return all agency equipment, supplies, and work documents to the LHC Building within 48 hours or a mutually agreed upon reasonable time period. If the employee fails to return all property, they shall reimburse LHC for all unreturned property.

XV. Exceptions

The Executive Director of his/her designee of LHC may grant an exception to any provision of this policy, provided such exception shall not be in conflict with Civil Service Rules or agency policies.

XVI. Questions

Questions regarding this policy should be directed to Human Resources.

POSITIONS SUITABLE FOR TELEWORK

Unless specifically stated as not eligible for telework below, all full-time positions within the LHC have been designated for telework eligibility.

Due to the nature of job duties, the following positions are **not eligible** for telework:

Position	Organization Unit Text	Job title	Position Eligible?
50308471	Facilities Management	Administrative Coordinator 3	No
50535367	Facilities Management	Maintenance Repairer 1	No

Louisiana Housing Corporation

Louisiana Housing Corporation Telework Plan and Agreement Form

This document is intended to ensure that both the supervisor and the staff ("employee") have a clear, shared understanding of the employee's telework arrangement. Each telework arrangement is unique depending on the needs of the position, supervisor, and employee. This form can be adapted to unit requirements as necessary.

This telework agreement is not a contract of employment and does not provide any contractual rights to continued employment. It does not alter or supersede the terms of the existing employment relationship.

Employee Telework Information

Employee Name:	
Job Title:	
Department:	
Supervisor:	
Arrangement requested by:	☐ Employee ☐ Employer
Location where telework will be performed:	
Telework arrangement effective dates:	—

Job Duties

The general expectation for a telework arrangement is that the employee will effectively accomplish their regular job duties, regardless of work location. The employee's current position description is attached hereto. If there are telework-specific job duties and/or expectations or modifications to the employee's position description, specify them in the box below, or enter N/A.

Sample text: Employee will communicate daily with the employee's supervisor or designee while teleworking as directed by the supervisor. In-person attendance at required in-person meetings is expected. The employee will provide any documentation reasonably requested by the supervisor to corroborate work performed.

Work Schedule and Location

Day of Week	Work Hours	Work Location
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Telework Arrangement Modification

The supervisor may cancel the telework arrangement at any time upon notice to the employee. All employee-proposed changes are subject to departmental approval.

Ad-hoc modifications to this agreement should be discussed between the employee and supervisor. Substantive modifications should be documented by revising this agreement.

Louisiana Housing Corporation

Louisiana Housing Corporation
Telework Plan and Agreement Form

Telework Review

Specify a date to meet and discuss the effectiveness of the telework arrangement, or enter N/A.

Telework plan review date:	

Equipment and technology access

The employee and employer agree to work together to ensure that the alternate worksite is safe and ergonomically suitable. Specify any equipment or technology access the employee will need to telework and whether it will be employee or employer provided. If equipment failure or service interruption occurs, the employee must notify the employer immediately to discuss alternate assignments or other options. All agency equipment should be secured at all times.

Equipment	Provided by	Responsible for loss or damage

Confidentiality and Security

All agency documents, materials, and data that are removed from the office are the responsibility of the employee and must be kept confidential and secure at all times.

Policies and Procedure Acknowledgement

	Employee's Initials
I have read and understand LHC's Telework Policy	
I have read and understand LHC's Use of State Resources Policy	

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____